



Quality, Health, Safety, Environmental and Energy Policy

SMC (UK) Ltd is dedicated to the design, manufacture and supply of world-class pneumatic equipment, which satisfies our customer's expectations in respect of quality, value, performance and reliability, whilst also minimising any negative impacts that our activities may have on the environment and ensuring the Health and Safety of all relevant parties. SMC (UK) Ltd aims to deliver business solutions to our customers through superior products and exceptional customer service by creating an environment for our employees where each person is valued, challenged to reach their full potential, and contribute to the growth of the company, the community and themselves.

SMC (UK) Ltd is committed to continually improving the effectiveness of the ISO 9001 certified Quality Management System (QMS) in order to enhance customer satisfaction and consistently provide products and services that meet customer, statutory and regulatory requirements. The QMS promotes customer focus and provides a mutual benefit for both the customer and SMC (UK) Ltd.

These aims will be achieved via:

- Reviewing all customer queries and ensuring accurate and timely orders.
- Promptly responding to all customer complaints and nonconformances and implementing effective corrective actions.
- Enhancing and empowering all employees with regular training and support.
- Establishing long-term relationships and partnerships with our customers and suppliers.
- Providing excellent products and service while continually developing new solutions to help our customers achieve their goals.

This framework shall be used to determine SMC (UK) Ltd quality objectives, aims and targets.

SMC(UK) Ltd and the European Technical Centre (ETC) are committed to provide safe and healthy working conditions for the prevention of work-related injury and ill health for our employees, customers, suppliers, and contractors, and to continually improve the H&SMS. We will do this by the identification and elimination of hazards and reduction of risks, whilst fulfilling all legal and other compliance obligations within the Health and Safety Management System (H&SMS).

This will be achieved via:

- Ensuring all hazards have been identified and risk assessed and minimised whilst maintaining legal and compliance obligations
- The consultation and participation of workers and communication with all interested parties, both internal and external
- Providing staff with necessary training
- Prompt investigation of accidents and near misses and preventative actions taken
- Evaluating the effectiveness of these processes in controlling the risks and achieving the compliance obligations detailed.
- Correcting nonconformities identified

This framework will be used to identify SMC (UK) Ltd.'s and the ETC's highest Health and Safety risks, and the determination and implementation of their objectives. Accidents and near misses have been identified as the most significant impacts which will need to have measurable targets for reduction set annually.



SMC (UK) Ltd and ETC are committed to the protection of the environment, prevention of pollution and fulfilment of UK legal and other compliance obligations identified within the ISO 14001 certified Environmental Management System (EMS). This will include reducing the impact of products by designing energy efficient products at the design and development stage of the business. This in turn will enable SMC (UK) Ltd to offer a wider variety of energy efficient products to customers (end users). SMC (UK) Ltd and the ETC always strives to continually improve the EMS, in order to enhance their performance in reducing their impact on the environment.

This will be achieved via:

- Identifying all relevant processes with an environmental impact.
- Ensuring all risks and opportunities have been identified through the assessment of relevant activities, products and services within the aspects and impacts register, the review of the life cycle of SMC (UK) Ltd parts, the determination of business issues and compliance obligations of interested parties.
- Ensuring all environmental risks are controlled, and all legal and compliance obligations are fulfilled where deemed necessary.
- Evaluating the effectiveness of these processes in controlling the risks and achieving the compliance obligations detailed.
- Correcting non-conformities identified.

This framework will be used to identify SMC (UK) Ltd.'s and the ETC's highest environmental risks, and the determination and implementation of their objectives. Energy usage (gas, diesel, petrol and electricity) and packaging waste have been identified as the most significant impacts which will need to have measurable targets for reduction set annually.

This policy shall be maintained as a document within the Entropy system and displayed in both SMC (UK) and ETC, and on the company website. Compliance to the policy will be achieved via regular audits, and six-monthly reviews undertaken by top management. This review will ensure the policy is still appropriate for the purpose, context, nature, and scale of SMC (UK) Ltd and ETC, and the environmental impacts of its activities, products and services.

Top management will ensure that this policy is implemented within SMC (UK) Ltd and ETC, and is communicated, understood and applied to all persons working within and alongside the organisation, and readily available for any interested parties via the Quality Manager, the H&S Officer and the Environmental Officer.

All personnel are required to adhere to the processes identified within the QMS, H&SMS and EMS.

Kevin O'Carroll

A handwritten signature in black ink, appearing to read 'K O'Carroll', written over a horizontal line.

Date 8TH APRIL 2021

Managing Director