

Service and Data Integrity Policy

Fruit Growers Laboratory Incorporated or FGL Environmental's business is to provide analytical data and support services to its customers. **Each employee of FGL plays a vital role in performing this task.**

Providing a service of superior quality and integrity is impacted by three primary factors:

- 1) FGL management's commitment to, and support of staff in, providing service and data of quality and integrity.
- 2) Each employee's personal commitment to provide a service of quality and integrity.
- 3) Each employee's personal skill and knowledge, gained through education and experience, relating to the job which he/she is performing.

When these three factors are optimized the service being provided will be exceptional.

FGL is pledging its full commitment and support to helping you provide the best possible service to our customers. To uphold this policy, FGL will provide the following:

- 1) the right to "stop the assembly line" when a problem or error is discovered.
- 2) a company wide training program to augment your education and/or experience and to provide you with the skills necessary to perform your job well.
- 3) a management "open door policy" is extended to all employees with a guarantee of no reprisal.

This ensures that each employee has the opportunity and the obligation to be a part of FGL's mission to provide the best possible level of analytical service.

As an employee of FGL, integrity in providing service and data must be the highest priority. Service or data quality problems must be immediately brought to the attention of your manager and/or supervisor for review and to initiate solutions to legitimately satisfy the customers' expectations. Ignoring a problem or the falsification of data or information cannot be tolerated since it could significantly impact the reputation and the long term viability of our customers and FGL Environmental.

In our efforts to provide excellent service and high quality defensible analytical data, FGL strives to employ staff of the highest character and personal integrity. Any staff member that knowingly deviates from this expectation of integrity compromises, not just his or her own position, but that of his/her colleagues and will be subject to immediate discharge.

I have read and understand the above information and agree to abide by this policy. I further understand that nothing contained in this policy alters my at-will employment relationship with FGL Environmental.

Employee Name: _____

Signature: _____ Date: _____