EET Quality Policy

Purpose and Definition

The overall purpose of this policy is to clearly state our Quality ambition.

EET defines quality as the conformance and continuous improvement of services and products to established and documented requirements from customers and authorities.

Scope

The policy covers EET business scope which is the supply, advice and training in IT related third-party products (OEM and Private labels) and services to B2B (retailers, resellers, integrators) customers in Europe.

Aligned with strategy

The Vision of EET is to be the preferred and most efficient value-added niche IT distributor in the European market with the strongest assortment and the deepest know-how within our lines of business.

We operate in two main areas; Components and Solutions and we supply and service our B2B customers. EET offers added value within four areas:

1. Prime logistics services
2. Strategic sales services (local presence, advice, and training)
3. Industry know-how
4. Intelligent digital services

Quality policy statements related to our customers, our employees, our community, the environment, and our quality

At EET we aim to

- ensure safe and satisfied customers and consumers
- be responsible and active in managing our up- and downstream supply chain
- be a trusted and ethical business partner
- be a great place to work
- minimize environmental impact through the value chain

Quality objectives

- We measure and work with results of employee engagement surveys as well as health and safety and workplace surveys
- We measure the delivery accuracy of our transport partners
- We measure customer satisfaction
- We continuously improve quality of data in our web store supported by PIM (product information management system)
- Our systems are set up to prevent sourcing of products with conflict minerals and of dual-use as well as sales to sanctioned countries
- We actively work with vendor quality assurance through incorporating Supply Chain Code-of-conduct requirements in agreements as well as managing quality/ethics/environment self-assessments and audits
- We actively measure and work with our GHG (CO_2) emissions

Communication of policy as well as objectives, targets, KPIs and performance

This policy is shared and available internally (blog) and externally (website).

Performance is shared and available internally (blog) and externally (website, owners, auditors) once a year in our ESG report (going forward called Q&ESG report) and annual accounts.

Adopted by EET Board of Directors on 24 February 2021