PRODUCT RESPONSIBILITY

The product quality is strictly controlled from input material and on each stage to ensure product process complying with international standard and customer's quality demands by Hoa Sen Group.

Hoa Sen Group established quality control processes with control indicators, quality standards, application forms, norms, etc. depends on each specific product and production line in order to control quality of input materials, semi-finished products, and finished products on each production stage. In addition, employees who are in charge of controlling product quality and chemical testing are guided to fulfill quality control process of outputs. According to the capacity and actual productivity of the lines, Hoa Sen Group annually established the Standards of Quality Norms for the main production lines that applies for the products of both domestic and exported market, which classifies the product as the Class 1, Class 2 and by-products.

All Hoa Sen Group's plants have laboratories which are equipped the most advanced system to ensure the process of measuring product is most accurate. Moreover, every production stage is under surveillance for the management easily to supervise, retrieve source and timely prevent any errors detected.

Besides, the finished products are packed in conformity with the regulation to ensure the product quality, and labeled clearly for brand identity in order to meet consumer's aesthetic demands, rust-proof or non-dented during storage, handling, and transportation.

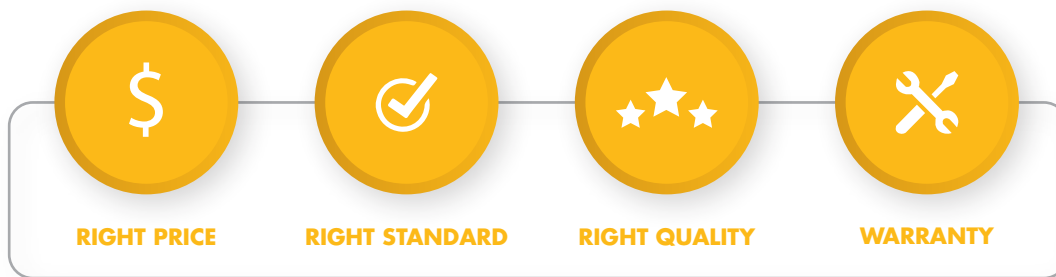## PRODUCT QUALITY ENHANCEMENT, QUALIFY DOMESTIC AND INTERNATIONAL STANDARDS

By investing advanced technology and reforming the lines, Hoa Sen Group did develop and maintain the integrated controlling system which consists of quality management system ISO 9001:2015, environmental management system ISO 14001:2015, occupational health and safety advisory services OHSAS 18001:2007 as a mean to response to social and environmental responsibility and satisfy customer's demand.

The products of Hoa Sen Group always attain high quality standard that meet the strict requirements in top-notch market as United States, Japan, EU, etc.

Additionally, Hoa Sen Group periodically reviews the production process, product allocation as well as conducts research to improve the technology in order to reduce the energy, fuel consumption and boost the competeiveness of the products.

COMMITMENT TO CONSUMER

| RIGHT PRICE | RIGHT STANDARD | RIGHT QUALITY | WARRANTY |

Hoa Sen Group has established warranty policy from 10 to 20 years for the products of Pre-Painted Galvanized Steel Sheet, Aluminum-Zinc Alloy Coated Steel Sheet and Pre-Painted Aluminum-Zinc Alloy Coated Steel Sheet. In addition, Hoa Sen Group is willing to receive all inquiries, complaints of product quality through various channels (telephone, email, and fax) or fill in "Feedback form" to suppose solutions that satisfy customers.

The process of resolving customer feedback of Hoa Sen Group is presented as the following flowchart:

Role	Process
SALE EMPLOYEE	RECEIVING CUSTOMER'S FEEDBACK
BRANCH DIRECTOR	No — REVIEWING FEEDBACK — No
Customer care division; Product quality control and chemical testing; Production division; Supply division	Yes — RECHECKING FEEDBACK
Customer care division; Product quality control and chemical testing; Production division; Supply division	Yes — ANALYZING FEEDBACK
Customer care division; Branch director; Director of Quality division	Cause of Hoa Sen Group — PROPOSING SOLUTIONS
General manager	Cause of customer — APPROVAL — No
Customer care division; Branch; Related divisions	Yes — IMPLEMENTING SOLUTION — ARCHIVING