



QHSE & Sustainability Policy

SMC (UK) and the European Technical Centre (ETC) are dedicated to the design, manufacture, and supply of world-class pneumatic and electrical equipment, which satisfies our customer's expectations in respect of quality, value, performance, and reliability, whilst also minimizing any negative impacts that our activities may have on the environment, driving sustainability improvements through SDG's and ensuring the Health and Safety of all relevant parties.

SMC (UK) and ETC seek 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) and ETC have adopted an Integrated Management System (IMS), certified to ISO9001, ISO14001, ISO45001. The IMS enhances our organizations performance by streamlining our collaboration and communication throughout the business by simplifying our compliance risk analysis and auditing.

SMC (UK) and ETC are committed to continually improving the effectiveness of the ISO 9001 certified Quality element of the IMS, to elevate customer satisfaction and consistently provide products and services that meet customer, statutory and regulatory requirements. The IMS promotes customer focus and provides a mutual benefit for both the customer and SMC (UK)/ETC.

These aims will be achieved via:

- Close cooperation with our EU and Japan HQ counterparts, ensuring compliance to SMC Corporation directives and processes.
- Reviewing all customer queries and ensuring accurate and timely orders.
- Rigorous testing to ensure product suitability and reliability.
- Promptly responding to all customer complaints and non-conformances identified and implementing effective corrective and preventative actions.
- Enhancing and empowering all employees with regular training and support.
- Establishing long-term relationships and partnerships with our customers, suppliers, and subcontractors.
- Providing excellent products and service while continually developing innovative solutions to help our customers achieve their goals.

This framework shall be used to determine SMC (UK) and ETC's quality objectives, aims and targets; SMC (UK) has set internal targets for Quality Parts Per Million (QPPM), ensuring customer claims are rigorously analysed and continuous improvements are implemented and to increase First Pass Yield performance by ensuring process compliance and frequent data analysis for actionable insights.

SMC(UK) and 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 ISO45001 certified Health and Safety element of the IMS. We will do this by the identification and elimination of hazards and reduction of risks, whilst fulfilling all legal and compliance obligations.

This will be achieved via:

- Ensuring all hazards have been identified and risk assessed and minimized 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, identifying the cause and delivering preventative actions.
- Evaluating the effectiveness of these processes in controlling the risks and achieving our compliance obligations, through our audit program, site EHS inspections and data analysis of trends.
- Correcting nonconformities identified.

This framework will be used to identify SMC (UK)'s and the ETC's highest Health and Safety risks, and the determination and implementation of improvement objectives including; Increasing employee engagement in H&S meetings and toolbox talks is a significant factor in mitigating risks, improving near-miss reporting and reducing accidents, evaluating emergency preparedness for legal, business and employee requirements, completing two drills per year and enhancing ergonomic assessments to reduce sickness days and improve personal effectiveness.

SMC (UK) and ETC are committed to the protection of the environment, sustainable practices, prevention of pollution and fulfilment of legal and other compliance obligations identified within the ISO 14001 certified Environmental element of the IMS. SMC (UK) continually enhances its facility, policies and processes to meet specific customer and legal requirements and increasing ESG directives, i.e. modern slavery. Our products are designed for energy efficiency, sustainability, longevity and lower cost of ownership at the R&D stage, enabling SMC (UK) to offer a wider variety of energy efficient products and sustainable solutions to customers. SMC (UK) and the ETC continually strives to improve the IMS, to enhance our performance in reducing impact on the environment. This is reflected in our carbon neutral status and recent installation of solar panels.

This will be achieved via:

- Identifying all relevant processes with an environmental impact, implementing controls to mitigate effects.
- Collaborating with our parent company in Japan to develop lower weight, more efficient products which use less packaging.
- Identifying and reducing our energy usage which, in turn, will reduce our carbon footprint.
- Investing in renewable materials, energy sources and companies to offset our remaining carbon emissions.
- Assisting our parent company in Japan to make a global commitment to become carbon net zero.
- Ensuring all aspects, 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) parts, the determination of business issues and compliance obligations of interested parties.
- Ensuring all environmental risks are controlled, all incidents are recorded, and all legal and compliance obligations are fulfilled where deemed necessary.
- Evaluating the effectiveness of these processes in controlling the risks and achieving our compliance obligations, through our audit program, site EHS inspections and data analysis of trends.
- Correcting non-conformities identified.

This framework will be used to identify SMC (UK)'s and the ETC's highest environmental impacts, and the determination and implementation of improvement objectives including; Measurable annual Scope 1 and 2 emissions reduction from energy usage, waste packaging weight reduction through reuse, new concepts and supplier engagement and aligning with EU colleagues to deliver ESG reporting & KPIs against the new CSRD directive.

This policy shall be maintained as a document within the document management system and displayed in both SMC (UK) and ETC, and our website https://www.smc.eu/en-gb/company/smc_uk. 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) and ETC, and the environmental impacts of its activities, products, and services.

The Senior Leadership Team will ensure that this policy is implemented within SMC (UK) and ETC, and is communicated, understood, and applied to all persons working within and alongside the organization, and readily available for any interested parties via the Quality Manager, the H&S Officer, or the Environmental & Sustainability Lead. All personnel are required to adhere to the processes identified within the QMS, H&SMS and EMS, if further clarity is required then please speak to your manager/Team Leader or the QHSE team.

Nick Pittwood



General Manager

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Date

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