

## Definitions of Audit Opinions

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| <b>High</b>         | <p>There is a sound system of control operating effectively to achieve service/system objectives.<br/>Any issues identified are minor in nature and should not prevent system/service objectives being achieved.</p>  |
| <b>Substantial</b>  | <p>The system of control is adequate and controls are generally operating effectively.<br/>A few weaknesses in internal control and/or evidence of a level of non-compliance were noted during the audit that may put a system/service objective at risk.</p>                             |
| <b>Adequate</b>     | <p>The system of control is sufficiently sound to manage key risks. However there were weaknesses in internal control and/or evidence of a level of non-compliance with some controls that may put system/service objectives at risk.</p>   |
| <b>Limited</b>      | <p>Adequate controls are not in place to meet all the system/service objectives and/or controls are not being consistently applied. Certain weaknesses require immediate management attention as if unresolved they may result in system/service objectives not being achieved.</p>       |
| <b>No Assurance</b> | <p>The system of control is inadequate and controls in place are not operating effectively. The system/service is exposed to the risk of abuse, significant error or loss and/or misappropriation. This means we are unable to form a view as to whether objectives will be achieved.</p> |