



## Quality and Environmental Policy

It is the policy and objective of AP Tech to efficiently design, manufacture, and market, in an environmentally responsible manner, products that are safe, reliable, and that meet or exceed customers' requirements as well as statutory and regulatory requirements. AP Tech is committed to continuously improving quality, service, and delivery performance while preventing and reducing pollution to the environment with the ultimate aim of enhancing customer satisfaction and the company's contribution to the environment. This goal is achieved through the establishment, continuous evaluation, and deployment of the company policy and objectives at all levels and functions of the organization.

Karena Zakhour  
President

Rene Zakhour  
CEO

**AP Tech is an SMC company and as such, we fully embrace and comply with the SMC corporate quality policy in addition to our own quality policy:**

## SMC Quality Policy

**SMC moves forward, bringing together the wisdom of all its employees with the mottoes of customer first and quality first, and contributes to the development of the world.**

### **1. Customer First**

Quickly responds to customer requests and provides high quality products and services to meet customer expectations.

### **2. Source Control**

Identifies issues at an early stage, repeatedly conducts Why analyses to trace issues back to the root causes and greatly improve issues for the establishment of a quality assurance system.

### **3. Full Participation**

Is aware of their own responsibility and implements quality improvement activities with the participation of all employees to achieve the quality demanded by customers.

### **4. Plan Initiative**

Each employee commits to prioritizing quality and reliably follows the plan-do-check cycle.

To achieve these quality policies, SMC establishes, maintains and continues to improve the quality management system to allow all related SMC employees in the world to operate.