

HiPro Industries Ltd.

Distributor Code of Conduct.

Introduction.

The HiPro Industries Ltd. Distributor Code of Conduct (Code,) sets forth the minimum requirements and expectations with respect to compliance with fair trading policies and acceptable business conduct for HiPro's distributors. The requirements and expectations set forth in this Code apply to all HiPro Industries' distributors, regardless of where the distributor is based or does business. The distributor also shall comply with applicable local laws, directives and regulations. Distributors are also encouraged to introduce policies, standards, procedures or codes that are stricter than these requirements and expectations. We at HiPro Industries understand that our success is not based solely on quality products but also on premier customer experience, business integrity, compliance and responsible conduct. These principles are expected not only from our employees, but also from our distributors. Upon receipt of information that a distributor has failed to observe this Code, HiPro will notify the distributor's management and discuss any remedial or corrective actions. Non-compliance with the Code will be considered a material breach of the distributor's obligations to HiPro and may result in remedies including termination of the business relationship with HiPro Industries. The Code supplements but does not supersede any rights maintained by HiPro under any contract with the distributor. HiPro reserves the right to audit or review distributor compliance with this Code.

Table of Contents.

Working towards excellence and breakdown of criteria.

- Design.
- Customer Service.
- Marketing.
- Maintaining Standards.

Fair Competition.

Intellectual Property & Confidentiality.

Health & Safety.

Insurance.

Working Together.

Working Toward Excellence:

To provide quality and efficient service, a clear working process must be maintained. What is expected from you as a distributor can be broken down into some simple categories; Design, Process, Customer Service, Marketing and Maintaining Standards. The following section will provide further clarification on each category.

Design:

For us as a network of professionals, our work can often come under scrutiny from various industry professionals and trade bodies. For us to protect ourselves adequately, it is important to produce consistently high-quality designs that follow the design guide as laid out in the product user manual.

A preliminary design in CAD or similar should be produced for every job to enable on-going revisions, on completion an “as fitted design” produced and issued to the client with the certificate of compliance.

Customer Service:

Good customer service is integral to professional standards and is important as a great deal of our business comes through word of mouth. We believe that this is the difference between customers returning for future projects or portraying our brand in a negative light.

Traits of good customer service are:

- Positive working relationships should be maintained at all times.
- Being professional and friendly.
- Being open and honest about work the involved.
- Maintaining integrity throughout the job’s lifespan.

Marketing:

We are continually looking for ways to interact with our customers, promote our products and provide information on the water mist industry as a whole. HiPro Industries Ltd. as a manufacturer, conducts Google Adwords campaigns, CPD’s for Architecture and building control practices for example.

We believe it is important for all distributors to be contributing the same level of effort when generating sales leads to keep their business on a strong footing. This can be discussed with us or across the distribution network to ascertain where best to target efforts and for advice from other distributors in the same situation.

Maintaining Standards:

We at HiPro will support and encourage any distributor who are in the process or looking to obtain a third party accreditation by providing information required for your qualification.

Being accredited will show our commitment to excellence and gaining confidence within the industry as well as generating work on its own merit.

Fair Competition:

Distributors shall not misrepresent the characteristics of HiPro products or services, act dishonestly, or engage in any other unfair or anticompetitive practices. Distributors should avoid creating even the appearance of improper conduct.

Intellectual Property and Confidentiality:

Distributors shall respect HiPro's intellectual property and proprietary information, not disclose it to any third party without HiPro's consent and only use it as directed by HiPro Industries Ltd. In addition, distributors shall protect information received from HiPro and customers utilising HiPro Industries' products, treating such information with at least the same degree of confidentiality as the distributor treats its own proprietary information. Further, distributors shall respect intellectual property rights and confidential information belonging to third parties and shall take appropriate actions to avoid infringing on the intellectual property rights of others.

Health & Safety:

You have a legal responsibility to take reasonable care for the health and safety of yourself and others – colleagues, customers and visitors to sites who may be affected by your actions at work. Method Statements and Risk Assessments should be produced for all jobs. Managers and supervisors should hold SMSTS and SSSTS qualifications respectively as well as CSCS cards for installers.

Insurance:

Adequate insurance is a prerequisite for any business. For those working in the fire protection industry where there is a design element to the contract, distributors should ensure that their policy also includes professional indemnity and efficacy.

Working Together:

We at HiPro believe in a friendly and open ethos of working built on trust and support from our peers. Our promise to our distributors is to continually find new and efficient ways to grow and to support our network of distributors by providing quality products with equally good service. This will range from improving our supply chain to, being on call to support you all with technical knowledge to making it easy for end customers to find you by making all companies available on the website.

We also encourage our distributors to network with each other to share knowledge and experience as well as market information that helps us all develop the business.

We hope this partnership will last for many years to come.