Integrated management system manual
Preface

This integrated management system manual briefly describes our organisation.

This organisation was implemented to provide quality products and services while respecting the environment and improving staff safety.

Ploudalmézeau, May 2015

Eric HERVE
Quality / Safety / Environment officer

<table>
<thead>
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<th>Documentation in progress</th>
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<tr>
<td>Date: 25/01/2013 Creation of IMS based on QMS and EMS</td>
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<tr>
<td>Date: 12/12/2013 Graphic charter update</td>
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<td>Date: 28/04/2015 General document update</td>
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ETT was created in 1979 at the western tip of France. Its factory is located in the municipality of Ploudalmézeau. ENERGIE TRANSFERT THERMIQUE is recognised as a specialist in the design and manufacture of bespoke air handling systems with energy recovery and high performance heat pumps. In 2014, the company reached a turnover of 44.5 million euro with more than 235 employees and units installed in more than 40 countries.

- FACTORY: 16 000 m²
- OFFICES: 2 000 m²
- SITE: 90 000 m²

The manufacturing plant features high performance equipment such as:

- punching machines with numerical control
- press brake machines with numerical control
- a welding robot
As a specialist in air handling systems with energy recovery and high energy efficiency heat pumps, we place customer satisfaction at the heart of our strategy.

This has become a personal commitment for me, as Chairman of ETT.

In fact, we have chosen to favour a project-based approach in order to provide solutions and services closely focused on customers' requirements. This goes against the usual generalist, “one-size-fits-all” approach.

ETT’s position entails high quality standards at all stages:

- identify customer's need and requirements
- offer original solutions driven by in-depth know-how and constant innovation
- design equipment focusing on energy efficiency, reliability and ease of maintenance
- adhere to delivery dates
- control production costs
- provide operational assistance to customers

Differentiation through quality is the key to ETT’s industrial success and sustainability. This Quality Commitment is put into practice according to ISO 9001:2008 requirements.

Quality must be achieved by striving for excellence. It is therefore logical and coherent that we should promote high environmental quality both through our products design - lower energy consumption - and by opting for environmentally sustainable production methods. Adhering to ISO 14001:2004 is a significant corporate decision:

- respect the environment and natural resources
- comply with legal requirements applicable to our activities
- adopt a dynamic of continuous improvement of environmental performance and pollution prevention
- promote awareness and train employees and, if necessary, external providers, in environmental matters
- improve workplace safety

Our Quality and Environmental Management System reflects these objectives and applies throughout the design - production - on-site assistance process.

It is built on the principle of continuous improvement and regularly reviewed to check whether the objectives set are achieved. Actions related to QMS and EMS are set out in department specific improvement plans.

This is part of our corporate plan ETT 2020 which aims at opening up concrete development perspectives in harmony with our Vision focused on customers’ satisfaction.

Yves MILLOT
Chairman
Certifications Scope

ETT has obtained the following certifications:

- All our activities are certified ISO 9001:2008.
- Our production site is certified ISO 14001:2004.

Integrated Management System Structure

ETT’s integrated management system follows the structure set out above and relies on the procedures required by the ISO 9001:2008 standard:

4.2.3 and 4.2.4 Control of documents/records
- MAN-PRO 01 and MAN-PRO 09

8.2.2 Internal audit
- MAN-PRO 02

8.3 Control of nonconforming product
- MAN-PRO 05

8.5.2 and 8.5.3 Corrective action / Preventive action
- MAN-PRO 04

Integrated management system manual introduces the company’s organisation, its scope and policy framework.

Process sheets / Dashboards describe process functioning and allow process control.

Process describes the sequence of operations for an activity.

Procedures / Instruction sheets / Record describe process tasks, process controls or process control elements.

Forms
Records support.