

## Quality Policy Statement

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ESR Technology policies are to adopt and implement best practice in every aspect of its activities and is committed to:

- Compliance, as a minimum, with all legislation, regulations and obligations
- Establish and follow the Quality Management System
- Communicate this Quality Policy Statement within the company, and where relevant to our key partners through training, notices and our website
- Establish feedback systems to measure the performance of ESR Technology and learn from both the positive and negative outcomes of this measurement process, and making improvements where appropriate
- Developing the skills and professionalism of our colleagues and work with our key trading partners to develop theirs
- Review and manage the risks and opportunities to our business
- Set objectives, targets and methods of best practice against which our performance can be measured and reviewed
- Engage management, colleagues, customers and all interested parties to ensure compliance and where practicable identify opportunities for continual improvement of the Quality Management System and thereby enhance levels of customer satisfaction
- Provide authoritative, independent and highly professional services and products that delight our clients and that fully satisfy their requirements
- Maintaining our operation within our financial goals and objectives and establish a competitive position in the market whilst meeting the needs and expectations of all our stakeholders
- At regular intervals (annually) review and revise this policy statement

These policies support our aims and strategic direction and demonstrate our commitment to quality so that we can operate a Quality Management System in accordance with the requirements BS EN ISO 9001:2015.

Managing Director: Raghbir Chand

Date: January 2020