Crestchic Product Safety Policy

Principles

Everything we deliver to a customer is our product - hardware, software, services and documentation, whether delivered separately or integrated into systems.

Five principles govern our approach to product safety:

1. Leadership commitment and accountability (see leadership expectation below)
2. Level of product safety
3. Maintaining and improving product safety
4. Conforming product
5. Safety awareness and competence
6. The product safety principles are the foundation of our Product Safety Management System which is governed by the Company Product Safety Assurance Board.

We deliver the required level of product safety by:

- Designing, making, maintaining and operating our products to achieve a high level of safety consistent with their application, always meeting or exceeding relevant company, legal, regulatory and industry requirements.
- Assessing what could go wrong and putting controls in place to meet or exceed the required safety levels throughout the product lifecycle, and to manage the safety risks to a level that is as low as is reasonably practicable.
- Evaluating how human and organisational factors can introduce risks to product safety and using our understanding when setting our operational and engineering controls.

We maintain and improve product safety by:

- Jointly taking responsibility as an executive leadership team for product safety and being mindful of the safety implications of our actions.
- Remaining vigilant and always speaking up about product safety concerns in the knowledge that our company is committed to treating everyone fairly and without prejudice, in line with Crestchic General Code of Conduct.
- Measuring our performance and rigorously investigating and resolving safety and quality related issues, systematically embedding the learning from these back into our practices and processes.
- Actively engaging in setting industry standards and good practice and implementing appropriate external good practice.

We deliver conforming product by:

- Ensuring we have access to, understand and follow our mandatory processes and standards.
- Requiring our supply chain to work to appropriate processes and standards and assuring that they do so.
- proactively updating and improving our mandatory processes and standards so that they remain fit for purpose as our products change and our technical understanding grows.

We establish and maintain safety awareness and competence by:

- Developing competence standards for tasks and training and gaining experience so we can ensure we meet the standards or are supported by those who do when we carry out a task.
- Proactively updating and improving our training, opportunities for experience and competence standards so that they remain fit for purpose as our products change and our understanding grows.
- Speaking up – Speaking with your manager in the first instance if you/we are being asked to do something which you do not feel qualified and/or experienced enough to do.
- Developing and attending safety training suitable for our roles, and actively promoting and talking about product safety.
- Reading our Code of Conduct and Group Policies to understand to whom they apply and the consequences for breaching them.

Leadership

In addition to the general expectations of leaders set out in our Code of conduct and Group Policies, leadership at all levels in Crestchic are;

- A champion for product safety and prioritise it so that safety-related tasks get the right attention, time and resources.
- Ensuring accountability for product safety is clear and ensure people understand what they are accountable for.
- Ensure our people are competent in the roles they perform and that they understand the Crestchic Product Safety Policy and Crestchic mandatory processes and standards and can fulfil their collective and personal responsibility.

Product safety Goals

Our product safety goal is to eliminate, as far as possible, the risk of product failure. This includes anything that could affect the safe operation of the Crestchic product, the platform on which the product is installed, the people using or maintaining the product, or any long-term negative impact to the environment in which it operates.

Principles

- Everyone who works in Crestchic shares responsibility for product safety.
- We are aware of the safety impact of our actions and accept that we all have a duty to protect and improve product safety.
- We prioritise safety-related tasks, so they get the right attention, time and resource.

We will

- Take action to anticipate and identify potential product safety risks.
- Not act in any way that could have a negative impact on the safety of our products; and
- Assume positive intent and stay open-minded if others express product safety concerns, even if they are about our own behaviours.