

Quality Policy



Environment

PURPOSE AND SCOPE

ISO 9001 CERTIFIED

Ergonomic Solutions (ES) is committed to providing our customers with solutions that simplify the implementation and use of technology, through an empowered team and a valued partner network. Strive to be the best is part of our Core Beliefs and this naturally also apply to everything related to the quality of our products and customer service.

We are equipped of serving our customers with our capabilities being a **Flexible** core product range which is modular, configurable and customisable; **Agile** and **Responsive** in our design, manufacturing & fulfilment; **Skilled** in our application areas of POS, Payment, Self-Service and Digital Signage; **Technical Expertise** in our engineering, ergonomics and security.

This policy applies to all employees of ES, Board of Directors, as well as suppliers, contractors, agents, consultants, interns, or trainees associated with us wherever located. The purpose of this Policy is to provide guidance in assessing quality aspects while making product related decisions.

PRINCIPLES

Our beliefs underpin these commitments and Strive to be the Best (in quality and customer service, to have a ‘can do’ attitude and take pride in what we do) and Seek opportunities for improvement (promote a positive, fun environment that embraces learning and change) form an integral part of our organisations “Core Beliefs.”

THE POLICY

To demonstrate these commitments, we will:

- Include quality and continuous improvement considerations in all our decision-making.
- Ensure compliance with all applicable quality standards, legislation, regulations and codes of practice.
- Promote a culture of continuous quality improvements and getting things “right first time”.

- Provide adequate support and resources for our people at all levels to fulfil their responsibilities.
- Provide opportunities for our people to develop the appropriate knowledge, skills and behaviours to ensure that every process/activity is carried out with the utmost respect for quality.
- Specify to contractors and suppliers to carry out their work in accordance with our Quality System and the requirements of this policy and monitor their compliance.
- Conserve natural resources and support a circular economy by developing products and packaging that minimise materials usage, promote the use of recycled or environmentally preferable materials and that maximise reuse and recycling opportunities at the end of the product’s life.
- ES is ISO9001 certified meeting the specified requirements of a Quality Management System. CE- and URL-marking for all relevant products are in place.
- ES complies with the “Registration, Evaluation, Authorisation & Restriction of Chemicals” (REACH) and “Restriction of Hazardous Substances” (RoHS) Regulations to ensure clean products without harmful toxins and chemicals.

MONITORING AND CONTINUOUS IMPROVEMENT

ES aims to continuously improve the company’s Quality System and performance.

This policy has been adopted by The Board and will be periodically reviewed to ensure its continued relevance. The responsibility for the Quality System lies with the Managing Director and the Executive Management Team. The responsibility for quality and quality improvement lies with every member of the company.

CONSEQUENCES OF NON-COMPLIANCE

ES recognises that the delivery of quality products is a collective effort which relies on the commitment and effort of our team across the organisation. Any employee who breaches this policy can face disciplinary proceedings including termination of employment being taken against the individual. ES may terminate its commercial relationship with any suppliers, contractors, agents, distributors and partners if they are in serious breach of this policy.

Other references

[Environmental Policy >](#)

This policy applies to Ergonomic Solutions International Limited and subsidiary companies

