

EW's Policies on Quality

We work with world leading manufacturers ensuring excellent products, which follow international standards, and are produced under code of conducts concerning environment and social standards.

We are client focused and want to be seen as a small company of a professional staff providing high level of dedicated services. We communicate directly with decision makers at our clients to facilitate easy understanding of clients' requirements and for gaining unfiltered feedback to improve our business and products.

We walk an extra mile for providing great services to our customers also when corrective actions are needed. We commit to continuously improve our quality management system, to the benefit our customers.

And, we will increase our delivery capacity by qualifying new potential new supplier(s). To support such development, we will expand our capabilities in preparing due diligence especially concerning ethics' aspects and the support of UN Sustainable Development Goals.

Public Stated Policy: Eastwest's policy is to source from the best and most successful product suppliers in the marketplace.

Supplier qualification is based on the following criteria: A. Supplier quality management, including subcontractor management; B. Product specifications and delivery capability; C. Supplier's compliance with environmental requirements; D. Supplier's compliance with employee rights including minimum requirements of recognized international organizations as well as national regulations; E. Supplier's financial strength; F. Supplier's reputation and references.

When qualifying a new supplier, documentation shall be obtained in relation to the fulfilment of the criteria including the Code of Conduct and how relevant aspects are incorporated into the supplier's management systems. As a rule, the supplier is visited as part of the qualification process. The purpose of the visit is to verify the impression of the qualification and to discuss mutual expectations of the cooperation. The contract with the supplier is concluded with reference to documentation received including the supplier's Code of Conduct including minimum requirements of international organizations.

Recognized international organizations include the UN and its agencies, and the ILO. Key areas for compliance include: a) Prohibition of child labor under UNCRC Article 32 and ILO Conventions Nos 138 and 182; b) Prohibition of forced/slave labor under ILO Conventions Nos 29 and 105; c) Prohibition of discrimination under ILO Conventions Nos 100 and 111; d) Right to freedom of association and collective bargaining under ILO Conventions Nos 87 and 98; and, e) Compliance with applicable country law and labor legislation.

The continued qualification of suppliers is continuously monitored through the quality of products delivered, gathering information from potential sources of risk, media coverage of the supplier, and occasionally through the receipt of new annual reports, certifications, updates to the supplier's CoC, etc.



QMS Quality Policies

The qualification of suppliers is reviewed at the annual quality meeting, as well as when particular deficiencies are observed that may motivate the withdrawal of the qualification and thus the total or partial termination of the cooperation.