



QUALITY POLICY

Ethical Trade Services Africa Limited “ETSA” is committed to consistently providing quality social compliance audits, projects, training and related services through meeting or exceeding our customers’ requirements, regulatory and statutory obligations.

We are committed to continual improvement of our quality management system by regularly monitoring and reviewing its implementation in line with our strategic plan.

Ethical Trade Services Africa Limited Quality Objectives

Ethical Trade Services Africa Limited is committed to:

1. Improving customer satisfaction and reducing customer complaints to below 5% by implementing the customer complaints procedure.
2. Quarterly train our employees and consultants to enhance their skills, knowledge and competence on social compliance standards.
3. Timely customer communication and delivery of products and services as per the customer requirements and the service provision quality manuals.

Signed: L.N

Chair, Board of Directors

Date: 25th October, 2022