

QUALITY POLICY STATEMENT

Sontay Ltd has developed and introduced a business management system that is based upon the BS EN ISO 9001 and 14001 standards.

Scope: The design manufacture, distribution, technical and after-sales support of electro and electro-mechanical temperature and relative humidity sensors and their associated peripheral equipment for building management, measurement and control applications. The provision of training services related to the products provided and their relative applications.

Sontay is renowned for providing the HVAC industry with high quality and reliable field peripheral devices for the sensing, measurement and control of intelligent buildings. Sontay is an accredited CPD trainer in the UK through CIBSE and in the Republic of Ireland by Engineers Ireland.

Our mission is to commit ourselves to continuous improvement in every aspect of our organisation. Customers come first and are the most important factor in our business.

Competitive pricing, excellent customer service and technical support plus a 5 year product warranty on Sontay branded products all demonstrate our commitment to the customer experience. Continuous innovation, investment in research and development, quality, our employees and customers together make us who we are.

The Top Management team shall:

- Commit to satisfying all legal and statutory requirements that are applicable to the business
- Commit to using Risk-based thinking and factual decision making in our Business processes, through targeted objectives (addressing both risks and opportunities), and Management review to ensure business improvements are identified and reviewed for effectiveness.
- Take due care to ensure that activities and work environments are safe for employees, associates, suppliers and others who come into contact with our work. We give the appropriate duty of care to customers' property whilst under our control.
- Work closely with our customers and suppliers to establish the highest quality standards.

The quality and environmental policy of Sontay aims to treat the environment and society with the utmost respect and care, demonstrating our responsibility for both people and planet.

The policy will also be made available to our relevant interested parties upon request.

Authorised: *Stacey Lucas*

Position: *Commercial & Marketing Director*

Date: October 2019

ENVIRONMENTAL POLICY STATEMENT

Sontay's Top Management's intentions are to support and enhance its environmental performance, through the environmental policy, taking actions to achieve the intended outcomes of the environmental management system, and so achieve continual improvement. This includes a commitment to meet the requirements of the ISO14001 standard for environmental management systems.

Sontay's Top Management commits to the following three principles;

- ***To protect the environment;***
- ***To fulfil the company's compliance obligations;***
- ***To continually improve the environmental management system***

Sontay is committed to protecting and preventing adverse environmental impacts by preventing pollution, protecting the natural environment from degradation arising from the company's activities, through our products and services.

These commitment(s) are relevant to our context and include the local environment and our neighbours. We are also committed to monitoring our impact on water quality, recycling, air quality, energy and fuel use, and wherever possible in relation to climate change.

Sontay is committed to fulfil our compliance obligations, particularly applicable legal requirements.

These include the need to:

- *determine compliance obligations*
- *ensure operations are carried out in accordance with these compliance obligations;*
- *evaluate fulfilment of the compliance obligations;*
- *correct nonconformities.*

Through this policy, Sontay's Top Management feels it addresses the specific requirements needed to ensure a robust, credible and reliable environmental management system.

Environmental objectives and planning to achieve them

Using the environmental policy, Top Management will establish objectives that are applicable to the whole company. We are committed to communicating it to all people working under our control who have the ability to influence the achievement of our environmental objectives. The policy will also be made available to our relevant interested parties upon request.

These objectives will take into account our significant environmental aspects, risks and opportunities, and guide our commitment to continual improvement in this area.

Authorised: *Stacey Lucas*

Position: *Commercial & Marketing Director*

Date: Oct 2019