



## Sustainability & Operational Policy

### 1. Policy Statement

The firm is committed to delivering air conditioning and electrical sales, installation, and service in a manner that prioritises environmental responsibility, operational excellence, and customer satisfaction. We recognise our role in reducing carbon emissions and pledge to integrate sustainable practices across all business activities.

### 2. Objectives

- Reduce greenhouse gas emissions from operations, logistics, and service activities.
- Promote energy-efficient and eco-friendly products.
- Ensure compliance with all relevant environmental and safety regulations.
- Educate customers on sustainable usage and maintenance practices.
- Position the firm as a leader in sustainable HVAC and electrical solutions.

### 3. Scope

This policy applies to all employees, contractors, suppliers, and partners engaged in:

- Sales of air conditioning and electrical equipment.
- Installation, repair, and maintenance services.
- Logistics, procurement, and customer support operations.

### 4. Core Commitments

#### A. Environmental Responsibility

- Prioritise energy-efficient equipment (e.g., ENERGY STAR certified AC units, LED lighting).
- Transition to low-GWP refrigerants and ensure proper recovery/disposal of old refrigerants.
- Implement waste reduction practices including recycling old equipment and safe disposal of e-waste.
- Power offices and workshops with renewable energy sources where feasible.

#### B. Logistics & Delivery

- All deliveries must be consolidated and completed in one trip to minimize transport-related emissions.
- Partial or split deliveries are prohibited, except in urgent safety or compliance cases with documented justification.
- Delivery planning must prioritize route optimization and load efficiency.
- Transition fleet vehicles to electric or hybrid models where possible.

#### C. Operational Excellence



- Ensure compliance with HVAC and electrical safety standards (local and international).
- Maintain preventive maintenance programs to extend equipment life and reduce energy waste.
- Provide continuous training for technicians on new technologies, refrigerants, and safety protocols.

#### D. Customer Engagement

- Educate customers on energy-saving practices (smart thermostat use, insulation, regular servicing).
- Offer green upgrade incentives such as discounts or financing for eco-friendly installations.
- Provide transparent information on lifecycle costs and carbon impact of products.

#### E. Workplace Practices

- Encourage digital documentation to reduce paper usage.
- Promote a culture of sustainability among employees through awareness programs.

#### 5. Monitoring & Reporting

- Track and report the firm's carbon footprint annually (energy use, refrigerant leakage, fleet emissions).
- Publish a sustainability report highlighting progress and areas for improvement.
- Set measurable targets (e.g., 20% reduction in emissions over 5 years).

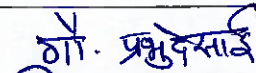
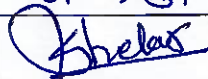
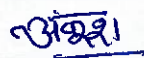
#### 6. Compliance & Review



- Adhere to all local environmental regulations and international standards (ISO 14001, ASHRAE guidelines).
- Review this policy annually to incorporate new technologies, regulations, and best practices.

#### Conclusion

By adopting this consolidated policy, the firm commits to delivering safe, efficient, and environmentally responsible air conditioning and electrical services, while reducing its carbon footprint and enhancing long-term sustainability.

#### Signed on behalf of Techno Sales Corporation

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Date: 19 January 2026  
Place: Pune

