

HOIST AND HAUL RISK SOLUTIONS (PVT) LTD

Quality Management System Framework & Corporate Policy

Hoist and Haul Risk Solutions (Private) Limited, operating out of Bulawayo, Zimbabwe, is a premier provider of mobile, on-site mine risk management, high-risk safety auditing, technical Standard Operating Procedure (SOP) design, and heavy machinery operator competency testing within the SADC region.

Our core corporate objective is to insulate our clients from operational liabilities by delivering elite, independent safety validations and risk frameworks directly to their operational sites.

To achieve absolute authority and consistency in our service delivery, Executive Management is fully committed to maintaining, enforcing, and continually improving a Quality Management System (QMS) aligned with the ISO 9001:2015 international standard.

Strategic Quality Commitments

To fulfill this policy, Hoist and Haul Risk Solutions pledges to:

- **Deliver Uncompromised Operational Excellence:** Ensure all heavy machinery operator competency testing, license validations, and risk audits are executed strictly using standardized, unbiased evaluation matrices that meet both local legal mandates and international SADC frameworks.
- **Exceed Client & Legal Requirements:** Continually satisfy the exact technical safety requirements of our clients' Mine Managers, while strictly adhering to the Zimbabwe Mining (Management and Safety) Regulations (SI 109), National Social Security Authority (NSSA) safety acts, and regional cross-border transport standards (RTMS & PBS).
- **Mitigate Site Operational Risks:** Enforce a strict pre-assessment protocol on every client site, ensuring that training environments and heavy equipment fleets pass safety thresholds before any field validation begins.
- **Maintain Elite Professional Credentials:** Guarantee that all technical consultancy, training, and moderator services are backed by verified, active, and internationally recognized professional qualifications (including NQF Level 5 ODETDP and registered SADC assessor frameworks).
- **Foster Continual Improvement:** Establish clear, measurable Quality Objectives across our business operations, routinely gathering client feedback from SHEQ and Engineering Managers to refine our deliverables.

Authority and Review

This Quality Policy is the operational foundation of Hoist and Haul Risk Solutions (Pvt) Ltd. It is communicated, understood, and applied within all active consulting assignments and is made available to relevant corporate stakeholders, mine managers, and compliance auditors upon request.

This policy will be reviewed annually to ensure it remains aligned with changes in mining topography, technology, and national safety legislation.

Managing Director / Lead Consultant:

Njabulo Tshuma (ODETDP NQF Level 5)

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