

Integrated Management System

Manual

Euro Support Manufacturing Czechia, s.r.o.

Approved by: Dr. Renee van Yperen, Corporate Executive

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Prepared by: IMS Department

List of Changes

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Note: The change procedure of this document follows Regulation 821.

Approved by: Ing. Karel Svoboda, IMS Representative of the Management

Signature:

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1 Purpose and Objectives of the Document

The Integrated Management System Manual of Euro Support Manufacturing Czechia, s.r.o., (hereinafter referred to as the IMS Manual) describes the integrated system of the company Euro Support Manufacturing Czechia, s.r.o., (hereinafter referred to as the Company), which respects requirements of standards and specifications concerning the Integrated Management System – ČSN EN ISO 9001:2008, ČSN EN ISO 14 001:2005 and OHSAS 18001 – in their full extent, without any exceptions, and also requirements of Act No. 59/2006 Coll., on Prevention of Serious Accidents, as amended.

The IMS Manual is intended for employees of the Company, needs of external auditors, needs of external organizations and for presentation of the integrated system to the customers. The manual is available at the corporate website at www.eurosupport.nl.

2 Scope of Validity

The Integrated Management System Manual is in internal regulation and it is valid in the organization Euro Support Manufacturing Czechia, s.r.o., and it replaces version 8 dated 01/04/2009.

3 Presentation

3.1 Legal Specification of the Company

Euro Support Manufacturing Czechia, s.r.o. is an independent legal entity established in 2000 and incorporated with the Commercial Register kept by the Regional Court in Ústí nad Labem as of 29/05/2000 in Section C, File No. 16819.

| | |
|-----------------------------|--|
| Business name: | Euro Support Manufacturing Czechia, s.r.o. |
| Corporate seat: | Litvínov – Záluží 1, postal code 436 70 |
| Phone connection: | 476 163 344 |
| Fax No.: | 47 6162 677 |
| E-mail: | info@eurosupport.cz |
| Company Identification No.: | 25417681 |
| Tax Identification No.: | CZ 25417681 |
| Supreme body: | General Meeting |

3.2 Brief History and Characteristic of the Company

General characteristic of the Company:

The company Euro Support Manufacturing Czechia, s.r.o. is a 100%-owned subsidiary of the Dutch company Euro Support Manufacturing B.V., Holland. It is engaged in development and Production of catalyst carriers for industrial Processes of heterogeneous catalysis. In addition to domestic customers, a significant portion of produced catalysts is distributed abroad, in particular in EU states. The catalyst Production itself is demanding in terms of qualification and flexibility of corporate employees. The Company disposes of a quality and professionally skilled team of workers with more than 60-year experiences in Production and development of catalysts. Expert knowledge and practice connected with Production and development of catalysts are gradually passed onto the new incoming generation of workers.

The Company is situated in industrial premises of the company UNIPETROL RPA, s.r.o. on leased lands.

The Company was founded in 2000. From the beginning, it was cooperating with the Catalyst Plant of CHEMOPETROL, a.s. on the Production of the so-called Customer Catalysts. In February 2003, the Company purchased the Catalyst Plant of CHEMOPETROL, a.s. Thereby it took over the whole Production of heterogeneous catalysts together with the manufacturing equipment and all employees of the plant.

The taken-over Catalyst Plant has a long-term history at this location:

- ✓ In the period 1945-1950, plant capacity was used in order to ensure operation of chemical Production at Chemical Plants in Litvínov.
- ✓ As of 1950 until the mid-nineties of the last century, it was providing Production and development of heterogeneous catalysts both for Chemical Plants in Litvínov and for customers in the former Czechoslovakia.

- ✓ In the mid-nineties, cooperation of the plant with the Dutch business company Euro Support Manufacturing, B.V. started. This cooperation focused in particular on development and Production of Customer Catalysts.
- ✓ Purchase of the Catalyst Plant from CHEMOPETROL, a.s. at the beginning of 2003.

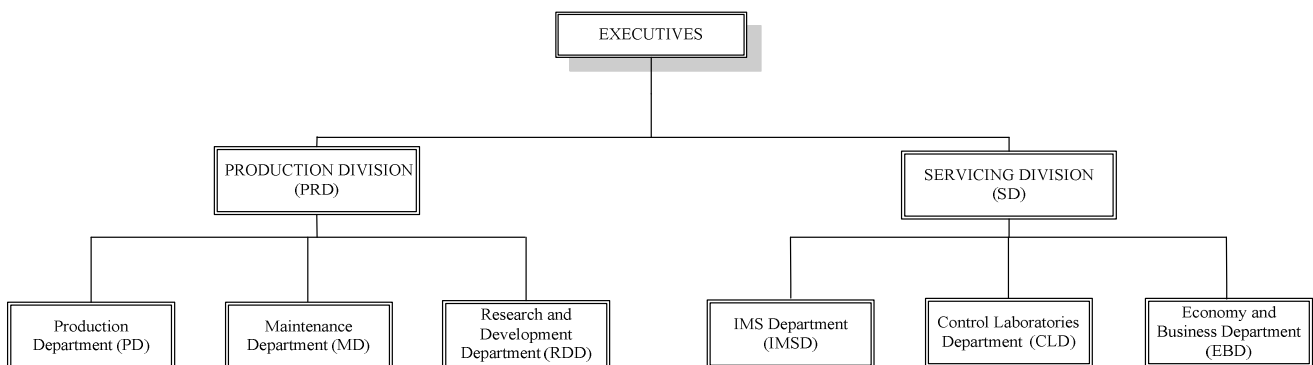
These days, the Company provides the full range Production of heterogeneous carriers and catalysts for the chemical industry and also for other users, in particular in the field of the environment. Those are seven categories of carriers and catalysts different in terms of their type, which are based on:

1. copper oxides;
2. titanic oxide;
3. aluminium oxide;
4. silicic oxide;
5. aluminosilicates (zeolites);
6. iron oxides;
7. precious metals (Pd and Pt).

The Production Process consists of a number of Production stages (preparation of source solutions and suspension, filtration, heat treatment, shaping etc.), the use and sequence of which depends on the specific produced carrier or catalyst. The Company has its own warehouse available for preparation of raw materials and storage of finished Products; the warehouse is accessible both for motor-vehicle and railway transport.

3.3 Organization Chart

Picture 1 Organization Chart of the Company



4 System

The Integrated Management System is created, maintained and improved by application of the full wording (without any exceptions) of the systems of standards ČSN EN ISO 9001:2008 (Quality), ČSN EN ISO 14000:2005 (environment), OHSAS 18001 (occupational safety) and Act No. 59/2006 Coll., on Prevention of Serious Accidents.

4.1 General Requirements

- ✓ In accordance with requirements of the above-mentioned standards, the Company has a created, documented, applied and maintained Integrated Management System and it keeps trying to improve its effectiveness.
- ✓ The Company has identified necessary Processes for the Integrated Management System (see Annex No. 1). It uses the software of the company BOC - Adonis to describe the Processes.
- ✓ Processes in the organization are classified into three categories:
 - MAIN;
 - MANAGING PROCESS;
 - SUPPORTING PROCESSES.

- ✓ The interconnection of all systems is a result of the coactions of key elements of standards ČSN EN ISO 9001:2008, ČSN EN ISO 14001:2005 and OHSAS 18001 and it respects Environmental Aspects and aspects of corporate occupational safety.

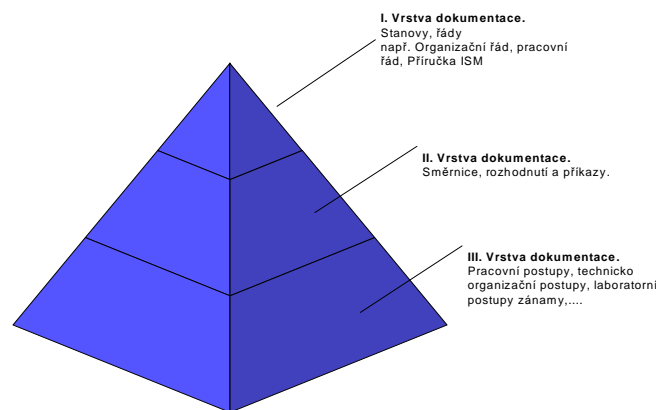
4.2 Requirements on Documentation

The Documentation includes:

- ✓ documented statements on the policy of Quality, environment, occupational safety, prevention of serious accidents and Risk management, Objectives and Target Values;
- ✓ Integrated Management System Manual;
- ✓ the IMS manual is available for all Engaged Parties both in written and electronic form (www.eurosupport.nl);
- ✓ documented procedures required by the above-specified standards, Act on Prevention of Serious Accidents and specifications;
- ✓ Records required by the above-specified standards, Act on Prevention of Serious Accidents and specifications.

The Documentation management is directly described by the Process "Documentation and Records". The Documentation structure divided into three layers is shown in picture No. 3.

Picture 2 – Structure of Documentation



4.2.1 Integrated Management System Manual

The Company has a created and maintained "Integrated Management System Manual" that includes:

- ✓ field of application of the Integrated Management System;
- ✓ documented procedures created for the Integrated Management System and references to those procedures;
- ✓ description of interaction of Processes (Map of Processes).
- ✓ Act No. 59/2006 Coll., on Prevention of Serious Accidents

4.2.2 Management of Documents

The Company has created and implemented procedures for management of all used types of documents of internal as well as external origin.

4.2.3 Management of Records

The Company creates and keeps Records that provide evidence of conformity with requirements and of effective functioning of IMS. The Company has created a documented procedure for identification, collection, marking, making available, registration, storage, maintenance, filing and liquidation of Records.

Records have to meet the following criteria:

- ✓ legibility;

- ✓ identification – date, signature, assignment to specific activities or Products;
- ✓ easy to find;
- ✓ suitable filing preventing damage, loss and destruction;
- ✓ record keeping.

5 Responsibility of Top Management

5.1 Personal Activity and Engagement of Top Management

The top management provides evidence of its personal engagement and activity aimed at development and application of the Integrated Management System and consistent improvement of its effectiveness through:

- ✓ informing inside the organization about the importance of meeting customer requirements as well as statutory requirements and requirements following from regulations;
- ✓ determination of an integrated policy of Quality, environment and occupational safety;
- ✓ arrangement of setting the Quality, environmental and occupational safety Objectives;
- ✓ review by the corporate management;
- ✓ ensuring availability of sources.

5.2 Customer Focus

The top management makes sure that customer requirements are determined or identified, recorded, documented and met in order to increase customer satisfaction.

Customer requirements are always notified before implementation of the order.

In cooperation with customers, new progressive materials are applied that do not show dangerous qualities and extend effective period operation of the units in which they are installed.

5.2.1 Environmental Aspects

The Company has created and maintains a procedure identifying Environmental Aspects of its activities, which it manages and affects so that those aspects are determined that have (may have) a significant effect on the environment.

5.2.2 Aspects of Occupational Safety

The Company has created and maintains a procedure identifying Dangers, assessing and managing Risks in order for those aspects to be determined that have (may have) a significant effect on the field of occupational safety and health protection of employees (S 42 - Identification of Dangers, Risk Assessment and Management in OSHP).

5.2.3 Legal and Other Requirements

The Company has created a procedure for detection and arrangement of access to IMS legal and other requirements that apply to the Company. The Company maintains and regularly, at least once a month, updates the "*Register of Legal and Other Requirements*" that is posted on the corporate Computer Network.

Access to full wording of legal regulations is possible via the database *EPIS* that is updated by its provider once a month and available on the corporate Computer Network.

According to a plan, the Company systematically evaluates compliance with applicable legal and other requirements in the form of an internal audit. The audit is carried out regularly every six months.

5.3 Corporate Policy

The corporate management of Euro Support Manufacturing Czechia, s.r.o. fully agrees with principles following from requirements of standards and laws so that it fully satisfies requirements of the existing as well as prospective customers while respecting the increasing requirements on environmental protection, careful treatment of non-renewable natural resources and ensuring occupational safety and health protection of employees and prevention of serious accidents.

5.3.1 Corporate Integrated Policy

1. Legal and other requirements

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- Comply with legal and other requirements
 - Provide important information to engaged parties
 - Comply with requirements of Act No. 59/2006 Coll., on Prevention of Serious Accidents
2. **Employees -powers and motivation**
 - Create a healthy, friendly and pleasant working environment
 - Educate and train employees
 - Support employee initiative
 3. **Processes and their management**
 - Use the Process management for the field of Quality, environment (EN), occupational safety and health protection (OSHP)
 - Provide sources for determination and assessment of environmental Objectives
 4. **Prevention**
 - Avoid problems in the field of Quality, EN and OSHP
 - Record and implement improvement initiatives in the field of Quality, EN and OSHP
 - Apply continuous improvement and prevention in the field of Quality, EN and OSHP
 5. **Health of the Company**
 - Extend the number of regular customers and Products
 - Supply on a timely and Quality basis
 - Hold an open dialogue focused on the customer

5.4 Planning

5.4.1 Objectives

Objectives of Quality

On the basis of the set integrated policy and in connection with application of the Quality management principles, the Company sets Quality Objectives that are specified in the Register of Objectives.

All employees shall be responsible for fulfilment of the integrated policy and Quality Objectives. Managers of all divisions are obliged to develop general Objectives into Objectives applicable to their divisions and subordinate employees.

Environmental Objectives and Target Values

When determining and reviewing environmental Objectives, one took into account the Environmental Aspects that have significant affect on the environment, considered legal as well as other requirements on the organization, technical capacities and financial, operating and business requirements and opinion of engaged parties.

The set Objectives and Target Values are consistent with the integrated policy of the organization and with the liability to prevent pollution. Where possible, the Objectives and Target Values are quantified and partial responsibilities for the Objective fulfilment are determined. Those Objectives are specified in the Register of Objectives.

Occupational Safety and Health Protection Objectives

When determining and reviewing Objectives of occupational safety and health protection, one took into account the identified Dangers and final amount of Risk, to which employees are put in the working Process, considered legal and other requirements on the organization, technological capacities and financial, operating and business requirements and opinion of engaged parties.

The set Objectives and Target Values are consistent with the corporate integrated policy and with the liability to increase the standard of employee protection. Where possible, the Objectives and Target Values are quantified and partial responsibilities for the Objective fulfilment are determined. Those Objectives are specified in the Register of Objectives.

5.4.2 Integrated Management System Planning for Fulfilment of Objectives

The top management has defined Processes for effective and efficient fulfilment of Quality Objectives and requirements that are consistent with the corporate strategy. Those Processes are systematically reviewed so that integrity of the management system is detected when planning and applying its changes.

The Integrated Management System of Quality, environment and occupational safety and fulfilment of requirements following from Act No. 59/2006 Coll. form an integral part of the corporate planning Process, in addition to the economic plans, the business plan including funds and sources for their arrangement. The

planning is also reflected in specific Objectives of individual divisions valid for the concerned calendar year and it creates conditions for their fulfilment.

5.5 Responsibility, Power and Communication

5.5.1 Responsibility and Power

Responsibilities, powers and mutual relations of all employees are laid down in the Company by:

- ✓ rules of organization;
- ✓ job position description;
- ✓ organization and management internal Documentation;
- ✓ possibly a power of attorney or authorization.

5.5.2 Management Representative

The corporate executive appointed an IMS Representative of the Management (Decision 2008/11) who within the Company and in relation to external organizations acts as a "Representative of the Management" for the field of Quality, environment, occupational safety and Act No. 59/2006 Coll., on Prevention of Serious Accidents.

5.5.3 Internal Communication

The communication is used for the purposes of perfect course of the Integrated Management System Processes and increasing of its effectiveness. The management defined and applies an effective and efficient Process of internal communication between various levels and positions.

Basic methods, forms and means of communication and types of transmitted information are specified in Table No. 1.

Table No. 1 – Basic methods, forms and means of communication and types of transmitted information in the Company

| Method of communication | Means | Form |
|-------------------------|----------------------|--|
| Verbal | Direct speech | Meetings, consultations, trainings and informal meetings |
| | Telephone | Information |
| Written | Delivery by employee | Reports, messages, Records, documentation etc. |
| | Information surfaces | Notice and message boards |
| Electronic | Computer network | Files on the Computer Network, messages or files sent by e-mail, shared files on network discs |
| | Portable media | Files on electronic carriers (FD, CG, DVD, USB,...); |
| | Fax | Copies of written information |

5.5.4 External Communication

The Company accepts and reacts to principal initiatives of external Engaged Parties. The Company has developed a system of accepting, documenting and responding to complaints, notices and initiatives from customers and Engaged Parties concerning Quality, environment and occupational safety. The Company places emphasis on informing of the Engaged Parties in particular about issues concerning important Quality, environmental and safety aspects and emergency preparedness.

5.6 Management System Review

5.6.1 Generally

The Integrated Management System is reviewed at least once a year. If necessary due to circumstances, the IMS Representative of the Management may increase the frequency of review. When reviewing the system, one has to make sure that continued suitability, adequacy and effectiveness of the system is maintained. The review always includes evaluation of improvement opportunities and need of changes of the Integrated Management System, including the policy and Objectives.

5.6.2 Review Inputs

The report for the review is prepared in writing. Inputs for the review are:

- ✓ Results of audits and evaluations of conformity with legal requirements and other requirements applicable to the organization;
- ✓ Customer feedback. Communication with external Engaged Parties, including complaints;
- ✓ Environmental Profile of the organization;
- ✓ Outputs of the Process "Danger and Risk Identification and Risk Management"
- ✓ Number and seriousness of work injuries and occupational diseases;
- ✓ Condition of preventive measures and remedies;
- ✓ Effectiveness of Processes;
- ✓ Fulfilment of measures from previous managerial reviews;
- ✓ Fulfilment of set Objectives, Target Values and programs;
- ✓ Evaluation of the effect of changes that might affect the Integrated Management System;
- ✓ Recommended improvements.

5.6.3 Review Outputs

The output is prepared in writing. This document is approved at the meeting of the corporate management. This document must include all decisions and measures related to:

- ✓ improvement of effectiveness of the system and its Processes;
- ✓ Product improvement in relation to customer requirements;
- ✓ needs of resources;
- ✓ policy;
- ✓ adopted Objectives and programs.

6 Management of Resources

6.1 Provisions of Resources

The Company determines resources for

- ✓ application and maintenance of the Integrated Management System and increase of its effectiveness;
- ✓ increasing customer satisfaction by fulfilment of customer requirements;
- ✓ fulfilment of requirements of the Engaged Parties.

6.2 Human Resources

6.2.1 Generally

Employees carrying out works affecting the Product Quality are qualified on the basis of proper education, training, skills and experiences.

ESMC makes sure that all persons working on behalf of the Company are familiar with safety Risks following from corporate activities and the manner of their management. In the same time, those persons working on behalf of the Company are familiar with ESMC environmental policy principles.

6.2.2 Expert Qualification, Awareness of Seriousness and Training

The required expert qualification of employees is laid down in the job description. Essentials of education and training are described in the Process "*Human Resources Management*".

Employees are made aware of the seriousness and importance of their activities and on the level of their contribution to fulfilment of Objectives at internal training events.

Employees must be informed about:

- ✓ importance of compliance with the integrated policy and IMS procedures and requirements,

- ✓ important aspects of Production Quality and benefits of following the determined technological procedures and compliance with the set Production Quality parameters,
- ✓ important Environmental Effects of their working activities (actual or prospective) and environmental benefits of improvement of their personal conduct,
- ✓ importance of compliance with general OSHP principles, identified Dangers with an important Risk degree, implementation of adopted preventive measures and use of determined working personal protective equipment,
- ✓ their tasks and responsibility for achievement of compliance with the integrated policy and IMS procedures and requirements, including emergency plans and requirements on reaction in case of an accident,
- ✓ possible effects of the failure to follow the set operating procedures.

6.3 Infrastructure

The corporate management has determined, provides and maintains an infrastructure necessary to achieve compliance with Product requirements. The infrastructure includes:

- ✓ building, working premises and related technical equipment;
- ✓ equipment for the Process (hardware, software and technological software);
- ✓ supporting services (transport of material).

6.4 Working Environment

The corporate management determines and manages the working environment necessary to achieve compliance with Product requirements.

The corporate management makes sure that the working environment has positive effect on motivation, satisfaction and performance of employees and that the corporate Productivity is increased thereby. Within the working environment:

- ✓ Risk factors in the working environment are identified;
- ✓ measures ensuring occupational safety and health protection are determined and implemented;
- ✓ psychic and physical conditions on the workplace are identified;
- ✓ workplaces are monitored in order to increase effectiveness of employee engagement;
- ✓ positive climate is created and maintained in the Company.

Obligations of the Company in the field of monitoring and measuring of Risk factors in the working environment (noise, chemical pollutants and dust) regulate:

- ✓ Risk factors of the working environment,
- ✓ measuring and evaluation of Risk factors of the working environment,
- ✓ job classification (by Risk categories),
- ✓ controlled zones,
- ✓ cooperation of doctors from a medical facility.

7 Product Realization

7.1 Product Realization Planning

The Company plans and develops Processes necessary for Product realization. Planning of the Product realization is consistent with requirements of other IMS Processes.

When it was planning the Product realization, the Company:

- ✓ determined Quality Objectives and Product requirements including the possible environmental and safety aspects related to the subject of design and development;
- ✓ developed Processes and documents including provision of Product-specific resources;
- ✓ determined Product-specific required activities upon verification, validation, monitoring, control and testing and criteria of Product acceptance;
- ✓ specified Records necessary for submission of a proof that realization Processes and the final Product meet the requirements.

7.2 Customer-Related Processes

7.2.1 Specification of Product-Related Requirements

The Company determines:

- ✓ requirements specified by the customer, including requirements on activity upon and after delivery;
- ✓ requirements not specified by the customer but necessary for the specified or intended use if known;
- ✓ statutory requirements and requirements of regulations related to the Product;
- ✓ other additional requirements.

7.2.2 Review of Product-Related Requirements

The Company has created and documented a procedure of contract review and coordination of activities related thereto. Within the contract review:

- ✓ Product requirements are determined,
- ✓ requirements of the contract or order are determined, which differ from the previously expressed ones,
- ✓ the Company is able to meet the set requirements.

An offer is sent to the Customer who does not provide the Company with a Product requirement in a documented form. Once the offer is confirmed by the customer, requirements are adopted.

7.2.3 Communication with the Customer

The Company applies effective forms of communication with customers. The communication mostly concerns:

- ✓ information about the Product (verbally – direct speech, telephone; in writing – catalogues, advertising; electronically – e-mail, internet);
- ✓ settlement of inquiries, contracts or orders including their changes;
- ✓ customer feedback including customer complaints (information provided by the customer when evaluating his satisfaction, information related to complaints and claims).

7.3 Design and Development

7.3.1 Design and Development Planning

The Company plans and manages the Product and technology design and development in accordance with the Development Process.

In the course of the design and development planning, the Company determines

- ✓ stages of design and development;
- ✓ review, verification and validation suitable for each stage of design and development;
- ✓ obligations and powers related to design and development.

7.3.2 Inputs for Design and Development

The Production Division determines inputs concerning Product requirements. It keeps Records of inputs. The inputs include:

- ✓ needs and expectations of customers and the market;
- ✓ needs and expectations of other Engaged Parties;
- ✓ customer feedback;
- ✓ statutory requirements and regulations;
- ✓ technical national and international standards;
- ✓ corporate policies and Objectives;
- ✓ information about existing technologies and Products;
- ✓ requirements on operation, storage, manipulation and delivery;
- ✓ requirements on Quality, safety and ecologic parameters;

- ✓ requirements on Product liquidation.

7.3.3 Outputs of Design and Development

Outputs of individual stages of design and development are verified in relation to inputs for design and development. Within the Company, those operations and activities are determined, which are connected with important Quality, environmental and safety aspects.

Operation management procedures are determined so that they include an element of management of those aspects and that their fulfilment during working activities contributes to fulfilment of the corporate integrated policy and fulfilment of the set Objectives and Target Values.

Outputs from design and development:

- ✓ data evidencing comparison of inputs and outputs;
- ✓ specification of raw materials, adjuvants and chemicals;
- ✓ Product specification;
- ✓ technological Process specification;
- ✓ specification of control requirements;
- ✓ specification of training requirements;
- ✓ Records (reports) of performed controls (tests).

Documents from the output of design and development are approved before they are released.

7.3.4 Design and Development Review

In individual stages, systematic review of design and development is carried out in accordance with the planned activities so that:

- ✓ ability of the design and development results to meet requirements is evaluated;
- ✓ all problems are identified and necessary measures are proposed.

7.3.5 Design and Development Verification

Verification is carried out by the ordering party in accordance with the planned activities (see 7.3.1) in order to make sure that the design and development outputs meet the initial requirements on design and development. Records of verification results and all necessary measures are kept.

7.3.6 Design and Development Validation

Validation is arranged by the user of the technological device in cooperation with expert divisions at the stage of assessment of the design and development Process. It is ascertained whether the final Product is capable of meeting the requirements of the specified or intended use if they are known. The validation is completed before the Product delivery. Records are kept of the validation results and all necessary measures.

7.3.7 Management of Design and Development Changes

Changes of the design and development are identified and Records are kept thereof. Changes are reviewed, verified or validated and approved before application. The review of changes of the design and development includes evaluation of the effect of changes on components and an already delivered Product.

7.4 Purchasing

7.4.1 Purchasing Process

Departments of the Company realizing purchase of commodities, investments and services make sure that the purchased Product meets the specified requirements. The type and scope of selection and evaluation depends on the effect of the purchased Product on subsequent Product realization or the final Product.

Departments of the Company select and evaluate suppliers according to their ability to supply the Product and service in accordance with requirements. Criteria are set for their selection, evaluation and re-evaluation with emphasis on those operations and activities that are connected with Quality, environment and occupational safety.

7.4.2 Purchasing Information

The purchasing information describes the Product to be purchased if suitable including

- ✓ requirements on approval of the Product, procedures, Processes and devices;
- ✓ requirements on employee qualification;
- ✓ requirements on the Quality management system;
- ✓ requirements on the environmental management system;
- ✓ requirements on the occupational safety management system.

7.4.3 Purchased Product Verification

The Company has determined and applied control activities necessary to ascertain that the purchased Product meets the specified requirements. The manner of control is documented in *Regulation 87 "Acceptance, Handling and Storage of Materials, Semi-Finished Products and Products"*.

7.5 Production and Provision of Services ---

7.5.1 Management of Production and Provision of Services

The Company plans and realizes Production under managed conditions. The managed conditions include, as suitable:

- ✓ availability of information describing Product features;
- ✓ availability of the Production Documentation;
- ✓ use of suitable equipment;
- ✓ availability and use of the monitoring and measuring devices;
- ✓ application of monitoring and measuring;
- ✓ application of activities upon release and delivery and after delivery.

7.5.1.1 Operation Management

The chemical Production (including maintenance) and storage have the greatest effect on environment and occupational safety in the Company. It is connected and interacts with other Processes - planning, purchase and sale. Within the Company, these operations and activities are specified that are related to important Environmental Aspects and safety Risks. In the same time, operation management Processes are determined so that they include an element of management of important Environmental Aspects and safety Risks and that their compliance within working activities contributes to fulfilment of the corporate integrated policy and the set Objectives and Target Values. Processes in the Company are planned (sales plan, Production plan, operative Production plan, itemized maintenance plan etc.) and implemented according to the conditions laid down in the valid managed corporate Documentation.

7.5.1.2 Validation of Production Processes and Provision of Services

All Processes of Production in the Company are monitored or measures. For the above-mentioned reason, Production Processes are not subject to validation.

7.5.1.3 Identification and Traceability

The Company has implemented the system of identification of raw materials, adjuvants, semi-finished Products and Products that is documented in the technological regulations and plans of laboratory control.

Places for taking of control samples in Production (Production lines) are identified according to *TOP 01 "Technical-Organization Procedure of Sampling Point Marking"*, *TOP 02 "Technical-Organization Procedure of Sampling of Raw Materials, Semi-Finished Products and Products"*.

7.5.2 Customer's Property

The Company takes care of customer's property delivered in connection with Product realization. The relevant division that uses the property ensures its identification, verification, protection and securing. If it is lost, damages or its unsuitability for subsequent use detected, such fact is notified to the customer.

7.5.3 Product Protection

The Company maintain the Product conformity in the course of internal Processing and delivery to the planned place of delivery. Such maintenance of conformity includes identification, manipulation, packing, storage and

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protection. Maintenance of conformity applies also to raw materials, adjuvants and semi-finished Products. The procedure of Product protection is documented in the Process "Warehouse Operation".

7.6 Management of Monitoring and Measuring Devices

Monitoring and measuring to be performed and monitoring and measuring devices necessary in order to provide evidence of Product conformity with determined requirements are laid down in the *technical Documentation* (technological regulations, operating rules, plans of laboratory control).

The Company has created a Process making sure that monitoring and measuring can be and performed in the manner consistent with monitoring and measuring requirements.

8 Measuring, Analysis and Improvement

8.1 Generally

The Company plans and applies Processes of monitoring, measuring, analysis and improvement that are necessary in order to:

- ✓ prove Product conformity;
- ✓ arrange conformity of the integrated system;
- ✓ consistent improvement of effectiveness of the integrated system.

8.2 Monitoring and Measuring

The corporate management makes sure that effective and efficient methods are used for identification of areas of improvement of the Integrated Management System Productivity by means of:

- ✓ research of customer satisfaction;
- ✓ internal audits;
- ✓ financial analysis;
- ✓ self-assessment.

8.2.1 Customer Satisfaction

As one of the measuring of the system Productivity, the Company monitors information concerning the customer perception whether the Company has satisfied his requirements. The manner of acquiring and using this information is described in the Process – "Measuring *Customer Satisfaction*".

8.2.2 Internal Audit

In the planned intervals, the Company carried out internal audits in order to determine whether the integrated system:

- ✓ satisfies the planned activities, requirements of system standards and integrated system requirements set by the Company;
- ✓ is correctly implemented and effectively applied and maintained.

8.2.3 Process Monitoring and Measuring

The Company applies methods of monitoring and measuring the IMS Processes. These methods prove the ability of Processes to achieve the planned results. If the planned results are not achieved, a correction or a remedy is taken in order to ensure the Product conformity.

8.2.4 Product Monitoring and Measuring

The Company monitors and measures Product features in order to verify whether Product requirements have been met. It is performed at the relevant stages of the Product realization Process in accordance with planned activities.

The Company keeps evidence of conformity with the acceptance criteria. The Records specify the person approving the Product release.

The Product release and service provision is suspended until planned activities are satisfactorily completed unless the relevant person or the customer approve anything else.

8.3 Nonconformities

8.3.1 Management of Nonconformities

The Company has created and maintained a procedure defining responsibilities and powers for settlement and examination of nonconformities, for actions aimed at mitigation of damages and for initiation and completion of remedies and preventive measures.

All remedies or preventive measures taken in order to remove causes of actual and well as prospective nonconformities must correspond to the extent of problems and they must be adequate to the imminent effect.

8.3.2 Nonconforming Product Management

A Product nonconforming to requirements is identified and managed in order to prevent its unintended use or delivery.

Those facts must be specified in the "Record". The "Record" is approved by the corporate executive. "Records" are filed by the PRD Manager who delivers their copies to the SD Manager provided that a significant nonconformity is concerned and the Company incurred damage.

Until the manner of nonconformity settlement is determined, the Production Department Manager ensures separate storage of the nonconforming material and its identification according to TOP 04 "Technical-Organization Procedure of Handling Semi-Finished and Finished Products" (hereinafter referred to as TOP 04) in order to prevent its use in the Production Process or further deterioration. In exceptional cases when the customer applies complaint procedure.

If a nonconforming Product is detected only after delivery or only once its use has started, the Company takes measures adequate to effects of the nonconformity or potential effects of the nonconformity.

8.3.3 Emergency Preparedness

The Company has created and maintained procedures to identify possibly occurrence of emergency situations. IN case of their occurrence, the procedures lay down obligations and responsibilities of individual divisions leading to mitigation of effects on the environment that may be caused by such situations. The procedures are specified in the *Corporate Emergency Plan*.

8.4 Data Analysis

In order to prove suitability and effectiveness of the system and to evaluate where the continuous improvement of effectiveness of the Integrated Management System may be applied, the Company determines, collects and analyses the specified data. The data include results of monitoring and measuring and data of Processes and Products.

The data analysis provides information concerning:

- ✓ customer satisfaction;
- ✓ compliance with Product requirements;
- ✓ features and trends of Processes and Products, including an opportunity for preventive measures;
- ✓ suppliers (supplier assessment);
- ✓ Environmental Aspects;
- ✓ identified Dangers, Risk assessment and adopted measures.

These data are Processed by means of simple statistic methods.

8.5 Improvement

8.5.1 Continuous Improvement

The Company keeps improving effectiveness of the Integrated Management System, namely by making use of the policy, set Objectives, audit results, data analysis, remedies, preventive measures and management reviews.

8.5.2 Remedies

In order to prevent reoccurrence of nonconformities, the Company takes measures to remove its causes. Any remedy is adequate to effects of the ascertained nonconformities.

The Company has created documented procedures for implementation of remedies (*S 94*).

Documented procedures lay down requirements on:

- ✓ review of nonconformities;
- ✓ specification of causes of nonconformities;
- ✓ evaluation of the needs of measures preventing reoccurrence of nonconformity;
- ✓ specification and implementation of needed measure;
- ✓ Records of results of implemented measures;
- ✓ review of the implemented remedy.

8.5.3 Preventive Measures

The Company determines measures removing causes of potential nonconformities in order to prevent their occurrence. Preventive measures (Management of Remedies and Preventive Measures) are adequate to the effects of potential problems. The organization lays down requirements on:

- ✓ identification of potential nonconformities and their causes;
- ✓ evaluation of the need of measures preventing occurrence of nonconformities;
- ✓ specification and implementation of the needed measure;
- ✓ Records of results of taken measures;
- ✓ review of the implemented preventive measure.

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| Responsibility |
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Responsibilities are laid down in the Process model of the Company.

| Terms, Abbreviations and Definitions | |
|---|---|
| Term / Abbreviation | Definition |
| OSHP | Occupational safety and health protection |
| Objective | General plan based on integrated policy, which the Company sets itself and which is quantified possible. |
| Target Value | A detailed requirement on the profile that is quantified if possible, applies to the Company or its part, is based on set Objectives and must be determined and met in order to meet those Objectives. |
| Documentation | Basic and technical documentation that manages, organizes or serves for recording of activity within IMS. |
| Document Holder | Division manager or other office holder appointed a document holder and specified in the list of holders. |
| Environmental Aspect | An element of activities, Products or services of the Company that may affect the environment. |
| Environmental Effect | Any change of the environment, favourable or unfavourable one that is absolutely or partially caused by the activity, Products or services of the Company. |
| Environmental Profile | Measurable results of IMS applied to management of the Environmental Aspects by the organization itself, based on the Environmental Policy, Objectives and Target Values. |
| External Documentation | IMS-related Documentation prepared or issued by other organizations. |
| Internal Documentation | Organization, management and technical Documentation prepared in the Company and defined in S 81. |
| IMS | Integrated Management System |
| EE | Extraordinary Event |
| Quality | It corresponds to the term quality under ISO 9000:2008. |
| Danger | A source or situation capable of causing damage, like a bodily harm or damage to health, damage to property, working environment or a combination thereof. |
| Continuous Improvement | The Process of IMS improvement, by which the general profile of the Company is improved in accordance with the corporate integrated policy. |
| FP | Fire Protection |
| Computer Network | Electronic internal information system |
| Process | A set of mutually connected or interacting activities that transform inputs into outputs. |
| Product | A result of the Process. |
| IMS Representative of the Management | An employee of the corporate top management, also the manager of the Servicing Division, who has the relevant power and responsibility for implementation of and compliance with requirements of standards ČSN EN ISO 9001:2008, ČSN EN ISO 14001:2005, OHSAS 18001 and Act No. 59/2006 Coll., on Prevention of Serious Accidents, and regulations related thereto. |
| SAP | Serious Accident Prevention |
| Risk | A value expressing a combination of probability and effect of a specific dangerous event. |
| Documentation Management | Continuous updating of the Documentation in all corporate divisions, including completeness of the set and completeness of individual documents. |
| Company | Euro Support Manufacturing Czechia, s.r.o. |
| Document Administrator | The division (post), the powers of which include issuing, recording, distributing, filing and updating a document. |
| Engaged Party | An individual or a group that is interested in the Environmental Profile of the organization or that is affected thereby (corporate employee, the public, non-governmental organization, financial institution, local authorities and state administration etc.). |
| Customer Catalysts | Catalysts manufactured according to the customer-provided technology or developed and produced on the basis of customer requirements and know-how. |
| Records | Documents that include data ascertained on the basis of measuring or other information of a recording nature. |
| EN | Environment - the environment where the Company runs its activity, including air, water, soil, natural resources, plants, animals, people and their mutual relations. |

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ANNEX 1 – Map of Processes in Eurosupport Manufacturing Czechia, s.r.o.

