

# HESTO HARNESSSES Quality Policy

9) **Our Quality Department** has the overarching authority and responsibility to ensure that systems and procedures outlined in this manual are set up and maintained at all levels within the organisation. This includes the authority to stop production to correct quality problems.



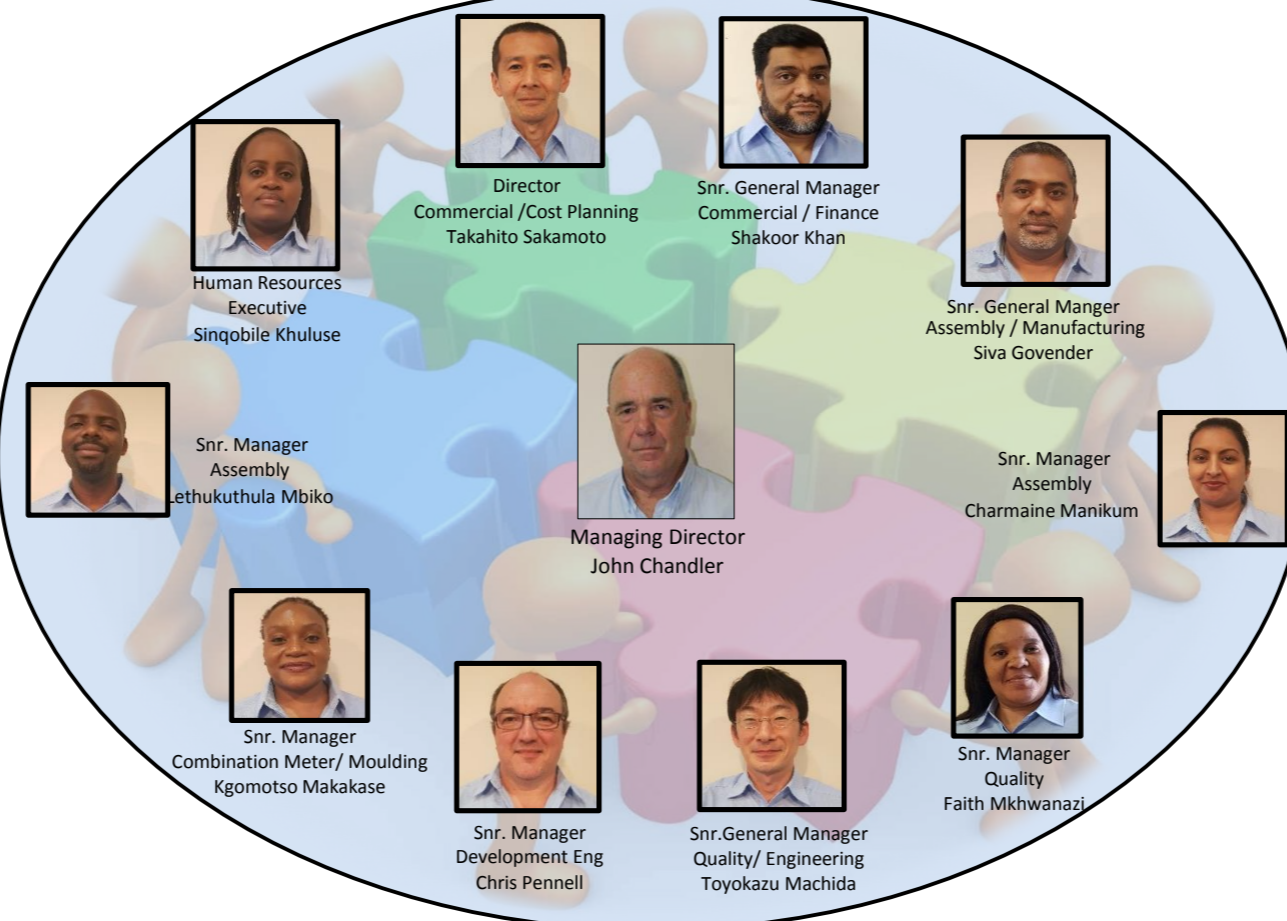
1) We will strive to ensure **sustainability** and **growth for the Organisation** by focusing all resources into a direction that will exceed Customer and Shareholder Expectations in terms of Quality, Cost, Safety & Environmental, Reliability, Service and Long Term Profitability.



2) We will do this by understanding the Customer and Shareholder expectations, creating **structures, systems, knowledge** and a **corporate alignment** to support these expectations. This alignment will be through constant, clear communication as well as the setting of Key Performance measurements through all levels in the organisation.



8) **Quality is the responsibility of all process owners** and are **tasked with ensuring continual improvement of Quality** in the Organisation; by identifying the systemic weak points, creating macro level direction and ensuring procedures are adhered to.



3) We **will encourage each employee to take ownership** for areas under their responsibility (**My Space**) to ensure that various expectations are achieved, giving each employee the responsibility of ensuring that neither waste nor defects are passed on, irrespective of who caused the waste or defect.



7) We will provide **the Management, the Systems** and the **Practical training** necessary to ensure all employees are able to meet the set targets and ensure that they understand their role in the achievement of these targets.



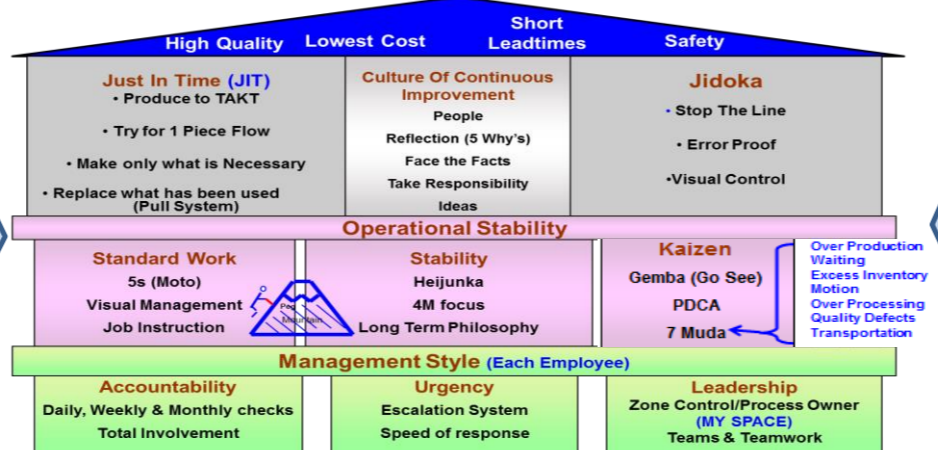
4) We will **empower each employee to question decisions** which in their opinion, could jeopardise any of the above commitments, irrespective of the rank of department. We will respect each employees questioning of decisions.



6) As an Organisation, we **commit to the Quality Management System based on IATF 16949**, as well as Customer Specific requirements, Statutory, Regulatory and Environmental compliance.



**"THE NEW HESTO WAY"**  
To Achieve Growth for all Stakeholders in the Company, and Community, through Customer Satisfaction , By Focusing on the following.



5) We will provide **daily, weekly and monthly check sheets** as well as an **escalation system** and **instill a teamwork approach** to assist each employee in the quest to improve the areas under their control. We will ensure optimum quality, cost, delivery, safety and environmental factors from each employees area of responsibility.



**10 We will follow the Principles & Pillars indicated in "The New Hesto Way" Model to align the Corporate Culture and Activities necessary to meet the targets set.**