

mekoprint

Quality and Environment **Manual**

creating**together**

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1. Preface

1.1 Company profile

Mekoprint A/S was established in 1954, and since then the company has developed into one of Scandinavia's leading suppliers of complex, high-tech solutions for a range of industries, including telecom, engineering, automotive, electrical and medical industries throughout Europe.

Mekoprint A/S has production facilities at the following addresses:

- Hermesvej 2, Støvring, Denmark
- Hermesvej 4, Støvring, Denmark
- Mercurvej 1, Støvring, Denmark
- Fåborgvej 15, Aalborg Øst, Denmark

At these four production sites, Mekoprint has gathered key technologies in the fields of design, serigraphy, mechanical processing, surface treatment, assembly and cable manufacture. Mekoprint also collaborates in a global network with suppliers of a wide range of raw materials and components and with a number of highly specialised sub-contractors. Mekoprint can therefore offer individual solutions, combinations and total solutions, always designed with a common focus on optimal quality, the correct price and delivery on time.

At Mekoprint, we always strive to find the perfect solution, based on an innovative partnership with our clients.

1.2 Products

Mekoprint A/S develops and manufactures unique, customized components and total solutions in the area of plastic products (membrane switches and keyboards, flexprints, adhesive transfers and graphic "overlays" and preassembled cables) and metal products (instrument boxes, cabinets, precision-milled aluminium parts, chemically-milled and punched out components, nameplates and scales).

Over the years, Mekoprint has worked with clients from virtually every industry, always with a focus on developing, manufacturing and delivering customised solutions of the very highest quality.

Mekoprint's ability to cooperate has become the company's trademark. An increasing number of clients utilise Mekoprint's experience and specialist knowledge of processes and product technology. It is more the rule than the exception today, therefore, that Mekoprint becomes involved at a very early stage in development processes that are based on the individual client's unique requirements and challenges.

1.3 Service

Mekoprint simplifies the procurement of total solutions because the client has a single, permanent contact person at Mekoprint, the client purchases a single, overall solution and the delivery is based on a single product number, a single contract and a single price negotiation. All communication is in Scandinavian, English and German. Our European clients do not need to take account of time zones.

Mekoprint utilises its competencies in the fields of development, construction, quality, logistics management and manufacturing, combined with partners' and subcontractors' competencies and products, to manage the entire process and ensure that the delivery date and the delivered quality always conforms to what has been agreed.

1.4 Quality assurance

Mekoprint A/S has a well-functioning quality assurance system, certified according to the requirements in ISO 9001.

ISO 9001

Mekoprint was originally certified according to ISO 9001:1994 on 14 October 1996 and since then the certification has been renewed to comply with ISO 9001:2015.

1.5 Environmental management

Mekoprint A/S has developed and implemented an environmental control system and has been certified according to ISO 14001 since 1996. The environmental system is an integrated part of the original quality assurance system.

ISO 14001

Mekoprint was originally certified according to ISO 14001:1996 on 19 December 1999. The certificate has been renewed since then to also comply with ISO 14001:2015.

1.6 Working environment

ISO 45001

Mekoprint was originally certified according to OHSAS 18001:1999 on 19 December 1999 and since then the certification has been renewed to comply with DS ISO 45001:2018.

Mekoprint d. 03-01-2019

Anders Kold
CEO

2. Quality policy and objectives

At Mekoprint A/S we have chosen to develop a quality manual in order to ensure our quality and to continually improve our company. Our fundamental approach is that it is only possible to continue to produce quality products if the quality concept is an integral element of the company's culture. Mekoprint's appreciation for quality must therefore be reflected in every detail, every corner and in every employee.

2.1 Management

2.1.2 Objectives – Mekoprint A/S objectives for quality:

- ✘ Mekoprint A/S shall be managed professionally in an organisation where the chain of command is short and changes can be implemented quickly.
- ✘ Mekoprint A/S shall always develop through controlled growth, without compromising with regard to its quality objectives.
- ✘ Mekoprint A/S shall ensure that the necessary resources (premises, personnel, training, machines etc.) are available in step with the company's development and requirements.
- ✘ The company's staff shall always be regarded as dependable employees with an appreciation of quality and the environment and who work towards a common goal.
- ✘ Every member of the staff has co-responsibility for maintaining the level of quality and for increasing the level of quality by cultivating a creative working environment.
- ✘ Mekoprint A/S ensures compliance with the requirements imposed by both the clients and the authorities. This is achieved by ensuring compliance with statutory provisions for Mekoprint A/S by updating and maintaining registration of the statutory provisions that apply for Mekoprint A/S.

2.1.3 Policies – Mekoprint A/S will:

- ✘ Ensure that each department and its personnel are familiar with the requirements for quality and documentation that apply for each work process and the associated responsibilities.
- ✘ Develop and implement continuous information and training in order to enhance the sense of quality everywhere in the organisation.
- ✘ Actively involve the staff and management in continuous quality improvements based on established quality objectives.

2.2 Quality

2.2.1 Objectives – Mekoprint A/S objectives for the environmental:

- ✘ Quality activities shall be implemented at all levels in the company's organisation, in accordance with the requirements in ISO:9001.
- ✘ The integrated management and control system shall be established and maintained so that it always conforms to the requirements in ISO: 9001 and always conforms to Mekoprint A/S' objectives

2.2.2 Policies – Mekoprint A/S will:

- ✘ Implement documented and certified quality assurance according to ISO:9001 throughout its processes, from receiving the order from a client, raw materials and semi-manufactured goods to manufacture, storage, configuration and delivery to the client, and for product development and marketing.

- ✘ Establish quality improvement objectives everywhere in the organisation and perform systematic follow-up of efforts and results.
- ✘ Monitor the efficiency and suitability of the quality assurance system in relation to the objectives and policies, including improvement objectives, by means of internal audits and management evaluations.
- ✘ Continuously perform systematic measurement and follow-up of customer satisfaction.

2.3 Products

2.3.1 Mekoprint A/S' objectives for products:

- ✘ Mekoprints A/S' objective is to develop, manufacture and market high-quality products that conform to the current regulatory requirements and the needs of our clients. Continuously perform systematic measurement and follow-up of customer satisfaction.

2.3.2 Policies – Mekoprint A/S will:

- ✘ Ensure the need to establish processes and document and the provision of resources that are specific for the product in question.
- ✘ Utilise effective inspection and monitoring activities in order to ensure product quality and compliance with the specifications.
- ✘ Ensure registration that is specified and necessary in order to provide evidence that the manufacturing processes have been reviewed and have conformed to the requirements and expectations that have been established for the product.

2.4 Customer

2.4.1 Objectives – Mekoprint A/S' objectives for clients:

- ✘ Mekoprint A/S shall employ professional marketing to maintain its reputation as an attractive partner that is action oriented and prepared to develop in close collaboration with its clients.
- ✘ The relationship with our clients shall always result in full customer satisfaction.

2.4.2 Policies – Mekoprint A/S will:

- ✘ Market, manufacture and supply products that meet the customer's needs, the regulatory requirements and national and international standards.
- ✘ Engage in a close dialogue with the client to ensure the correct choice of product and manufacturing methods for the purpose.
- ✘ Have short delivery times, for example by maintaining a flexible system for production planning.
- ✘ Be open to special customer requests with regard to functionality and tolerances.
- ✘ Provide clients and potential clients with professional guidance and service.
- ✘ Maintain a flexible inventory system combined with traceability in the production process.
- ✘ Have an open, honest and close relationship with our clients and partners.
- ✘ Engage in contractual collaboration with our clients and partners.

2.5 Suppliers

2.5.1 Objectives – Mekoprint A/S objectives for Suppliers:

- ✘ Suppliers to Mekoprint A/S shall be prepared to provide a comprehensive service. We prefer firms that are certified in the areas of quality and environment and we require that our suppliers have a responsible and professional approach to future cooperation.
- ✘ Our suppliers shall deliver products and services that have a satisfactory quality, on time and at a competitive price, while simultaneously taking account of the natural and working environments. The suppliers shall also live up to their social responsibilities (CSR).
- ✘ We only enter into partnerships with professional and financially sound suppliers.
- ✘ In our relationships with suppliers, we focus on flexible and innovative firms that are prepared to collaborate in order to reach common objectives. Our relationship with suppliers shall be based, as far as possible, on long-term framework agreements.

2.5.2 Policies – Mekoprint A/S will:

- ✘ Have an open, honest and close relationship with our suppliers and partners.
- ✘ Use suppliers and partners who comply with Mekoprint A/S' criteria for approval, including Mekoprint A/S' Code of Conduct.



3. Environmental policy and objectives

3.1 Objectives – Mekoprint A/S' objectives for the environment:

- ✘ Mekoprint A/S shall maintain a documented and certified environmental control system in accordance with ISO 14001.
- ✘ As far as possible within an economically responsible framework, the impact on the environment and the consumption of resources shall be minimised everywhere in the company by developing new, or further developing existing products and processes.

3.1.2 Policies – Mekoprint A/S will:

- ✘ Comply with national and international environmental legislation. The work in this regard shall primarily be preventive.
- ✘ Establish a targeted and visible effort to prevent accidents and injuries and thereby reinforce the preventive environmental efforts and promote internal dialogue.
- ✘ Continuously perform systematic measurement and follow-up of the company's impact on the environment.
- ✘ Use internal education, training and communication to encourage environmental awareness among the staff.
- ✘ Implement an open dialogue with the company's clients regarding environmental issues, including providing the clients with comprehensive responses to their queries on environmental issues.
- ✘ Establish improvement objectives and action plans and carry out systematic follow-up of efforts and results and thereby achieve continuous improvements.
- ✘ Monitor the efficiency and suitability of the system in relation to the objectives and improvement targets by means of internal audits and management evaluations

3.1.3 Target areas, Improvement Objectives and Action Plan

Specific quality and environmental objectives have been established for each division. Registrations are performed regularly in each division and these are evaluated annually. If the objectives have not been achieved, the reasons for this are identified and corrective measures and improvements are adopted.

Each year, management/QA select one or more focus areas in the field of quality and/or environment.

The selected focus area(s) can then form the basis for a sub-division into specific and, as far as possible, measurable improvement objectives. An action plan is then developed for each specific and measurable improvement objective, setting out the tasks and activities that shall be implemented in order to achieve the objective. For specific goals at departmental level, these shall be established in consultation with the department as a task for the department manager.

The action plans shall be revised regularly as results are achieved or new ideas and proposals for activities are proposed within the selected focus areas.

4. Work environment policy and objectives

4.1 Objectives – Mekoprint A/S' objectives for working environment:

- ✘ Mekoprint A/S shall maintain a documented and certified working environment certificate in accordance with OHSAS 45001.
- ✘ The company shall use the safety work to continue to be a safe workplace for the employees.
- ✘ Within the legislation and an economically responsible framework, the impact on the working environment shall be minimised everywhere in the company by developing new, or further developing existing products and processes.

4.1.2 Policies – Mekoprint A/S will:

- ✘ Incorporate the working environment into the company's integrated management system to an appropriate extent.
- ✘ Comply with national working environment legislation.
- ✘ Establish a targeted and visible effort to prevent attrition, accidents and injuries and thereby reinforce the preventive work and promote internal dialogue.
- ✘ Carry out workplace planning as a systematic measurement of the company's working environment stresses. Based on this, to establish improvement objectives and action plans and carry out systematic follow-up of the results from the improvements underway.
- ✘ To use internal training, instruction and communication to promote consciousness of the working environment among the staff.
- ✘ Implement an open dialogue with the company's clients and suppliers regarding working environment issues, including providing the clients with comprehensive responses to the queries on working environment issues.
- ✘ Monitor the efficiency and suitability of the controls by means of the safety committee.

4.1.3 Target areas, Improvement Objectives and Action Plan

Where relevant, specific goals shall be established for the working environment objectives. Registrations are performed regularly in each division and these are evaluated each quarter. If targets are not achieved, the reasons shall be identified. Corrective measures and improvements shall be decided on with the involvement of the relevant departmental managers.

The workplace assessment shall establish the focus areas within the working environment. The assessment shall be conducted at least every 3 years.

The departmental manager shall develop an action plan with tasks and activities that are planned for implementation in order to achieve improvement goals for the selected focus area(s).

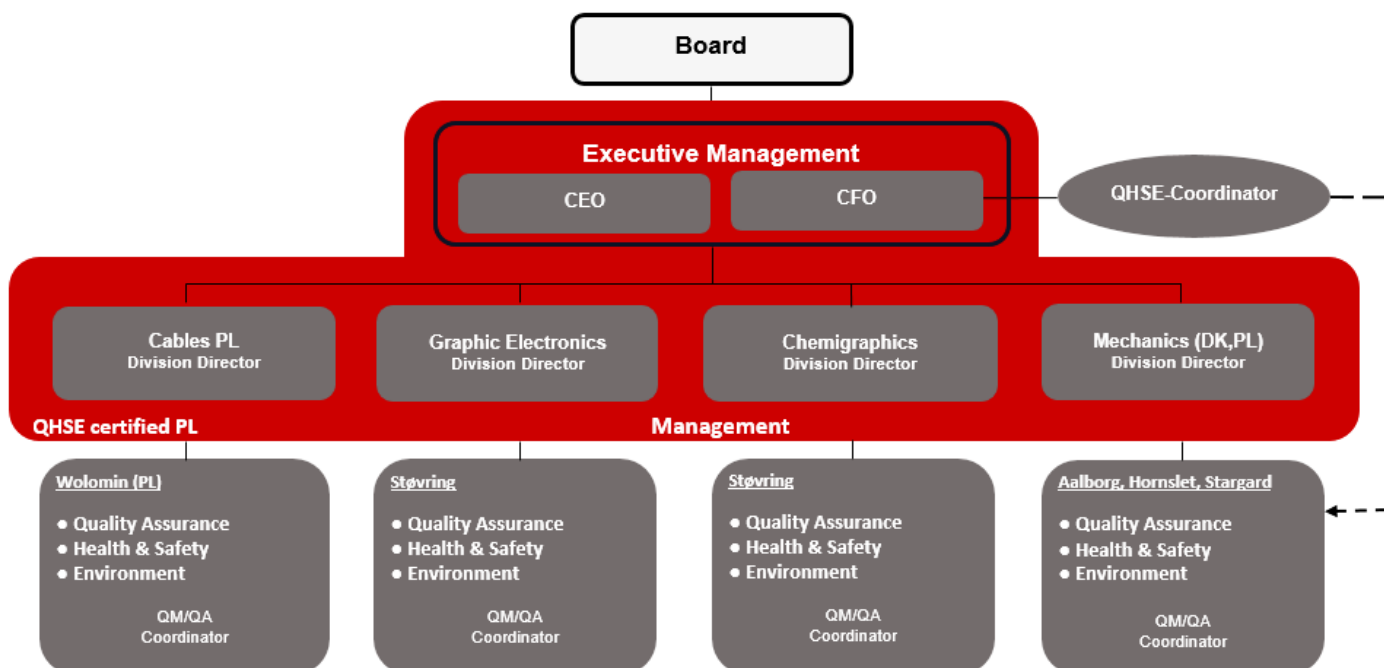
Action plans at departmental level shall be established in consultation with the department’s staff and safety representative.

The action plans are revised regularly as results are attained

> 5. Organisation

5.1 Organisation plan - Environment, Safety and Quality

Quality and Environmental tasks, responsibilities and powers is delegated and carried out in cooperation with the management, and the management’s appointed QHSE system responsible, together with the quality and environmental responsibility at Mekoprint divisions.



5.1.2 General responsibility – Mekoprint A/S has 3 decision-making bodies:

- Board of Directors
- Directors management
- Quality- and environment management

Several working groups, including the company's safety committee, have also been established to handle particular tasks.

Directors management:

The Directors management selects a product strategy on the basis of its market knowledge, client wishes, resources, calculations and competitor information. The Directors management also decides whether to invest resources in investigating the technological possibilities, or whether suppliers shall be selected for particular tasks.

Quality and environment management:

The quality and environment management consists of the company's management, the quality and environment manager and production managers. The group's key task is to:

- Ensure broad consensus regarding how quality and environment management shall be implemented in practice
- Take management decisions in the area of quality and environment
- Exchange information concerning all major quality and environment issues

5.1.3 Clarification of responsibility and authority

When allocating responsibility and authority, Mekoprint A/S places importance on whether the established improvement objectives, responsibility and authority are known by everyone who manages, inspects and performs work that has an impact on quality, safety and environmental work at the company.

The company's inspection is based on a high degree of self-inspection. In all stages therefore, the individual employee is responsible for ensuring compliance with the process and quality descriptions, instructions and internal guidelines within the relevant area of responsibility.

Job descriptions have been produced for all function and the individual procedure descriptions in the management system contain a clarification of responsibilities as an extension of the descriptions above.

5.1.4 Management's representative

Mekoprint A/S' CFO Torben Jensen is the representative of the management according to ISO 9001 and 14001 and 45001. The daily responsibility for quality is delegated to a QM/QA staff function consisting of a quality responsible for the individual divisions. For general decisions regarding ISO 9001 and 14001 and 45001 for Mekoprint A/S, the division's quality responsible shall refer to the managing director.

The divisions' quality, environment and working environment responsible is the management's representative in relation to the authorities and the certification bodies and shall perform the actions intended to ensure that the system functions effectively.

The management's representative(s) is/are responsible and authorised for:

- Ensuring that processes required for the quality, environment and working environment system are established, implemented and maintained.
- Report to the Board regarding the system's performance and any requirements for changes.
- Ensure that awareness of customer requirements is dispersed throughout the company.

> 6. System description – Quality and Environment

6.1 Quality Management System (QMS)

The documentation sets out the framework for and describes the daily management and the improvement work. It also represents comprehensive management documentation for the business connections and clients. Development of the control system and preparation of the process and quality descriptions/instructions ensures compliance with the specified requirements for products, projects, contracts and documentation. The QMS covers all important processes at Mekoprint A/S.

The action plan and the product requirement specification are used to define an approach to processes, resources, skills, inspections and objectives and improvements. An overview of the company’s management, core processes and support processes can be found at the end of this manual.

Mekoprint A/S’ QMS was developed and implemented in accordance with the requirements in the standards for quality (ISO 9001) and environment (ISO 14001) and (ISO 45001), and were developed with inspiration from the process-oriented approach from these standards.

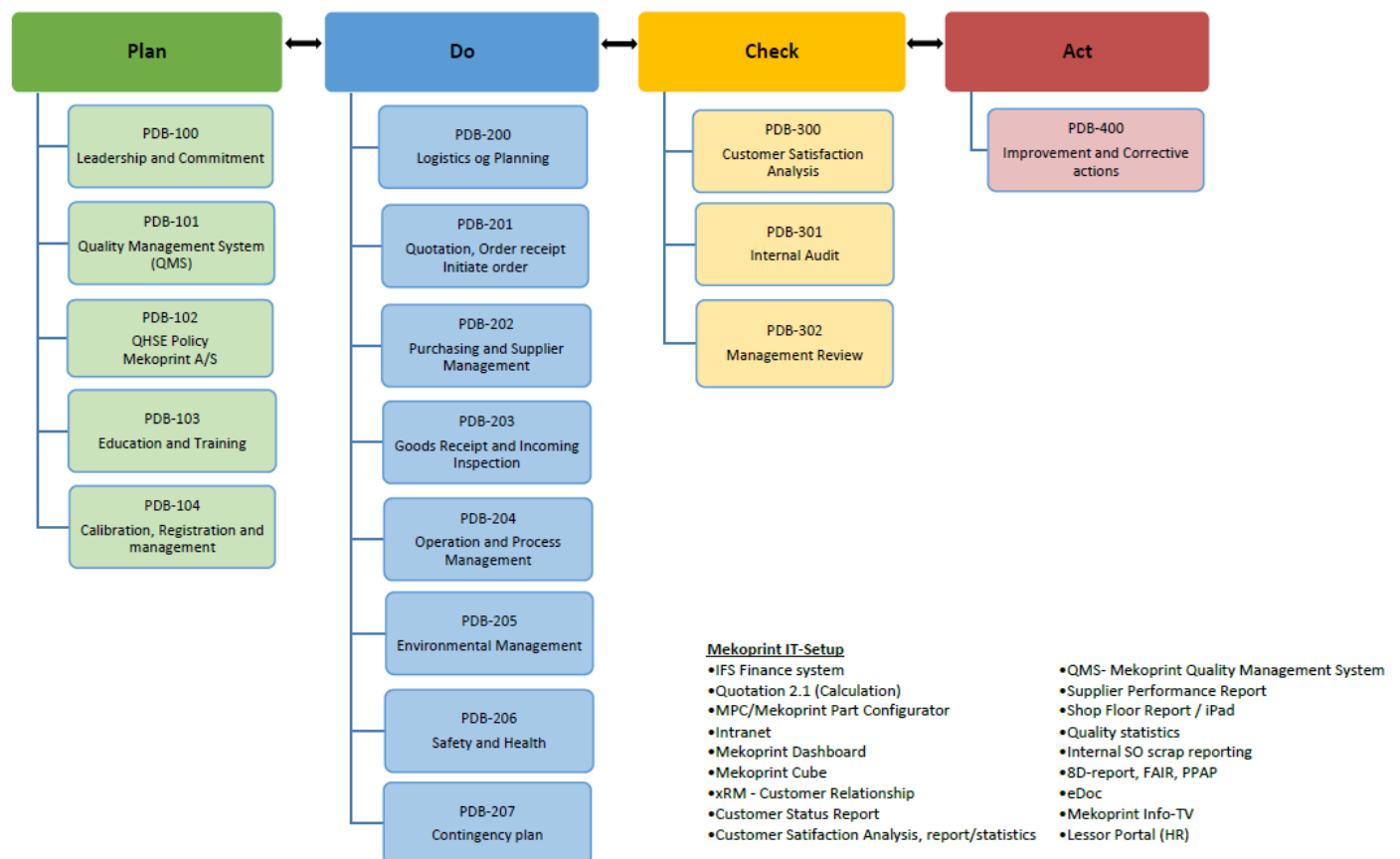
All of the staff participate to a greater or lesser extent in the work and are aware of the issues described in the system which are relevant for performing each job in a responsible manner from a quality, environment or safety perspective

6.1.2 Structure

The quality and environment control system is structured in levels, as illustrated:

Level 1

Mekoprint AS QHSE Management-ISO9001-14001-45001



6.1.3 Process description

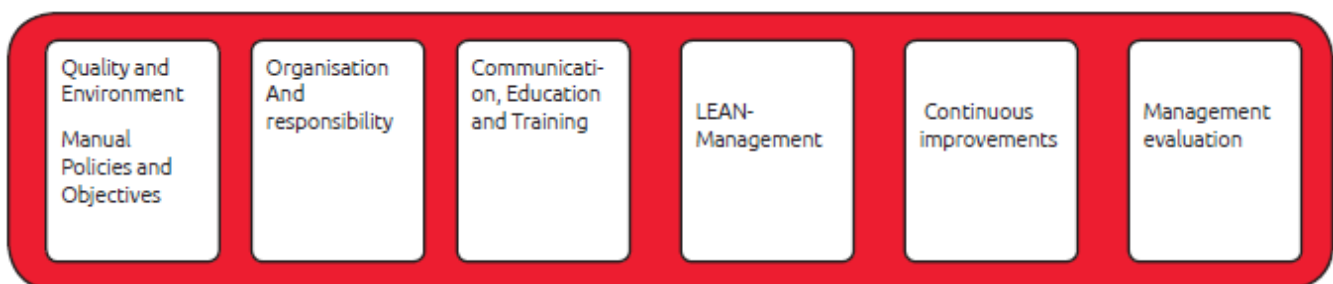
As illustrated in Figure 3, the process descriptions and process and quality instructions are divided into the company's management, core and support processes.

Procedure, process and quality instructions are compiled according to a fixed model with:

Area of Application, Responsibility, Activity description, Process Control and Documentation. The individual procedure, process and quality instructions refer to the underlying instructions or other process descriptions that are related to the process in question. The procedure, process and quality instructions are identified with a specific number.

The relationship between the core processes is illustrated and described in the Quality and Environment Manual.

Management processes



Core processes



Support processes



Reference Mekoprint AS QHSE Management-ISO9001-14001-45001