



OUR POLICIES

To ensure we achieve the highest level of quality and reliability while providing 100% **customer satisfaction**.

Our **Policies**



Environmental Policy

We are conscious of the different environmental challenges the planet faces and acts every day to protect our planet and its citizens. For Hot Metal Welding, preserving and caring for the environment is both a moral imperative and part and parcel of sound business practices.

Our Environmental policy is based on the principle that 'excellence in these areas maximizes the long term value, which brings to its employees, customers, shareholders and the environment.

This policy is implemented in our culture, strategies, and operation.

- We comply with all legal requirements and voluntary commitments established to protect the environment.
- We maintain proper records and documentation concerning activities relating to environment health and safety matters.

Our **Policies**



Environmental Policy

- We will respond positively to any expression of Public concern or inquiry and investigate full any substantive complaints.
- We will participate with government, industry, and professional institutions & associations in development of environmental health safety regulations, reasonable environmental standard and improved environmental control technology.
- We will promote un awareness of environmental health and safety protection with the operations among all employees and provide appropriate training to those responsible for implementing environmental health and safety control measures and for those whose particular areas have the potential to cause environmental health damage.

Our **Policies**



Customer Service & Delivery Policy

HMW's success in engaging the customers and stakeholders is rooted in having relevant information for creating a localized approach that engages stakeholders to own the process while ensuring they are receiving adequate feedback. Our key priorities;

- Deliver on time
- Proper communication process & stakeholder's engagement
- Quick response & support
- Respect and mutual trust
- Satisfy the needs of our client
- Avail our helping hand during problems

Our **Policies**



Health and Safety (HSEQ) Policy

HMW shall endeavor to provide and maintain a working environment that is safe and without risk to the Health & Safety of its Employees and its assets, HMW pledges its full co-operation & commitment to the OSHA Safety Policy.

Employee's Responsibility:

Every employee shall endeavor to comply with all relevant legislation, instructions, rules and procedures in the interest of Health & Safety. Employees will mutually be responsible for the Health & Safety of everyone, while utilizing equipment and machinery properly and minimum risk.



Our **Policies**



Health and Safety (HSEQ) Policy

Hot Metal Welding is committed to:

- Take reasonable care to protect own Health and Safety.
- Take reasonable care to protect the Health & Safety of others.
- Take proper care of personal protective equipment and the correct use thereof.
- Report a situation or act promptly that is a risk to any person.
- Co-operate with any person to ensure compliance with the duties and responsibilities placed on the person in terms of the Health & Safety Policy.
- Comply with prescribed Health & Safety measures.
- Concentrate on mental health and maintaining a positive attitude.

Our **Policies**



Quality Statement

Quality is not an option, but a necessity to survive and thrive in an environment of global competition. There is a common business concept known as the "1-10-100 Rule". If it takes one unit of costs or effort to complete a job correctly, it will take 10 times that effort to correct an error before it reaches the customer.

And once it has reached the customer, it will take 100 times the cost and effort to correct the situation, not to mention the loss of customer goodwill. We aim to provide total customer satisfaction that will lead to customer loyalty.



Compliance Statement

HMW, through its Code of Conduct, declares its commitment to comply with national and international standards, acting according to internal rules or instructions, as a way to detect any kind of deviation or non-conformity, whether of criminal, civil, labor, environmental, or tax nature, and to have means to avoid them.

Our **Policies**



Compliance Statement

It means that the company is concerned about acting with integrity and transparency, without being penalized for administrative and ethical irregularities or suffering reputational damage for these acts.

Thus, by implementing Compliance Governance, the company puts itself into the action of “doing the right thing,” creating a positive, proactive, and virtuous business posture, impacting the business in which it is inserted, imposing a new way of doing business, depending, therefore, on the commitment of all employees.

In order to make this form of corruption and influence traffic prevention consistent, HMW created and publishes its Codes of Conduct for employees and business partners, which establish rules and behaviors to be followed in all the company’s actions.

HMW wishes that each of its employees and partners, including clients and suppliers, comply with the rules contained in the Codes of Conduct in their activities, as well as ensure that their employees do so.