

## Quality Policy

Laird Thermal Systems is committed to ensuring customer satisfaction through offering consistent highest quality in our products and services in compliance with ISO 9001:2005 and other ISO standards by:

- Developing a first-time-right quality mindset.
- Maintaining effectiveness of the firms QMS systems.
- Driving quality by setting up and continuously monitoring annual targets for our processes, products, and services.
- Fostering an open, customer focused, and data based high-performance quality culture, where everyone is empowered to participate and continuously improve our way of working, our products and our services.

## Environment, Health & Safety Policy

Excellence in Environment, Health and Safety is an integral part of our sustainable business approach and decision-making, and we strive for it by:

- Continuously reducing company risks, avoiding hazards, and providing safe, healthy, and environmentally friendly working conditions at all locations for all employees.
- Complying with applicable laws and regulations to supply safe, effective, and high-quality products.
- Continuously improving social responsibility, environmental, health and safety among employees and the relevant interested parties through communication, education, promotion, and training to enhance the companies environmental, health, and safety performance.

## Management Commitment

The Senior Management is committed to the development and implementation of the Management System and continuously improving its effectiveness by:

- Communicating to all staff the importance of meeting customer (current and potential) requirements, including statutory and regulatory requirements.
- Establishing a quality policy and objectives.
- Conducting reviews of the management system.

## Vision

To be compliant with customer requirements and provide best in class quality, to strengthen our position in thermal management solutions markets, to become the world leader in the field.

## Mission

To build up and maintain high quality standards in a zero-defect culture to fulfil and exceed customer satisfaction by going the extra-mile, providing reliable products for demanding applications across the targeted markets, and solving complex thermal management challenges for mission-critical, high uptime applications in a shorten product design cycle that maximises productivity and performance.