

	Intuitive Quality & Standardization Certificates Issuing Services United Arab Emirates.	No.	IP004
		Revision No.	00
		Date	18-12-2025
Policy: Whistleblowing			

Whistleblowing Policy

This policy should be read in conjunction with Intuitive Quality & Standardization Certificates Issuing Services herein referred as "Initiative's" Code of Ethics.

1. PURPOSE

Intuitive is committed to being open and accountable. Being "open" is a key organizational value. Intuitive works towards being transparent in all of its operations. Very occasionally, as in all organizations, a person or persons working with or for Intuitive may appear to be acting improperly, negligently or criminally. Intuitive encourages individuals, and organizations with whom it works in partnership, (who act in good faith) to report serious malpractice in accordance with the procedures set out below.

Intuitive will ensure that those who raise concerns of suspected serious malpractice are protected from dismissal, victimization or any other detrimental treatment by Intuitive, provided that they follow the procedures set out below. People to whom a disclosure of serious malpractice (see Section 3) is made should ensure that this policy and procedure is the correct one to follow in the circumstances.

2. SCOPE

This policy applies to Intuitive top level management, all Intuitive direct and indirect employees, including affiliate organizations that provide supplies, services or support, to Intuitive.

It applies whether or not the information could be deemed to be confidential and whether the alleged malpractice is occurring globally.

3. OBJECTIVES OF THE POLICY

The purpose of this policy is to provide an effective procedure for people to raise their concerns when they believe that abuse, serious malpractice or professional misconduct has taken place, is taking place or is likely to take place. The protection outlined in section 1 above will only be given to those individuals acting in good faith. "Good faith" is where a disclosure is made with honest intentions and without malicious reasons or spite. It is essential that anyone connected with Intuitive who suspects or knows that serious malpractice has taken place, is taking place, or is likely to take place raises their concerns in line with the procedure described in this document.

The term "serious malpractice" includes:

- criminal activity (e.g. child abuse, fraud, theft, etc)
- illegality (including: negligence, breach of contract, breach of administrative law)
- miscarriage of justice
- danger to health and safety or the environment
- victimization
- the cover up of any of the above.

This list is not exhaustive.

It is important to ascertain at the outset whether this policy is the best one to use in the circumstances, or whether another policy, e.g. the Fraud and Corruption Policy might be more appropriate.

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4. Legal Obligations and Intuitive Best Practice Guidelines

The procedure for people with concerns about serious misconduct or malpractice depends upon the nature of their relationship with Intuitive – that is, whether they are staff, auditors (permanent/subcontracted), suppliers, partners associated with Intuitive. This section sets out the good practice guidance that Intuitive will follow to meet its legal obligations.

Staff and Auditors (Permanent & subcontractors)

In most cases staff and auditors should raise any concerns with the quality manager. This may be done orally or in writing and should include full details and, if possible, supporting evidence. The Managing Director can be contacted (see Section 5).

All staff/auditors that raise concerns of serious malpractice will be protected from victimization provided that they have followed the procedure and provided that concerns are raised in good faith. The identity of staff / auditors that raise concerns will be kept confidential as far as possible.

Suppliers

The term 'Suppliers' includes outsourced staff, other individuals, companies and organizations. Suppliers who are concerned that an act of serious malpractice has taken place, is taking place or is likely to take place should in the first instance raise their concerns with the Quality manager who set the terms of reference for their project/ contract. This may be done orally or in writing and should include full details and, if possible, supporting evidence.

Any suppliers who raise concerns of serious malpractice will be protected from victimization or any other detrimental treatment, provided that they follow the procedure and provided that concerns are raised in good faith. The identity of suppliers who raise concerns will be kept confidential as far as possible.

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5. Management responsibility

Managers have a responsibility to treat concerns raised seriously and to investigate them thoroughly in accordance with Intuitive's values and policies. Managers must make themselves aware of other appropriate Intuitive corporate and local policies and procedures, such as the Fraud and Corruption Policy or the range of policies outlined in the Intuitive Employees' Handbook and in each case decide whether one of these is a more appropriate mechanism to invoke.

Protection

All staff, auditors (permanent and subcontractors), suppliers and all partners working jointly with Intuitive are protected by this policy to ensure consistency and transparency for all those working towards the objectives of Intuitive. Any concerns raised will be investigated carefully and thoroughly. Intuitive will ensure that fair treatment will be followed at all times.

Where allegations by staff / auditors (permanent/subcontractors) are not made in "good faith" and are found to be false or malicious, this will be treated as a serious disciplinary offence and will be investigated in accordance with Intuitive's disciplinary policy and procedure.

Confidentiality

The identity of the person/s who raise concerns will be kept confidential as far as possible.

However, due to the nature of some investigation processes it may not be possible to retain complete confidentiality. This includes situations where the police are involved, where statutory child protection procedures need to be adhered to, or when disciplinary investigations are held and individuals need to make a statement, which may be seen by third parties.

Anonymous reporting

Anonymous reporting can be done through the Managing Director.

Intuitive understands that some people may wish to report their concerns anonymously and accepts that this may occur from time to time. However Intuitive feels that it is more appropriate for individuals to come forward with their concerns rather than raising them anonymously. Anonymous reporting can make it difficult to clarify the issues, substantiate claims and investigate concerns properly.

Feedback

Feedback and the progress of any concerns raised will be given as soon as possible. Some situations may be resolved promptly, whilst others may take longer because they require formal investigation or hearings.

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6. Nominated Person[s]

If there are concerns that staff / auditors feel cannot be raised through line management and they wish to contact the Managing Director, then they should use the following contact channels:

*Managing
Director – Mr.
Sultan Ripan
Email: info@intuitiveuae.org Tel:
+971 50 109
5863*

Any written correspondence should be marked “Private and Confidential”.

7. Use Of Other Policies to Deal with Alleged Cases of Serious Malpractice

It is important to ascertain at the outset whether the Whistleblowing Policy is the best one to use in relation to any given disclosure, or whether another policy might be more appropriate. Below is a brief list of the main Policies and Procedures, which might be more appropriate to use:

- Intuitive Fraud, Anti-Bribery & Corruption Policy
- Intuitive Disciplinary and Grievance, Dignity at Work (including harassment) and Complaints policy
- Intuitive Health and Safety Policy

8. The Role of the Named Director in Relation to the Whistleblowing Policy

Intuitive's Whistleblowing Policy identifies management actions to be taken when allegations are raised. In addition, certain post holders have specific responsibilities in relation to the implementation and operation of the Whistleblowing Policy as follows:

The **Managing Director** is a named person within the Policy to whom anyone can raise a case directly. Further, all allegations raised through the management line must be reported to him/her; he/she appoints an individual not implicated in the complaint to carry out an urgent and confidential investigation.

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