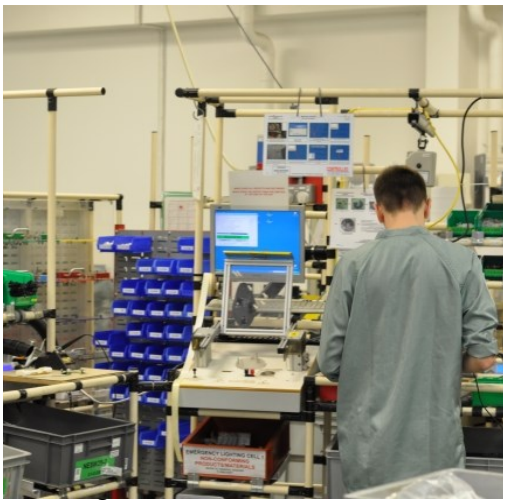
HOCHIKI EUROPE INTEGRATED MANAGEMENT SYSTEMS MANUAL

YOUR SAFETY, OUR TECHNOLOGY

HOCHIKI EUROPE (UK) LIMITED IS ENGAGED IN THE DESIGN, MANUFACTURE, SERVICE AND MAINTENANCE OF FIRE DETECTION, EMERGENCY LIGHTING AND ALARM EQUIPMENT.

THE HOCHIKI EUROPE GROUP OF COMPANIES INCLUDES OFFICES IN GILLINGHAM (UK) WITH WHOLLY OWNED SUBIDARIES IN ITALY AND THE UAE AND A BRANCH OFFICE IN INDIA



This manual defines the processes used by Hochiki Europe to ensure that the quality and sustainability of our products and services meet the requirements of our customers & other interested parties

HELPING OUR CUSTOMER REDUCE BOTH COST AND THEIR CARBON FOOTPRINTS

At Hochiki Europe (UK) Limited, we have our sights set on the future. To thrive in the years to come, we believe that businesses must make environmental sustainability a priority. That's why we strive each day to reduce Hochiki's environmental footprint and seek to innovate solutions that help our customers, partners and end users reduce theirs—whilst focusing on the performance, quality and reliability of our products.

In order to ensure that our environmental initiatives drive continual improvement, our management team is responsible for:

- Determining internal and external issues that effect strategic direction and quality
- Identify & addressing risk opportunities
- Developing qualitative and quantitative measurements
- Providing resources for continual improvement efforts
- Empowering teams to make improvements
- Monitoring performance
- Indicators to drive improvements.

This manual does not take the place of or override any statutory regulations but details our commitment and organization of our Environmental Management System and is applicable to all processes conducted by Hochiki Europe (UK) Ltd.

ENVIRONMENTAL POLICY

Hochiki Europe (UK) Limited is a global manufacturer of high quality fire detectors and alarms for commercial and industrial applications. Within all our operations we are committed to do not only what is required by law but what is expected of a market leader.

In all of our operations we will be guided by the founding principle of sustainable development, namely, meeting the needs of the present without compromising future generations. In this regard we commit to:

- The prevention of pollution
- Minimising our impact on the environment

In particular, we will contribute to initiatives that seek to address sustainability.

To further these objectives, Hochiki Europe commits to:

- Complying at all times with all applicable laws, regulations and standards relating to the environment and where appropriate to ex-ceed or supplement these with our own exacting standards.
- Incorporating into our practices the best available environment-friendly technologies that are economically achievable.
- Bring energy efficiency into our new buildings, structures and equipment's and manage energy wisely in all operations.
- Reducing the consumption of materials in our operations. We will reuse rather than dispose whenever possible and promote recycling and the use of recycled materials.
- Reducing wherever practicable the level of harmful emissions. We will minimise the use of all materials and energy and not use any materials derived from endangered species.
- Reducing carbon dioxide emissions. Whenever possible we will set up energy-efficiency programmes to achieve breakthrough solutions that will contribute to slowing and stopping global warming. In addition, Hochiki Europe will encourage affiliates worldwide to purchase sustainable resources where available and feasible.
- Raising employee awareness of environmental issues and encouraging environmentally responsible behavior.
- Developing, maintaining and implementing policies, procedures and management systems that assess and monitor, on a continuous basis, the environmental impact of our operations.
- Finding efficient solutions, to minimise our environmental footprint.

These commitments apply to all employees of Hochiki Europe, our joint venture partners, agents, intermediaries, consultants and subcontractors. Additionally, we undertake to use our best endeavors to ensure that our business partners also abide by this policy.

Senior management is responsible for ensuring compliance with this policy, including but not limited to the establishment of programmes and compliance with reporting requirements. Sustainability, however, is the responsibility of all of us, at every level within our organisation.

The Managing Director of Hochiki Europe is ultimately responsible for this policy and the company's environmental performance and is assisted by the Management and Sustainability team, which oversees the implementation of all social and environmental programmes within Hochiki Europe.
We will review our performance including our environmental aspects and impacts at a minimum, of an annual basis.

Where possible, risk and opportunities for improvement will be identified.

QUALITY POLICY

Hochiki Europe (UK) Limited is a global manufacturer of high quality fire detectors and alarms for commercial and industrial applications. Within all our operations we are committed to do not only what is required by law but what is expected of a market leader.

Our long term success depends on our ability to continuously improve our service delivery while protecting our people and the environment in which we work.

In all of our operations we will be guided by the founding principle of quality in all we do, namely, meeting or exceeding the needs of customers without compromising the quality of our products or services, or the safety of employees. In this regard we commit to:

- Provide products and services which meet or exceed customer needs and expectations
- Deliver on-time
- Reduce all costs to the lowest possible level

In particular, we will contribute to initiatives that seek to address sustainability.

To further these objectives, Hochiki Europe commits to:

- Complying at all times with all applicable laws, regulations and standards relating to the quality and where appropriate to exceed or supplement these with our own exacting standards.
- Incorporating into our practices the best available technologies and techniques that are economically achievable.
- Establishing a team approach to detection, prevention and problem solving.
- Setting and reviewing measurable quality objectives and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout Hochiki Europe;
- Empowering employees to question processes which appear to produce discrepancies and acknowledging any improvements and contributions.
- Seeking structured feedback from our customers whilst also drawing on their expertise to ensure we deliver a quality product.
- Raising employee awareness of quality issues and encouraging responsible behavior.
- Developing, maintaining and implementing policies, procedures and management systems that assess and monitor, on a continuous basis, the impact of our operations.
- Finding solutions with our partners and customers, to enhance the quality and reliability of our products.
- Accepting conforming raw materials and outside processed parts from approved suppliers.

These commitments apply to all employees of Hochiki Europe, our joint venture partners, agents, intermediaries, consultants and subcontractors. Additionally, we undertake to use our best endeavors to ensure that our business partners also abide by this policy. Senior management is responsible for ensuring compliance with this policy, including but not limited to the establishment of programmes and compliance with reporting requirements. Quality, however, is the responsibility of all of us, at every level within our organisation.

Where possible, risk and opportunities for improvement will be identified.

OUR COMMITMENT TO QUALITY ENSURES YOUR SAFETY

The senior leadership team at Hochiki Europe (UK) Ltd is committed to providing customers with Quality Products, Services and solutions that meet and exceed expectations.

In order to ensure that our quality Initiatives drive continual improvement, our management team is responsible for:

- Reviewing and analyzing key aspects of itself and t's interested parties to determine the strategic direction of the company
- Determining & understanding internal and external issues that effect our strategic direction, quality or legal compliance.
- Identify & addressing risk opportunities that affect Hochiki and it's interested parties.
- Developing qualitative and quantitative measurements.
- Providing resources for continual improvement efforts.
- Empowering teams to make improvements.
- Monitoring performance Indicators to drive improvements.

This manual does not take the place of or override any statutory regulations but details our commitment and organization of Quality Management System and is applicable to all processes conducted by Hochiki Europe (UK) Ltd.

OUR COMMITMENT TO QUALITY ENSURES YOUR SAFETY INCLUDING HELPING OUR CUSTOMERS TO REDUCE BOTH COST AND REDUCTION OF THEIR CARBON FOOTPRINTS

At Hochiki Europe (UK) Limited, we have our sights set on the future. To thrive in the years to come, we believe that businesses must make environmental sustainability a priority. That's why we strive each day to reduce Hochiki's environmental footprint and seek to innovate solutions that help our customers, partners and end users reduce theirs whilst focusing on the performance, quality and reliability of our products.

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LEGISLATION

MANAGEMENT SYSTEM REFERENCE(S)

This IMS Manual was produced in conjunction with :

- **BS EN ISO 9000:2015**
  Quality Management Systems – Fundamentals and Vocabulary
- **BS EN ISO 9001:2015**
  Quality Management Systems - Requirements
- **BS EN 80079-34:2020**
  Explosive atmospheres. Application of quality systems for ex product manufacture
- **BS EN ISO 14001:2004**
  Environmental Management Systems - Requirements with guidance for use
- **BS EN ISO 14001:2015**
  Environmental Management Systems - Requirements
- **BS EN ISO 14004:2010**
  Environmental Management Systems - General guidelines on principles, systems and support techniques

Those bodies directly involved in the approval and conformity certification of Hochiki Europe (UK) Ltd products include:

- **Construction Products Regulation**

  The Construction Products Regulation is mandatory for manufacturers of Construction Products. The CPR harmonises the methods of assessment and test, the means of declaration of product performance and the system of conformity assessment of construction products. CE marking enables Hochiki products to be placed legally on the market in any EU Member State with UKCA Marking covering the UK and each indicates that a product is consistent with its Declaration of Performance (DoP), as made by Hochiki Europe or its suppliers

- **ATEX Directive**

  The ATEX directive is mandatory for manufacturers of equipment and protective systems intended for use in potentially explosive atmospheres. The ATEX directive harmonises two EU directives or UK designated standard with the primary intention of minimising the risk of equipment directly or indirectly causing the combustion of such an explosive atmosphere, therefore ensuring our product is safe for use in such environments.

- **IECeX Directive**

  The IECEx directive is voluntary for manufacturers of equipment and protective systems intended for use in potentially explosive atmospheres outside the UK & EU. The IECEx directive is the internationally accepted means of demonstrating conformity with IEC standards prepared by IEC. There is no legal requirement to have IECEx Certified Equipment, but it may be a specification requirement (some buyers prefer the scheme as there is no self-certification route).

- **Marine Equipment Directive**

  The Marine Equipment Directive is mandatory for manufacturers of certain equipment intended for use on board a new or existing ships flying the flag of an EU country Norway or Iceland (EFTA countries). The MED harmonises the methods of assessment and testing ensuring products meet a common standard of safety and performance. The Ship's Wheel Marking enables Hochiki products to be placed legally on the EU market after a product adheres to a conformity assessment by a notified body. Identical requirements also apply for the UK market until the 1st January 2023.

- **Electromagnetic Compatibility Directive**

  The EMC Directive sets the essential protection requirements for electrical and electronic equipment. The Directive limits electromagnetic emissions of equipment to ensure that, when used as intended, such equipment does not disturb radio and telecommunication as well as other equipment. The Directive also governs the immunity of such equipment to interference and seeks to ensure that this equipment is not disturbed by radio emissions when used as intended.

- **Low Voltage Directive**

  The Low Voltage Directive is designed for the safety of electrical apparatus. It applies to all apparatus running on (or generating) an electrical supply in the range 50 - 1000 volts a.c. or between 75 and 1500 volts d.c. compliance to the Low Voltage Directive can be self-certified without the need for a notified body.

  Those bodies directly involved in conformity certification or Permits for Hochiki Europe (UK) Ltd include:

- **Environment Agency**

  The Environment Agency is the main regulator of discharges to air, water, and land – under the provisions of a series of Acts of Parliament. It does this through the issue of formal consents to discharge or, in the case of large, complex or potentially damaging industries by means of a permit.

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LEGISLATION (Cont…)

- **UK Health Security Agency (UKHSA) - Formerly Public Health England**

  PHE is an executive agency of the Department of Health. As the UK's primary authority on health protection, PHE carry out research, provide laboratory and technical services; run training courses; provide expert Information; and fulfil a significant advisory role to regulators, government, the public and others.

- **Office for Product Safety Standards**

  The Office for Product Safety Standards provides the UK with an infrastructure of laboratories that deliver world-class measurement science and technology and provide traceable and increasingly accurate standards of measurement. The NMO Technical Services is delivered through the Regulatory Delivery an executive agency of the Department for Business, Innovation and Skills (BIS).

- **B2B Compliance**

  B2B Compliance is an Approved Compliance Scheme for Producers that are obligated under the Waste Electrical & Electronic Equipment Regulations and is approved for both household (B2C) and non-household (B2B) WEEE.

  Hochiki Europe details and records our compliance to legislation that is applicable to our products and manufacturing operations. This information is reviewed and updated regularly to ensure compliance to the latest legislation available.

- **Valpak**

  Valpak is an Approved Compliance Scheme for Producers that are obligated under the Packaging Waste Regulations and is approved for calculating packaging obligations, checking data submissions, purchasing packaging waste recovery notes (PRNs) & registering businesses with the environment agency.

  Hochiki Europe details and records our compliance to legislation that is applicable to our products and manufacturing operations. This information is reviewed and updated regularly to ensure compliance to the latest legislation available.

TERMS & DEFINITIONS

For the purposes of the Quality Management System, the definitions given in BS EN ISO 9000:2015 apply.
For the purposes of the Environmental Management Systems, the definitions given in BS EN ISO 14001:2015 apply.

Your Safety, Our Technology

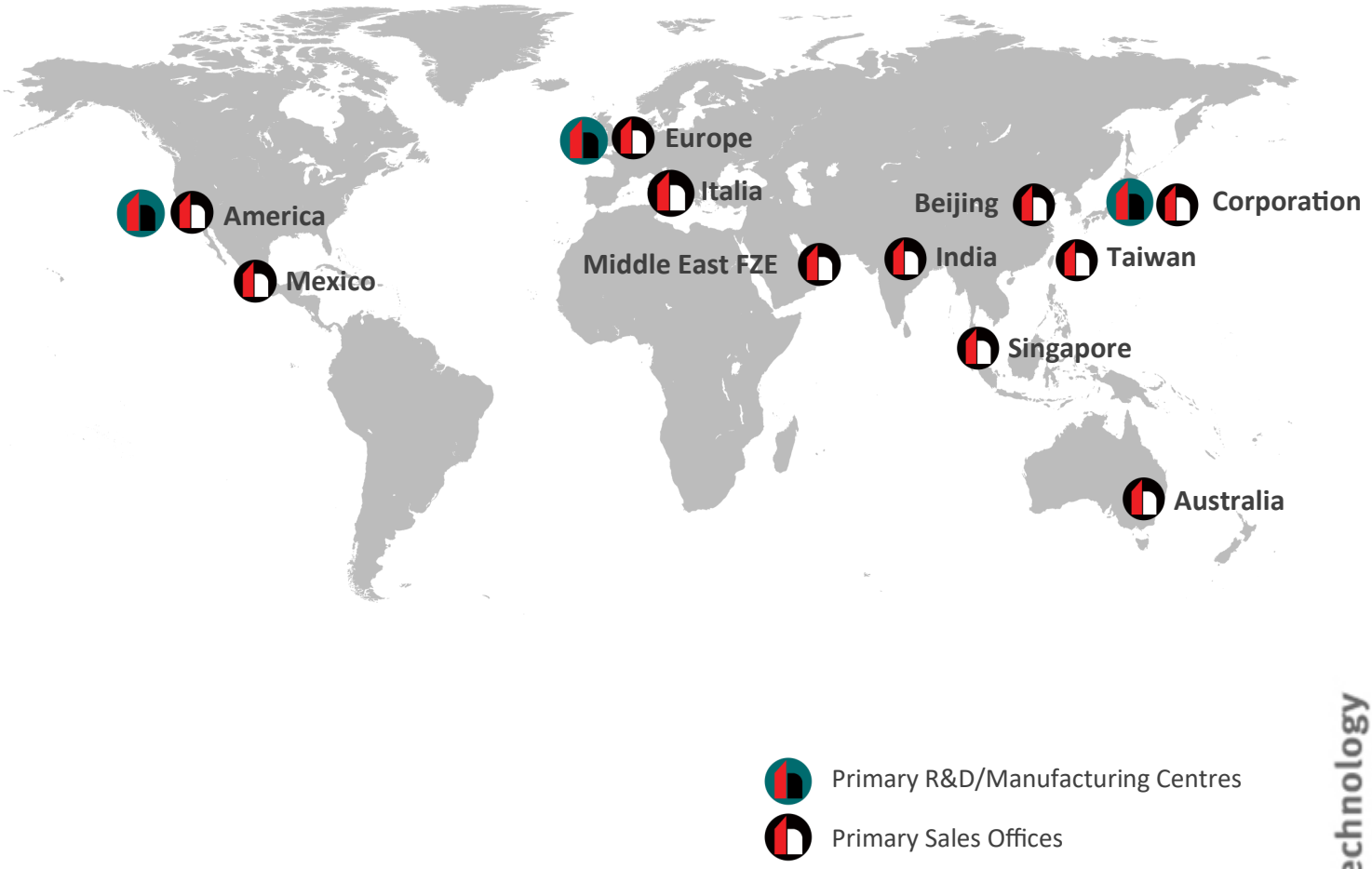
HOCHIKI OVERVIEW

COMPANY OVERVIEW

Hochiki is a leading provider of fire detection and emergency lighting equipment which is focused on customer safety and wellbeing. You can be rest assured that that Hochiki products are a premier solution to the markets we serve.

Hochiki Europe (UK) Ltd is part of a global company with a history of quality and innovation at it's core. Highlights of our company footprint include:

- Primary Sales Offices in 9 countries
- Primary R&D / Manufacturing in 3 countries
- Sales in over 60 countries
- Sell over 3.5 million units per annum



Your Safety, Our Technology

HOCHIKI REGIONAL HEADQUARTERS

“WORLD CLASS LEADERS IN FIRE DETECTION SINCE 1918”

HOCHIKI EUROPE

Hochiki's activities in Europe started in the late 1960's. In the first ten years, business was conducted through a trading company, but fierce competition in Europe, both on price and after-sales service, highlighted the need for a direct presence closer to the market.

In 1986 Hochiki established a representative office in London, then in 1992 a freehold on 2.7 acres in Gillingham, Kent was purchased.

Investment in this purpose-built production facility and technical support centre demonstrates Hochiki's strong commitment to serve the needs of its European customers directly.

Hochiki Europe sells its products directly in the UK as well as across Europe, with branch offices in Italy and Dubai, and promotes and supports its fire detection products through many long established European customers. The Company has over **420** active UK customers and works closely with all major
European standards organisations to ensure its range of detection products complies fully with the latest regulations. With over 185 employees Hochiki Europe at present builds in excess of **1.5M** conventional and intelligent detectors and ancillaries per year. By employing the latest manufacturing techniques and rigorous quality control to ISO 9001, Hochiki Europe ensures every product installed will continue to enhance Hochiki's name for long-term reliable fire detection.

In 2012 Hochiki Europe established a dedicated sales and support office in India as well as in Dubai (UAE), Hochiki Middle East, to better serve its customers and potential customers in these strategically important regions.

In 2016 Hochiki Europe established a dedicated sales and support office in Italy, Hochiki Italia, to better serve its customers and potential customers by offering technical advice related to devices and fire alarm systems.

HOCHIKI COPORATION

Hochiki is distinguished by the experience and expertise of more than 80 years as one of the world's largest manufacturers and suppliers of industrial fire detection products.

Hochiki Corporation was founded in Tokyo in 1918 with most of the major Japanese insurance companies as founder shareholders.

Hochiki Corporation undertakes design, manufacture, installation and maintenance of fire alarm systems and produces in excess of 3 million units per year. An international market leader in the manufacture of fire protection products Hochiki Corporation also produces fire extinguishing, security and cable television systems. The Company employs some 1,300 people, has 3 manufacturing plants, 35 sales offices and 13 subsidiaries in Japan.

HOCHIKI AMERICA

In 1972 Hochiki established Hochiki America Corporation in order to cater for the growing demand in the American market.

Hochiki America now has over 100 employees, a fully operational factory, established sales and technical support facilities. Having expanded its plant in California in the late 1980's, Hochiki America now manufactures UL and FM approved products.

Your Safety, Our Technology

ORGANISED FOR THE CHALLENGES OF TOMORROW

Hochiki Europe is organised around a customer-centric business model that defines the overall interaction of processes within our organisation. The directors at Hochiki Europe (UK) Ltd are committed to the support and continual improvement of Hochiki management Systems.

Our teams are aligned to ensure quality products & services for our customer so that we continually anticipate, meet and exceed requirements. Our quality initiatives are designed to provide dependable products and services, help ensure on-time delivery, and provide reliable support so our customers use our products as efficiently as possible.

Protecting the natural environment is important to our customers and to our business. That's why, we work hard to minimise the environmental impacts of our operations and products. We design our products to lessen energy use and include environmentally friendly materials. We strive to reduce any electronic waste in our industry which is why we encourage waste electronic waste recycling including a take back service for all Hochiki Products.

SUPPLY CHAIN & SALES OPERATIONS

This team establishes a focal point and link between Hochiki Europe, its regional branch offices in Italy and the Middle East, our customers and our established supply chain. Through Hochiki Europe's long established relationship with our global customers, our team develop an understanding of customer business issues, proactively respond to new market trends and opportunities, and work closely with other teams to ensure alignment and communication according to customer needs and business issues.

Highlights of the team include:

- Provide order review, administration and logistics.
- Act as trusted advisors to help facilitate customer business and satisfaction.
- Ensure specification conforming parts are used to satisfy customer demand with regular monitoring to assess continued suitability
- Ensure on-time delivery of high-quality, sustainable, cost-effective products and solutions.

QUALITY AND COMPLIANCE

This team represents the management of our Quality Management System and is supported by leaders across all areas of business. The charter of this team is to ensure that employees are engaged and committed to customer satisfaction and that all employees focus on meeting and exceeding customer expectations.

Key areas of focus include:

- Helping ensure that processes required for the quality management system are established, implemented and maintained
- Providing management with metrics, analysis and recommendations for continued Improvement
- Ensure legislative and product compliance to 3rd party accreditations, standards (e.g. EN54 OR ATEX) and laws.

PRODUCT DEVELOPMENT & SUPPORT

PRODUCT DEVELOPMENT
This team is responsible for the management of our product portfolio including the design and development of hardware and software solutions. They are chartered with providing end-to-end solutions for our customers through on-going research and development with input received directly from customers, Sales, Business Operations, Quality and Customer Advocacy, as well as industry and market trends.

PRODUCT SUPPORT
This team is responsible for the validation of products and Customer Advocacy before they receive 3rd party accreditation.

TECHNICAL SUPPORT
This team is responsible for customer training, support centre, and repair operations focused on achieving customer satisfaction and cost-effective services and solutions.

TECHNICAL & PRODUCTION

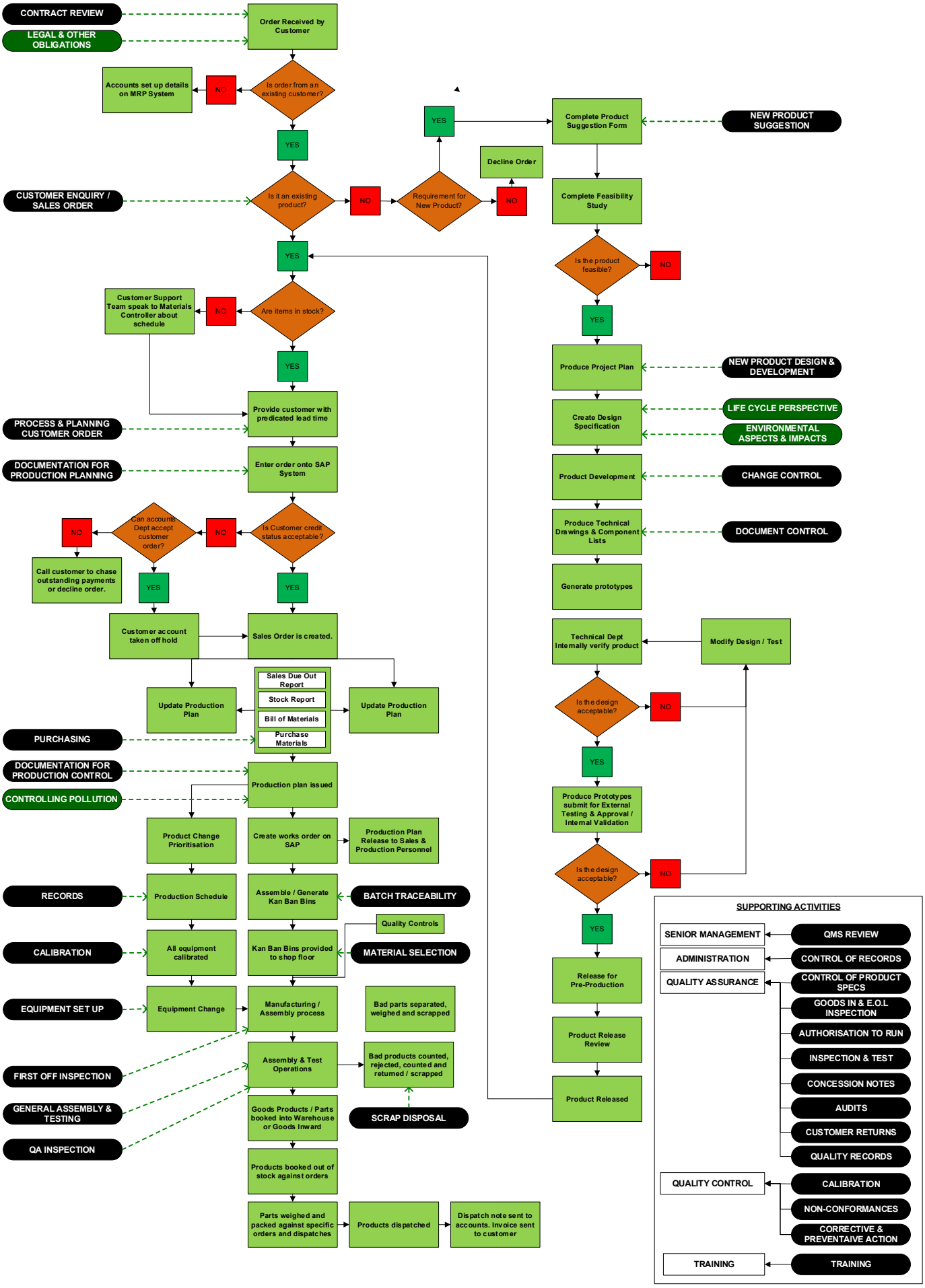
This team is responsible for the review and design of our product portfolio. They are chartered with providing end-to-end project and production management solutions in consultation with Product Development and Compliance Teams.

Highlights of the team include:

- Portfolio management
- Perform and oversee design or pre-production reviews
- Control design and development changes or pre-production reviews.
- Provide or update technical documentation for new and current products

HOCHIKI EUROPE PROCESS MAP

AN OVERVIEW OF OUR BUSINESS



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INTEGRATED MANAGEMENT SYSTEM (IMS)
BS EN ISO9001:2015, ISO14001:2015 & BS EN ISO 80079-34:2020

Hochiki Europe's Quality Management System is based on a process and risk based approach and has four main areas of focus.

- Customer Requirements
- Organisation Structure
- Products & Services
- Applicable Standard & Legislation Requirements

The Integrated Management System applies to Hochiki Europe processes including:

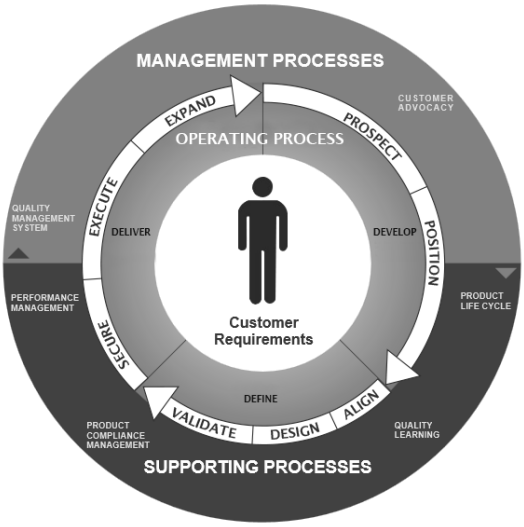
- Strategy and business development
- Design and development of products, systems, services and solutions
- Manufacturing, distribution and channel management
- Outsourced, third party processes

We use BS EN ISO9001:2015, ISO14001:2015 and BS EN ISO 80079-34:2020 as the primary standard for our Integrated Management System. The information provided within this manual ensures these requirements are identified and satisfied through all processes performed by, or on behalf of, Hochiki Europe (UK) Ltd.

Monitoring, measurement and analysis of these processes provide for early and prompt detection and correction of non-conformances, trends or conditions that could result in an unsatisfactory product or service which could also lead to a negative impact on the natural environment.

Communication on performance is available on request and should be routed through the compliance manager.

HOCHIKI EUROPE(UK) LIMITED QUALITY MANAGEMENT SYSTEMS MODEL



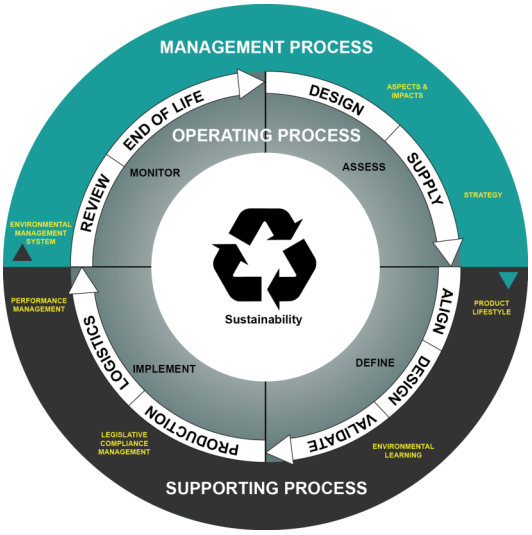
DEVELOP: PROSPECT & POSITION
Research & understand customer requirements
Demonstrate Market Research
Develop potential opportunities
Shape Concept

DEFINE: ALIGN, DESIGN & VALIDATE
Map Support Team
Product Design
Concept Approval
Review & Refine

DELIVER: SECURE, EXECUTE & EXPAND
Secure commitments
Execute Deliverables
- Procure, build and distribute
- Educate and train
- Manage & Monitor
- Operate Systems

Expand opportunities:
- Customer Review
- Strengthen Commitments (Sales)
- Uncover future opportunities

HOCHIKI EUROPE(UK) LIMITED ENVIRONMENTAL MANAGEMENT SYSTEMS MODEL



ASSESS: PROSPECT & POSITION
Research & understand sustainability requirements
Demonstrate market research
Develop potential opportunities
Shape concept

DEFINE: ALIGN, DESIGN & VALIDATE
Map Support Team
Ascertain environmental aspects & impacts
Ascertain sustainable resources
Concept Approval

IMPLEMENT: SECURE, EXECUTE & EXPAND
Secure commitments
Execute Deliverables
- Procure, build and distribute
- Educate and train
- Manage & Monitor
- Operate Systems

Expand opportunities:
- Customer Review
- Strengthen Commitments (Sales)

MONITOR: REVIEW & END OF LIFE
- Legislative review
- Reporting compliance

Your Safety, Our Technology

MANAGEMENT PROCESSES

Hochiki Europe strive to provide innovative solutions that help ensure the safety for all our customers. Our management processes annually set the overall strategy for the organisation to ensure all teams are in alignment towards our strategic goals and objectives. They include:

- Resource Planning and development
- Performance reviews against objectives
- Risk Management
- Environmental Aspects and Impacts
- Legislative Compliance
- Continual improvement through our IMS

RESPONSIBILITY

Responsibilities and levels of authority within Hochiki Europe are detailed within individual Job Descriptions and Hochiki Europe Organisational Chart.

The board of directors decree that the Compliance Manager will report to senior management and act as the Management representative presiding over the Integrated Management System. The Compliance Managers responsibilities include:

- Ensure that the requirements of ISO 9001 & ISO14001 & EN 80079 are met and maintained throughout Hochiki Europe.
- Coordinating activities and responsibilities with respect to products intended for use in potentially explosive atmospheres (ATEX Directive 94/9/EC)
- Coordinating activities and responsibilities with respect to products and there Environmental Impacts
- Liaison with notified bodies (e.g. BASEEFA, BRE, VdS & CNPP or UKHSA & EA) on matters related to certified products and systems or to environmental compliance and performance.
- Review Ex certificate and technical documentation to identify any changes that affect compliance with certificate
- Collect appropriate information with regards to effectiveness of Integrated Management System. This information is to be analysed and communicated throughout organization (as required).
- Report to senior management performance of Integrated Management System and any areas for improvement.

MANAGEMENT REVIEW

Hochiki Europe strive to ensure the effectiveness of the Integrated Management System. The Senior Management team will periodically review the IMS. This review ensures the IMS is effective and identifies any areas for improvement . This includes any resources that maybe required to maintain or Improve the Integrated Management system.

OPERATING PROCESSES

Core activities are implemented on a daily basis to ensure we are ready to anticipate, meet, and exceed customer expectations in everything we do so we can continually provide dependable products and services and reliable support.

ASSESS/DEVELOP: PROSPECT & POSITION

Sales and Supply Chain teams are responsible for understanding our customers' business objectives and challenges in order to develop opportunities for a successful relationship. These teams also understand the competitive landscape and how the full breadth of Hochiki Europe's products, services, and solutions meet the customers' requirements.

DEFINE: ALIGN, DESIGN & VALIDATE

Product Development and Support works with our Sales and Compliance teams to help ensure that Hochiki Europe's resources are aligned to uncover and provide customer specific solutions for all products, including services and solutions. Together they work to help ensure customer requirements are met through design concepts, testing, and validation of requirements. Together sustainable resources are procured and used to maintain safe, economical and highly efficient products. Hochiki's environmental aspects and aspects are reviewed through design concepts, process reviews, product testing, and validation of requirements.

IMPLEMENT/DELIVER: SECURE, EXECUTE & EXPAND

Sales team help ensure customer orders are received and verified prior to executing deliverables. Production Cell operations are used for manufacturing and distribution through our Supply Chain and Production teams. This includes the use relevant documentation, records and appropriate testing equipment. Product Support Team help control the installation and commissioning requirements for products and services, including integration with third party suppliers. Our teams also provide educational and training opportunities when required to help ensure customer understanding of our products, services, and solutions.
Reliable support is provided through all business functions, and helps make certain, customers have the resources needed to manage, monitor, maintain and repair when needed, any systems in place using Hochiki Products.

SUPPORTING PROCESSES

Methodologies and tools are used internally to drive the implementation of the Environmental Management system and identify opportunities for continual improvement. These include:

CONTEXT OF HOCHIKI EUROPE (UK) LIMITED

Hochiki Europe reviews and analyses key aspects of itself and its interested parties to determine the strategic direction of the company. This requires understanding internal and external issues that of concern to Hochiki Europe. Such issues are monitored as appropriate, and discussed as part of management reviews.

The issues are determined through an analysis of risks facing Hochiki Europe and its interested parties. "Interested parties" are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

PERFORMANCE PLANNING AND MANAGEMENT

This process is designed to align employees goals with Hochiki Europe's strategic objectives. The Managing Director annually reviews the needs Hochiki Europe and sets objectives for relevant functions. These objectives are consistent with the Policies which senior Management identify and planning resources needed to achieve objectives set.

PRODUCT & LEGAL COMPLIANCE AND PRODUCT LIFE CYCLE MANAGEMENT

These processes help or are designed to ensure products and services comply with required specifications and standards, and that Hochiki Europe (UK) Ltd have the necessary measures in place for continual improvement to support the complete life cycle and disposal of products.

ENVIRONMENTAL LEARNING

Hochiki Europe personnel must have the necessary experience and qualifications to enable them to be employed in a specific role. Our Human Resources structures encourages employees to develop critical environmental awareness and improve overall environmental performance. Training and experience is all recorded and where the company may under go change or improvement, employees complete in-house or external training to meet new requirements.

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INFRASTRUCTURE & WORKING ENVIRONMENT

Hochiki Europe recognises the need for good infrastructure. The company organises and controls the work environment in such a manner as to ensure the conformance of products, processes efficiency and health and safety of personnel.

This requirement is reviewed annually by Management, facilities and equipment critical to the correct and continual operation of the company are subject to regular planned maintenance.

PRODUCT AND SERVICE PROVISION

Hochiki Europe (UK) Ltd ensures a planned and controlled approach with work and day to day activities.

All work is planned and controlled in accordance with standard operating procedures, work instructions and relevant documents, specifications or test requirements. Trained personnel carry out production, inspections and test under controlled conditions. These controlled conditions include documentation, defining the manner of processing, standard of workmanship, suitable manufacturing equipment, suitable working environment and compliance with appropriate standards and codes of practice.

Hochiki Europe ensures that every product is identified and its history is maintained throughout the system to provide batch traceability of all products supplied. Customer products returned for the purpose of maintenance and service are controlled in accordance with documented procedures. No product is supplied by the customer for inclusion into Hochiki Europe manufactured product. Hochiki Europe has established systems and procedures to control the handling, storage, packaging, preservation and delivery of components and finished product.

VERIFICATION OF MEASURING DEVICES

Hochiki Europe (UK) Ltd understands the importance of verification and compliance of it's products or processes. Monitoring and measuring devices used to verify products are assessed to ensure that it is capable of measuring the required parameters. The processes enforced by Compliance team ensure that it is traceable to international or national standards, or internally documented procedures.

MEASUREMENT AND ANALYSIS

The conformance of the product, processes and the Integrated Management System will be subject to planned review to ensure effectiveness and continual improvement. During analysis of data, statistical techniques maybe employed. The control will be detailed within documented procedures.

EMERGENCY RESPONSIVNESS

Hochiki Europe (UK) Limited understands and documents the risk of potential environmental emergencies such as spillages or contamination. Routine reviews and drills are performed to mitigate any risk and ensure an effective response to reduce environmental impact.

DESIGNED FOR CONTINUAL IMPROVEMENT

Hochiki Europe (UK) Ltd management drives implementation and continually improves its business processes, products and the effectiveness of our Integrated Management System through the use of the following:

- Hochiki Europe Policies
- Customer feedback
- Goals & objectives
- Management and operational reviews
- Internal & external audits
- Performance measurements and evaluations

Additionally, there are programs focused on continual improvement designed to share knowledge, co-ordinate activities, and achieve effective sustainable results. The following programs are in place to help foster an atmosphere of continual improvement and dedication to quality and environmental activities:

INTERNAL AUDITS

In order to ensure IMS is being operated correctly and effectively, planned internal audits are conducted by trained and qualified auditors. Audit program and results are documented, corrective actions are taken and verified using the closed loop process.

EXTERNAL AUDITS

External audits are conducted by 3rd party nationally recognised approval bodies. Audit results are documented , and corrective actions are taken and verified using the closed loop process.

RECOGNITION

Incentives are made to reward individuals or teams that make significant contributions to the organisation by improving quality and ultimately customer satisfaction. Employees are encouraged to submit ideas and improvement efforts via suggestions, forums and other engagement efforts.

SCOPE OF ISO 9001/14001 CERTIFICATION

Design, manufacture, service and maintenance of fire detection, alarm and emergency lighting equipment.

DOCUMENT CONTROL

To support our Integrated Management system, Hochiki Europe Implements a multi part document control structure.

In accordance with our business requirements, processes are established, implemented, amended, and withdrawn as required by the changing needs of the organisation. Factors that influence change include:

- Strategy and objective modifications
- Legal requirements and risks
- Technological requirements
- Business productivity & efficiency

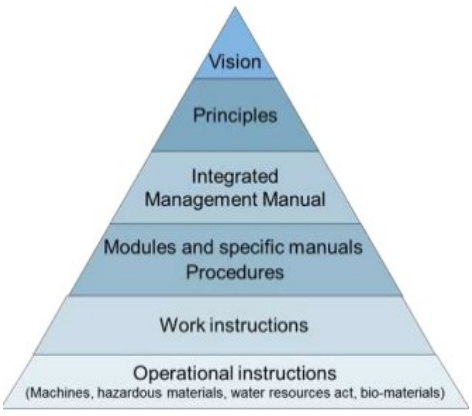
In addition to Supply Chain & Sales, there are specialised services to support the business functions in accordance with process requirements. These business groups are governed by Hochiki Europe (UK) Ltd, having dedicated personnel to support each business function and support the Integrated Management system.

Business functions that fall into this category include:

- Human Resources
- Information Technology
- Marketing
- Business Development / Procurement

This control ensures that the correct documentation is available at all essential locations within the Integrated Management System. It also ensures that obsolete documents are removed from the point of issue.

Any supporting documentation & records are established and maintained to demonstrate conformity and effectiveness of the Integrated Management System.



Your Safety, Our Technology

CONTEXT OF ORGANISATION

DESIGNED FOR CONTINUAL IMPROVEMENT

Hochiki Europe (UK) Limited is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our Organisational context .

Hochiki Europe (UK) Limited identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity.

To ensure that our IMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyse pertinent information in order to determine potential impact on our context and subsequent business strategy .

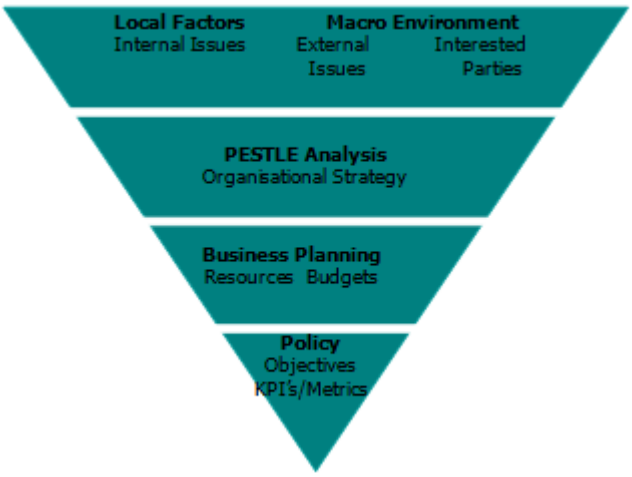
Hochiki Europe (UK) Limited monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

INTERESTED PARTIES

Hochiki Europe (UK) Limited recognises that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations broadly include those shown in the table below. To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties. Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our IMS and to our product and service designs.

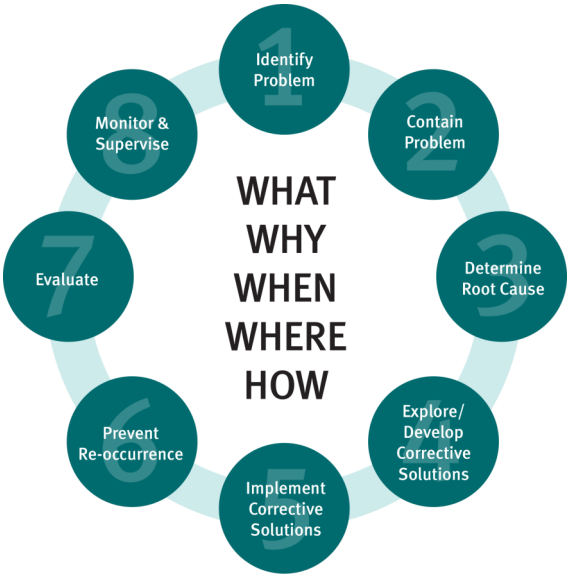
OUTSOURCED PROCESSES

Where Hochiki Europe (UK) Limited identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; identifies the requirement to outsource identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements.



HOCHIKI EUROPE CONTROL OF NON-CONFORMANCES

PROBLEM SOLVING, CORRECTIVE ACTION AND CONTINUAL IMPROVMENT



1 - IDENTIFY

Identify & Record Problem using

- Non-conformance Reports
- Concessions
- Customer Returns Reports

2 - CONTAIN PROBLEM

Isolate & contain the problem using:

- Quarantine Area
- MRP System Hold
- Production Quarantine
- Document Review/Hold

3- DETERMINE ROOT CAUSE

Determine the cause of problem using:

- Detailing how was spotted
- System analysis
- Statistical analysis
- Common Quality Techniques

4 - EXPLORE & DEVELOP CORRCETIVE ACTIONS

- Review and agree with personnel corrective action
- Review corrective actions capability of resolving problem

5 - IMPLEMENT CORRECTIVE

Action agreed corrective action using required process

6 - RISK BASE ANALYSIS

- Review KPI's, Corrective actions, NCR's, Customer Returns to identify any potential root causes.
- Implement risk base analysis to mitigate risk

7 & 8 - EVALUATE, MONITOR & SUPERVISE

Review system regularly (I.e. audits, team meetings etc.)

Your Safety, Our Technology

Management System Overview

SCOPE	To review the suitability and effectiveness of the management system, identify opportunities for improvement and, where appropriate, initiate corrective or preventive actions.	**Process Owner:** Compliance Manager

Inputs

- Company feedback
- Customer feedback
- Stakeholder feedback
- Audit feedback
- Accident statistics
- QA, Environmental and H&S feedback
- Supplier feedback
- Health & Safety committee meetings
- Legislative & compliance review
- Policy review

Note: Ensure that at least annually, the Management Review Meeting evaluates the continuing suitability, adequacy and effectiveness of the IMS and records the conclusion. In addition, the meeting should consider changes to the policy, objectives and the other elements of the MS as a result of audit findings, changing circumstances and the commitment to continual improvement.

Outputs

- See list beside flowchart.
- Risk analysis is considered at all levels as can be seen from the various meeting minutes and outputs

Minutes are retained indefinitely in electronic format

Control elements

- Internal SOP-2
- Legislation
- ISO9001, ISO14001 and OHSAS18001
- Policy

Responsibilities

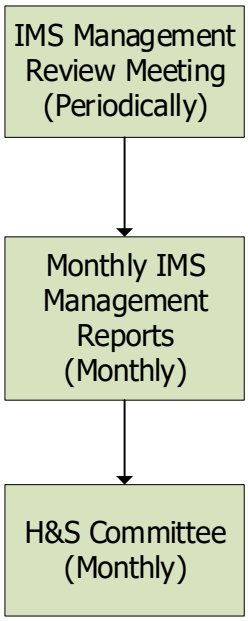
- Managing Director
- Compliance Manager

Interfaces

- All processes

Process metrics

None are in place for this process although overall company performance (in terms of profitability, Quality, H & S and Environment) can be taken as an indication of the effectiveness of the process to ensure that continual improvement takes place and that the company's objectives are met.
KPI dashboard includes a number of relevant, measurable and comparable process metrics, these include the following, quality performance, accident statistics, near miss statistics, audit Nonconformities, Risk assessments, Environmentally energy usage & waste recycling information is monitored for improvement.



Outputs

(EMS and QMS)
Resource issues, People issues, Other issues, Prioritisation, Responsibilities, Review of policy, strategy and objectives, Legislative review, Environmental Initiatives, Environmental Issues.
Audit feedback and review
Risk Mitigation Analysis
Nonconformance review
Resource review

Management Review ISO Inputs

include; Results of internal audits & evaluation of compliance with legal requirements, Communication from external parties, Environmental performance of organisation, extent of which targets/objectives have been met, status of incident / corrective actions, follow up actions from previous MR's, changing circumstances & recommendations for improvement, Customer Feedback, Process Performance, Opportunities for continual improvement, Performance of external providers, Adequacy of Resources, Risks & Opportunities.

(Health & Safety)

Accident review and statistical analysis, Corrective actions, Legislation review, Nonconformance review, Compliance review, Safety initiatives, Health & Safety Committee feedback and reporting, General Health & Safety root cause analysis, Contractor control issues, Safety training, Emergency preparedness review and feedback, Resources issues, Health& Safety business plans, improvement plans and progress developments, RIDDOR related accidents.

Competency, Training & Awareness

SCOPE	To ensure that training and development needs are identified and that employees are competent	PROCESS OWNER	Managing Director

Inputs

- Competency records
- Job descriptions
- Training information
- Performance review
- Legislation
- Resources

Outputs

- Competency records
- Performance appraisal
- Documentation
- Training needs
- Training plan
- Post course evaluations
- Policy Statement
- Environmental Aspects

Records are retained by HR

Minutes are retained indefinitely in electronic format

Control elements

- *Internal work instructions*
- *ISO 9001, ISO14001 and OHSAS18001 requirements*
- *Legislation*

Responsibilities

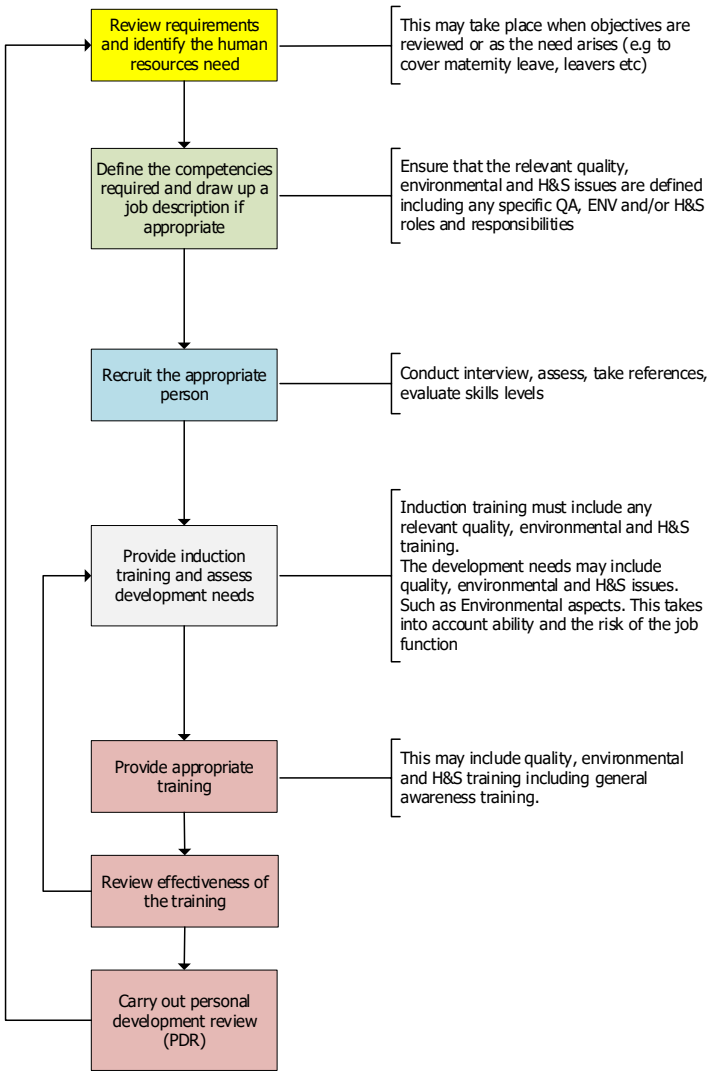
- Managing Director
- HR Manager
- Managers
- Line / Cell Leaders

Interfaces

- All processes

Process metrics

Owned and maintained by the Managing Director, Human Resources and Representatives



Contractor Competence

Where applicable copies of competence records shall be retained by the company for contractors conducting work on our sites

Nonconformity Reporting & Corrective Actions

SCOPE	Identification and control of nonconforming materials and other entities and the subsequent corrective action taken to eliminate the cause of nonconformity and prevent recurrence. Includes complaints and accident and incidents.	PROCESS OWNER	Compliance Manager

Inputs

- Identification of nonconformity
- Risk Assessments
- Accidents and Incident reports
- Complaints
- Nonconformity Report
- Trend analysis (reoccurrences)
- Root cause analysis
- Risk based analysis
- Results of actions taken
- Feedback on effectiveness of action taken
- Inspection and audit results

Outputs

- Nonconformity Report
- Identification of root cause
- Identification of corrective action(s)
- Implemented corrective actions
- Elimination of recurrence
- ALARP

All appropriate records are retained indefinitely on our network

Control elements

- Internal work instruction XXXXX
- ISO 9001, ISO14001 and OHSAS18001 requirements
- Legislation

Responsibilities

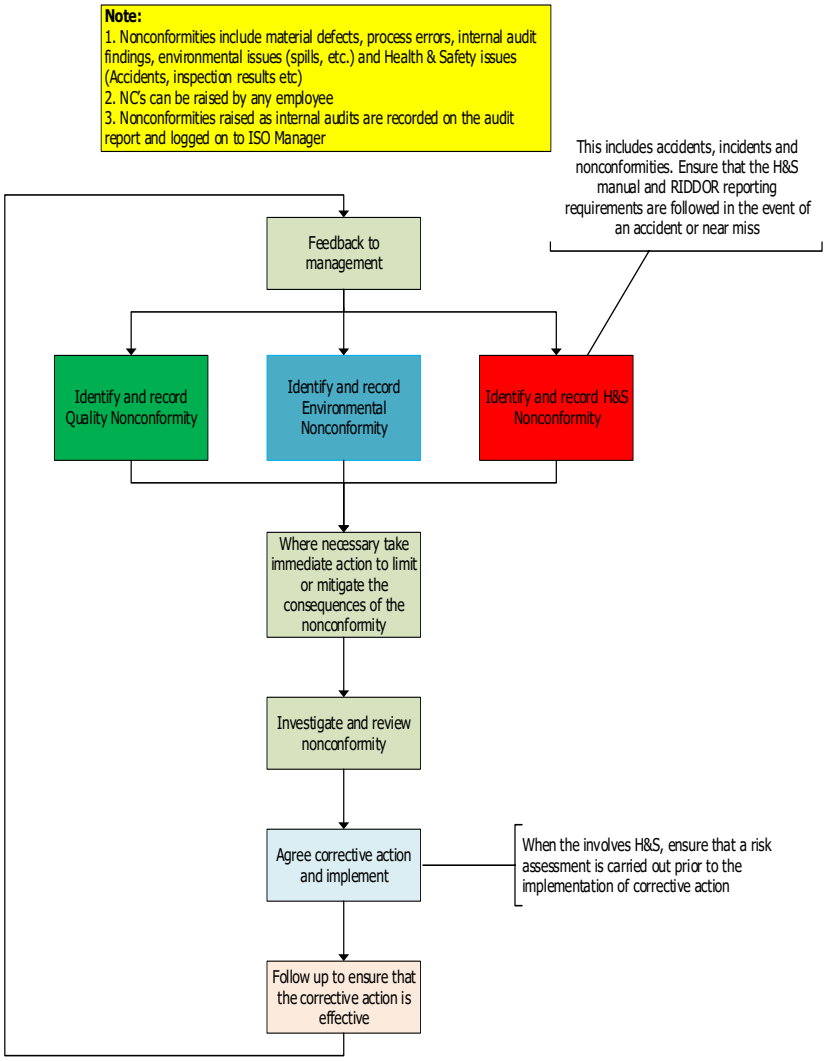
- Managing Director
- HR Manager
- Compliance Manager
- Line / Cell Leaders
- Departmental Manager

Interfaces

- All processes

Process metrics

Owned and maintained by the Compliance Manager



Monitoring and measurement including Internal Audits

SCOPE	Identification and control of nonconforming materials and other entities and the subsequent corrective action taken to eliminate the cause of nonconformity and prevent recurrence. Includes complaints and accident and incidents.	PROCESS OWNER	Compliance Manager

Inputs

- Previous findings
- Critically of process
- Accidents and Incident reports
- Internal auditor resources
- Inspection checklists
- ISO9001, ISO14001 & OHSAS18001
- Audit Checklists

Outputs

- Audit/monitoring report including CA requests
- Approved Audit programme
- Inspection Results
- Monitoring programme
- Closure of corrective action(s)

All appropriate records are retained indefinitely on our network

Control elements

- Internal work instructions
- ISO 9001, ISO14001 and OHSAS18001 requirements
- Legislation

Responsibilities

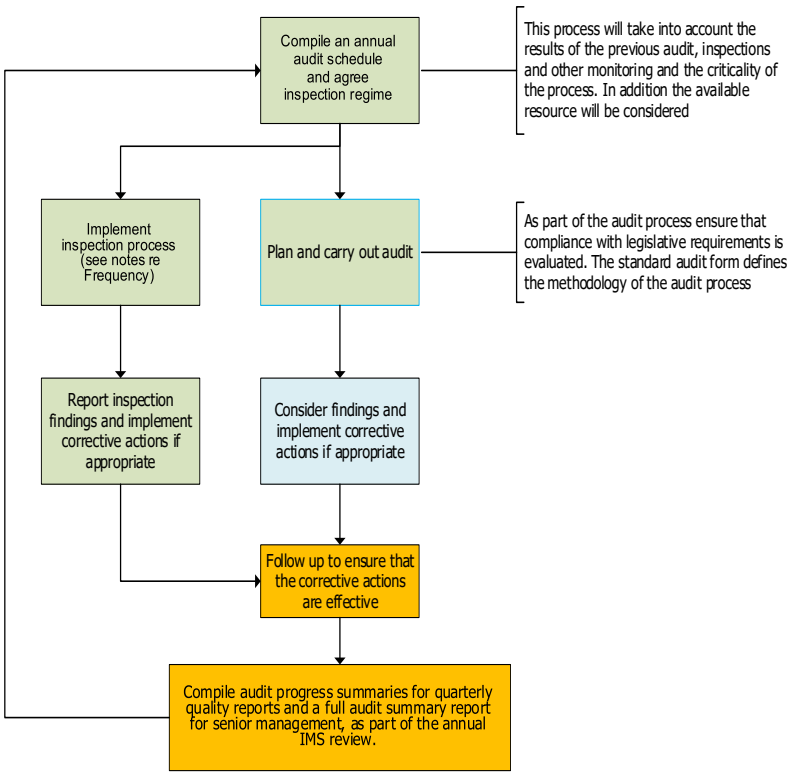
- Managing Director
- Compliance Manager

Interfaces

- All processes

Process metrics

Owned and maintained by the Compliance Manager



Notes:
1. Auditors shall be independent of the process being audited.
2. The audit scope and frequency is defined in the audit schedule.
3. All internal auditors have undergone training and their competency has been assessed and recorded.
4. Inspections are carried out by nominated persons.
5. Any nonconformity raised at an internal audit will be recorded on the audit report And ISO Manager

Consultation and Communication

SCOPE	To ensure that internal and external communication are dealt with and that the communication takes place	PROCESS OWNER	Compliance Manager

Inputs

- Communication channels
- Compliance Obligations
- Employee Awareness
- Internal and External communications
- Article/Items of interest

Outputs

- Increased employee awareness
- Communication dealt with
- Communications recorded
- IMS policies available

All appropriate records are retained indefinitely on our network

Control elements

- ISO 9001, ISO14001 and OHSAS18001 requirements
- Legislation

Responsibilities

- Managing Director
- Compliance Manager
- Departmental Managers

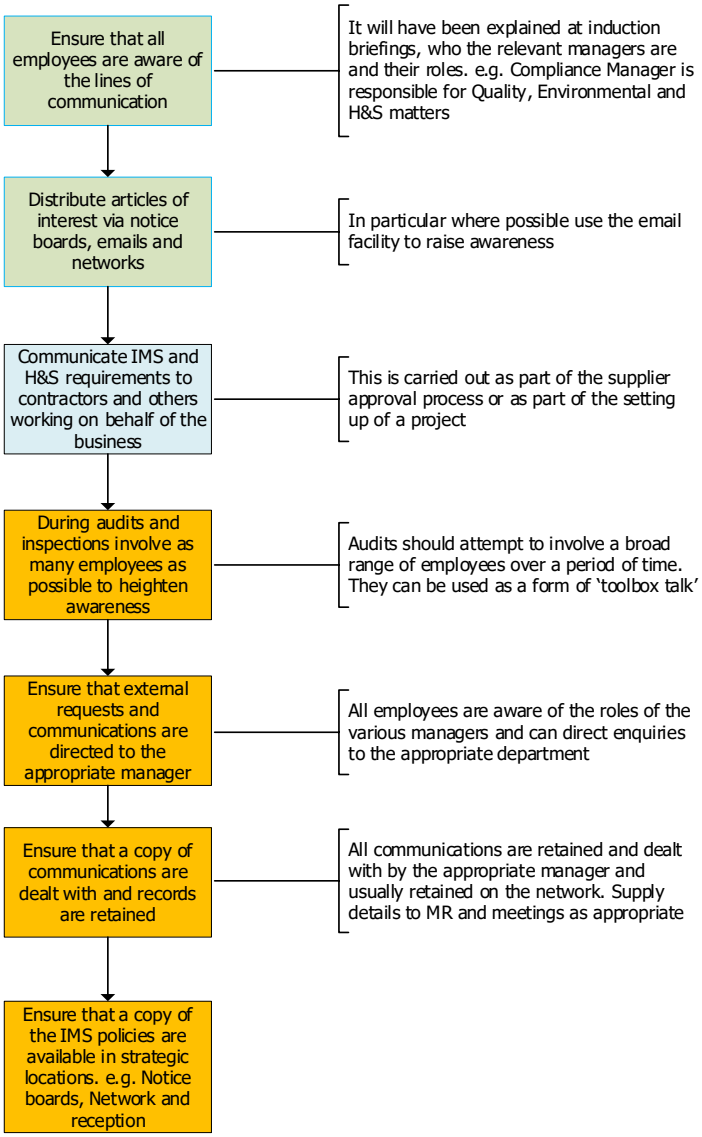
Interfaces

- All processes

Process metrics

Owned and maintained by the Senior Management Team & the Compliance Manager

Notes:
1. It has been agreed that the aspects and the policy will not be communicated to outside parties except upon written request
2. A Management review meeting is held at least annually and considers changes that may affect Quality, Environmental & H&S. It also ensures that employees are represented



External Communications
All external communications to the company regarding the IMS shall be made in writing to the Compliance manager. This can include the policy, aspects, objectives or performance of the business

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Created By and updated by: S.Bartlett