

Quality & Environmental Policy

SMC Corporation (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. SMC Corporation (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 Corporation (UK) Ltd is committed to continually improving the effectiveness of the 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 Corporation (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 non-conformances, and implement 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 products to help our customers achieve their goals.

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

SMC Corporation (UK) Ltd and the European Technical Centre are committed to the protection of the environment, prevention of pollution and fulfilment of UK legal obligations and other compliance obligations identified within the 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 Corporation (UK) Ltd to offer a wider variety of energy efficient products to customers (end users). SMC Corporation (UK) Ltd provides products that comply to the RoHS Regulations. In addition to this, SMC Corporation (UK) Ltd aims to reduce their environmental impact on site, by continuously improving the energy efficiency of the building itself. This includes implementing LED lighting throughout the building. SMC Corporation (UK) Ltd and the European Technical Centre strives to continually improve the EMS at all times, in order to enhance their performance in reducing their impact on the environment.

These aims 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 Corporation (UK) Ltd parts, the determination of business issues and compliance obligations of interested parties.
- Ensuring all environmental risks are controlled, 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 Corporation (UK) Ltd's and the European Technical Centre's highest environmental risks, and the determination and implementation of their objectives.

This policy shall be maintained as a document within the Entropy system. 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 Corporation (UK) Ltd and the European Technical Centre, and the environmental impacts of its activities, products and services.

Top management will ensure that this policy is implemented within SMC Corporation (UK) Ltd and European technical Centre, and is communicated, understood and applied to all persons working within and alongside the organisation, and readily available for any interested parties.

All personnel are required to adhere to the processes identified within the QMS and EMS.



Kevin O'Carroll
Managing Director