

# End-user Health, Safety and Well-being Policy



## PURPOSE

HARDI Group (HARDI) is committed to ensuring the health and safety of our end-users by minimising risks associated with equipment operation. This policy supports HARDI's social responsibility and ESG commitments and aligns with the broader expectations set out by EXEL Industries. Our goal is to minimise safety hazards and promote a culture of safe equipment operation via our customers (country importers and dealers), who in turn support end-users.

## PRODUCT SAFETY & COMPLIANCE

HARDI is committed to developing and manufacturing equipment that prioritises end-user safety and ensures compliance with all relevant safety regulations and industry standards. The core principles include:

- Designing all HARDI products to integrate safety-enhancing features that meet or exceed industry regulations and standards, while also incorporating user-centric design principles to improve comfort, ergonomics, and ease of use. This includes reducing physical strain, simplifying operations, and supporting safe, efficient, and sustainable work practices for end-users.
- Providing product safety instructions in both digital and physical formats, ensuring clear and accessible guidance, and adapting content to accommodate varying literacy levels and language needs in international markets.

## CUSTOMER TRAINING & AWARENESS

HARDI is committed to safe and responsible equipment use by providing training and resources to help customers, who in turn support end-users, apply best safety practices. The core principles include:

- Delivering comprehensive training through multiple platforms, equipping our customers with essential knowledge to support safe operation and hazard awareness among end-users.
- Producing and distributing safety materials that support consistent and safe equipment use, while adapting content to meet regional and educational needs across all markets.

## RISK MANAGEMENT & CONTINUOUS IMPROVEMENT

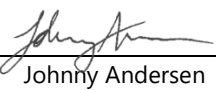
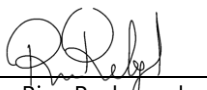
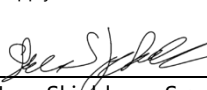
HARDI is committed to pro-active safety management through stakeholder collaboration, effective risk resolution, and continuous improvement of equipment and training. The core principles include:

- Ensuring accessible channels for dealers and importers to report end-user safety concerns and product feedback and addressing all reports through timely investigation and corrective action.
- Empowering dealers and importers to function as safety facilitators by equipping them with appropriate training resources and up-to-date safety materials to support end-users.
- Engaging customers, end-users, and service technicians to identify safety challenges, report concerns, and contribute insights for improving products and training.
- Regularly reviewing safety performance and incorporating stakeholder input and technological advancements to drive measurable improvements in safety outcomes, including monitoring indicators such as incident reports, training participation, and the implementation of corrective actions.

HARDI is reviewing this policy annually to ensure its ongoing relevance and effectiveness in safeguarding end-user health and safety. We remain committed to pro-active safety management, continuous learning, and collaborative engagement with all stakeholders.

## Responsibilities

- Management & Commercial: Overseeing product safety integration, training participation & accessibility, regulatory compliance, and stakeholder feedback as part of continuous improvement.
- Dealers and Importers: Participation in HARDI training, acting as safety facilitators to end-users by providing training, distributing updated safety materials, and promoting safe equipment use.
- Service Technicians: Identifying and reporting safety risks during service interactions and contributing to training and user safety enhancements.
- End-Users: Encouraged to follow provided safety guidance, participate in training made available via dealers or importers, and report safety concerns through available channels.
- HARDI Academy: Developing and managing training content, supporting importer / dealer-led training efforts, and ensuring training quality, accessibility, and alignment with safety objectives.

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