



Easy ET Technology Solutions PLC

Product safety, security and liability Policy

January 01, 2022

In keeping with the Standards of Conduct for Easy Et on Product Safety and Product Security, our company endeavors to comply with relevant laws and regulations, to ensure product safety and product security, and also to proactively disclose reliable safety information to our customers. Furthermore, we continually research safety-related standards and technical standards required by the countries and regions where we distribute products and display the safety compliance of our products in accordance with the relevant standards and specifications.

Standards of Conduct for Easy Et on Product Safety and Product Security

- We observe both Ethiopian and overseas laws and regulations related to product safety and product security.
- We collect, and proactively disclose, a wide range of information about product accidents.
- We immediately report any product accident to the authorities concerned in accordance with relevant laws and regulations.
- We promptly inform customers when a need arises to recall and repair products.
- We appropriately raise caution and display warnings when deemed necessary in order to help people use its products in a safe manner.
- If an accident should occur, we carry out a thorough analysis of the causes and take necessary measures to prevent it from recurring. We also strive to prevent accidents by predicting risk at the design stage.
- We strive to eliminate vulnerabilities from products prior to shipment.
- We collect a wide range of information on product vulnerabilities in order to reduce risk.
- We widely provide product security measures in cooperation with the relevant organizations.

*1 UL Standards: Safety standards established by UL LLC (Underwriters Laboratories Inc.) that develops standards for materials, products, and equipment and provides product testing and certification.

Structure of Response to the Occurrence of Product Accidents

If an employee discovers information on accidents involving Easy Et or client products in the market, he/she promptly alerts the accident response staff in the relevant companies. Then the necessary measures are discussed and enacted by the CPL Committee*1 of relevant companies, chaired by a General Manager, or if necessary, the Corporate CPL Committee. In the event of a serious accident attributable to a product that is likely to recur, we inform customers of the danger and request that they cease using such products, promptly report to the competent authorities, and establish countermeasures as soon as possible.

Furthermore, we are developing an information system to enable swift communication with quality assurance divisions and top management regarding information on product accidents obtained by repair and service staff as well as on how such incidents are being handled by Easy Et.

*1 CPL Committee: CPL is an abbreviation combining CL (contractual liability) and PL (product liability). The CPL Committee of Group companies promptly determines measures to deal with product accidents and quality issues.

*2 Accident report based on a Consumer Products Safety Act.

Preventing Occurrence and Recurrence of Serious Product Accidents

We have created a database which is a compilation of accident cases that have occurred in Easy Et Technology Solutions PLC. The information can be accessed by personnel in charge of quality and safety-related issues in the company via the intranet. A serious accident not only signals an alarm for the quality and safety of products, but also can provide precious insight into product development and assessment. We will promote the system of sharing information within the Group and strive to prevent reoccurrence of product accidents.

To Ensure Compliance with Laws, Regulations, Rules, etc. on Product Safety

The health and safety officer plays a central role in ensuring thorough compliance with product safety-related laws, regulations and rules throughout the Group and also conducts periodic monitoring and audits. We provided trainings concerning the Electrical Appliances and Material

Safety Law in Ethiopia since the law has an important bearing on the company's products. By increasing understanding of the law, we aim to prevent more accidents.

Sharing Information on and Response to Serious Product Accidents

Easy Et convenes a meeting for persons in charge of the Electromechanical, Civil or Electronic and Material Safety Law who gather from our companies to prevent occurrence and recurrence of serious accidents through breaches of the law. The meeting serves as the basis for sharing product information from respective companies. Information on serious accidents caused by procured items is also shared at meetings that aim to promote the quality of such items. The information is logged in a database as a means to enhance the quality of procured items. Product security liaison meetings are used to share examples of accidents and the latest information on product security obtained from such related organizations. We are working to prevent accidents caused by product vulnerabilities.

Disclosure to Ensure Safe Use of Products

Although products are equipped with various safety features, they may not be sufficient to ensure complete safety if products are in use for very long periods of time or the operating environment or conditions are extreme.

To ensure safe use of products, Easy Et describes correct handling of products in users' manuals and, if necessary, through alerts placed in newspapers and on the website, or by means of leaflets, educational materials, etc.

Disclosure of Product Safety and Quality Information

In the event of a serious defect or accident resulting from a Easy Et or partners' products or service, we promptly report the details to the competent authorities in accordance with prevailing laws and regulations. Also, in order to notify customers of such accidents as quickly as possible, depending upon the severity of damage or frequency of occurrence, we disclose product accident information directly to our customers via email broadcasts, websites, etc.

Through our corporate website, we disclose information on accidents involving our products as posted on the website of the Consumer Affairs Agency. We also proactively disclose information concerning serious accidents, even when it is unclear whether such accidents are attributable to Easy Et and partners' products or not.

Important announcement for customers (Amharic and English)

Also, we prepare flyers on products that are subject to recall and have particularly high risks of causing a fire, such as UPS Systems, battery packs for laptops, Power Generates, and compact fluorescent lights.

We are requesting all Easy Et employees, including not only their families but also their relatives, neighbors and friends, to provide product information and to cooperate in repairing defective products.

Wendwosen Abebe



General Manager

