

CORPORATE RESPONSIBILITY AND SUSTAINABILITY POLICY STATEMENT

CORPORATE RESPONSIBILITY

SMART firmly believes that corporate responsibility is integral to business success, and we are firmly committed to the welfare of our stakeholders including our, employees/contractors/ associates, environment, value chain, and shareholders. SMART expects every member of staff to take individual responsibility for their performance and to work together to achieve these goals.

Our Workplace

SMART endeavours toward best practice in workplace, health and safety, and employment standards.

We aim to employ a workforce reflecting the diversity of our customers and communities in which we operate. Our employment policies, including a commitment to equal opportunity, are designed to attract and retain high-calibre individuals, regardless of age, sex, religion, disability, marital status, race, ethnicity, nationality, or sexual orientation.

We take measures to ensure good working conditions. Employees and Company representatives are expected at all times to act honestly, respectfully, and in accordance with our Ethics Policy in business activities. The Company does not tolerate misconduct or harassment in any form and will diligently investigate and, where necessary, take action against any complaints therein, including those of confidential “whistle-blowers”. It is also policy to provide a safe, substance-free workplace and to offer assistance to employees who seek help in overcoming any dependence or other illness which affects their work. Amongst other generous benefits, flexible working is offered to enable individuals to balance the needs of their personal and work lives. The Health and Safety policy, prepared in accordance with all relevant legislation, aims to safeguard the welfare of all persons who may in any way be affected by SMART’s actions.

SMART believes effective employee engagement is particularly important in achieving our business objectives. We value employees’ opinions and seek to actively consult them in the decision making process and keep them apprised of company news. It is our policy to provide equally to all staff training and career development for growth within the company, and to explore objectively, through performance appraisal, opportunities for employee advancement. By also offering competitive and fair wages based on skills and individual contributions, granting bonus payments for meeting targets. We continually aim to improve workplace fairness, job satisfaction, and employee effectiveness.

Our Environment

Recognising our potential impact, SMART strives for responsible stewardship of our natural environment. We are committed to continual improvement in our environmental performance by improving the efficiency with which we use resources, ensuring all waste and effluent is recycled or disposed of safely and responsibly, and by complying with all relevant environmental regulation. We operate a robust environmental management system to ensure environmental issues are integrated into our business processes and practices. We actively investigate development of new products and processes with improved sustainability and environmental performance

SMART encourages all employees to participate in activities that aim to minimise the company's environmental impact, and we support several initiatives within the workplace. Environmental awareness training is provided to new members of staff, and we communicate regularly with our stakeholders, including shareholders, employees, and customers on matters of environmental policy and practices. We also encourage suppliers to adopt the highest environmental standards.

Value Chain

We are committed to ethical behaviour throughout our value chain. Employees must act in accordance with the Ethics Policy in all dealings with suppliers, customers, or competitors. SMART's policy is to avoid even the appearance of favouritism since we believe that business decisions by customers and suppliers should be made solely on the basis of SMART's quality, service, price and other competitive factors. SMART requires accuracy, completeness, and legal compliance in all financial records.

SMART is proactively ensuring that all suppliers comply with SMART Ethics Policy and perform all activities associated with the supply of goods and services in compliance with all applicable laws and regulations, including those relating to environmental, health, and safety matters. Furthermore, suppliers are required, by the SMART Supplier Standard, to ensure that no goods or services supplied to SMART are produced utilising forced, indentured, or convict labour, or the labour of persons in violation of the laws in the country of manufacture, especially laws concerning minimum working age, minimum wage, hours of service or overtime. SMART regularly audits suppliers, particularly those operating in areas objectively recognised as high-risk of potential violation. Suppliers are also encouraged to have established an effective program to ensure all sub tier suppliers within the SMART product line comply with the requirements set out in the Supplier Standard.

SMART is committed to treating all suppliers and subcontractors fairly and honestly under the terms of engagement which are clear, fair and reasonable in comparison to those offered by similar companies.

SMART is also committed to effective engagement with customers. Our customer satisfaction procedures ensure we use customers' feedback to change positively the way we do business, and we operate to a third-party certified quality management system. It is also our policy to deal with customers in a reliable, effective, and honest manner that ensures we meet or exceed customer expectations, act fairly, and offer no preferential trade terms or other treatment to any customer in violation of any law. All employees are responsible for ensuring the integrity of the products under their control and for the veracity of documentation supporting the product integrity. SMART's policy is to comply with all competition and trade regulation laws, to use only ethical methods to market SMART products, and refrain from disparaging competitors.

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