Management System Manual

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OUR MISSION

To produce premium quality composite material at the lowest cost possible in a secure and mobilising environment

OUR VISION

Specifically, we want to:
- Be an innovative company
- Be the North America reference in core material
- Have an outstanding customer service

INTRODUCTION

Gurit Americas Inc. based in Magog, Quebec, is the Canadian manufacturing plant of Gurit Holding AG. The Magog sites are part of Gurit's global network with production facilities and offices in USA, Switzerland, Germany, Hungry, Italy, Netherlands, Spain, UK, China, Poland, Ecuador, Australia, New-Zealand and India.

Gurit's global organization offers an unrivalled range of advanced composite solutions, design and technical support, specifically tailored to the Wind Energy, Aerospace, Automotive, Transport and Marine industries.

Corecell Plant

The Corecell plant manufactures structural foams, commercially named Corecell^{TM}, used mainly in the construction of boats and wind turbine blades. Corecell™ is made from a SAN polymer base to obtain a unique and high resilience capacity and a good impact resistance. This foam is lightweight and has an excellent structural rigidity under dynamic charges. The foam has a high shear elongation at break and keeps its mechanical properties at high temperatures. In addition, the Corecell™ foam is compatible with polyester, vinylester and epoxy resins. Finally, the majority of the foam produced and transformed are certified by third parties like ABS, BV, DNV/GL, Rina, and Lloyds.

Moreover, the corecell plant uses their own equipment to do finishing operations on PET and PVC structural foams.

In regards to our main environment issues and challenges, the context is:

- Use of various chemicals including styrene and acrylonitrile which at their monomer states may represent a significant industrial accident hazard in the event of a spill or accidental fire. The plant has a variety of risk mitigation measures and measures and an in-house emergency response team to respond quickly when needed
- The majority of air emissions during the manufacturing process are directed to a thermal oxidation air purifier that is considered critical equipment
- Corecell foam is a unique plastic material that still represents a particular challenge in terms of its recyclability potential

The Corecell plant is composed of:

- Various equipments for batch processing of structural foam.

- Testing Laboratory and R&D Department which includes a series of equipments for mechanical and analytical tests.

- Support functions such as quality, environment, health and safety, engineering, maintenance and planning. These functions are also maintain for the formulated products operations

- All finances functions, customer services, human resources, and purchasing are also present

Background

- July 2003 – Acquisition of ATC Chimiques and Danaplex Acrylique by SP Systems
- 2006 – All BU under the name of GURIT.
- March 2006 – ISO 9001: 2000 certified for Corecell plant.
- June 2006 – Prepreg plant launching.
- March 2007 – ISO 9001: 2000 certified for Prepreg plant.
- February 2009 – ISO 9001: 2008 re-certified for both plants.
- April 2011 – ISO 14001: 2004 certified for both plants.
- November 2012 – Partial production shut down of the prepreg plant, except for formulated product.
- January 2013 – New Corporate organisation. Wind Energy and Marine business units are dissolved in order to create the new "Gurit Composites Materials" business unit
- January 2014 – Prepreg plant is formally withdrawn of the application field
- January 2015 – Move of the administrative office at Corecell plant
- January 2016 – All operations now closed at the formulated plant
- February 2017 – Review of the management system in regards to the new 2015 version of the international rules ISO 9001 and 14001
- April 2020 – New corporate organisation. Composites material business unit is dissolved. We now belong to the new Marine and Industrial Material business unit
- The transfer warehouse has been moved from 175 Péladeau to 2039 René Patenaude

MANAGEMENT SYSTEM

The following diagram shows the key elements for an efficient and successful management system. The diagram is based on the management loop Plan, Do, Check, Act (PDCA) and with our management team in the middle of all processes; we ensure the appropriate leadership for the success of the company. This loop has been used as a plan for the construction of the integrated management system.

By using this approach, the management system is structured in a way to include the following points:
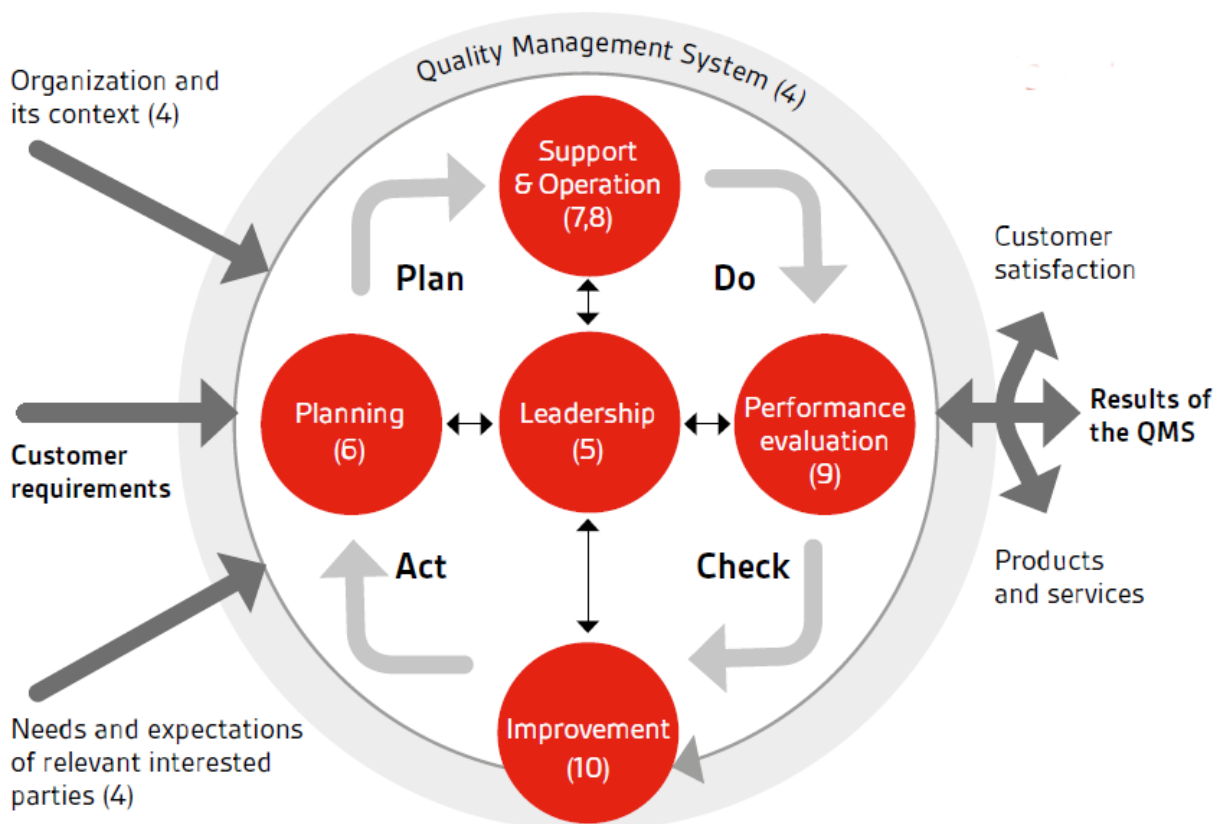
Application scope

This management system manual is a basic document in which the integrated management system (implemented and maintained at Gurit) is described for quality and environment. The system is designed to meet the requirements for ISO 9001:2015 and ISO 14001: 2015.

The management system applies to all activities linked to the conception, development, production and delivery of Gurit Corecell structural foam type. The finishing and delivery of other core material within Gurit product range, as well as the raw material and finished goods warehouse outside of the building but still managed by Gurit Americas is also included.

Compliance obligations relating to our business include federal, provincial and municipal laws and regulations as well as the requirements for certificates of authorization, the recommendations of our insurance companies, and voluntary programs approved by the company

The environmental part is specifically for all activities, on the site only

Finally, on the quality side, it applies to all other traded products made by other Gurit plants and sold by Gurit Americas.

SITE POLICY – GURIT AMERICAS

Gurit Americas has interest to perform the production activities of Core material in a safe environment for the workers, with a perspective of environment protection, and with a high motivation to deliver a good quality of product at the lowest cost possible

From a Health & Safety view, we are committed:
- To accentuate the prevention of H&S incidents with continuous reinforcement of all teams
- To consolidate the risks prevention on health by doing improvements to the work instructions, and to the tools

From an environmental view, we are committed:
- To prevent pollution by utilization of equipment which control the emissions
- To reinforce the good management or our chemicals
- To implement projects to reduce waste creation

From a quality view, we are committed:
- To always satisfy our customers by taking into considerations their needs and all other requirements.
- To implement projects to improve the quality management of all activities

The management of our organization is carried out with diligence at the level of requests from all interested parties and with respect of our compliance requirements or other requirements such as ISO 9001, ISO 14001, and various applicable testing standards for our laboratory

As a team, we have to be mobilized to continually improve the safety, environment, and quality results of our organization, while taking into account the various issues that require us to move forward

Date: October 2019

Denis Bisson
Site Manager

ORGANISATION & RESPONSIBILITIES

Note: Masculine is used for simplification purpose

The organisational diagram is documented and maintained on the application "My Gurit".

Site Manager - Reports to the BU Manager. He has to manage and coordinate all management policies and activities of GURIT Americas Inc. Therefore, he is ultimately responsible for ensuring that the appropriate resources, organization, processes and procedures exist for maintaining an efficient and successful management system. He is also responsible for the H&S department. Finally he acts as substitute signatory for all tests certificates in the absence of the technical Manager

Finance Manager - Reports to the Site Manager. She is responsible for the management of the finance and administration functions and activities of the organization so as to provide appropriate, cost effective services and facilities.

Human Resources and IT Manager - Reports to the Site Manager. She is responsible for all Human resources related business aspects such as payroll, recruitment of personnel with the relevant competences, skills or experience necessary to perform their role, and the appropriate training and personal development of Gurit employees. In addition, she is responsible for the operations and good performance of all IT activities.

Product and Development Manager – Reports to the Site Manager. She is responsible to coordinate all activities related to the technical performance of the company's core products, the planning and resourcing of the various technical functions necessary for the development of the products. She is also responsible for the laboratory activities, including the signature of all test certificates.

Production Manager – Report to the Site Manager. He is responsible for all activities pertaining to production in order to efficiently and safely deliver products that meet the requirements. He is also responsible for the respect of the requirements of the management system in their respective areas. Finally he is also responsible of on-site logistic operations, of the purchasing, and all finished goods inventory management.

Maintenance and Engineering Manager – Reports to the Site Manager. He is responsible to ensure of the good performance of the Maintenance and Engineering department.

Quality Manager - Reports to the Site Manager. He is responsible for all activities related to the quality in general, from raw materials to finished goods, including all process parameters

HS Coordinator – Reports to the Site Manager. She is responsible for the coordination of the activities surrounding the HS system, including the setting of procedures, corrective and preventive actions for continuous improvement. In addition she is also responsible for all activities, procedures and equipment surrounding the emergency plan.

Environment coordinator – Report to the Product and Development Manager. He is responsible for the environmental system, including the setting of procedures, the ERAP, corrective and preventive actions for environment continuous improvement, and audits for conformity to regulations and other requirements

IT Coordinator – Reports to the Human Resources and IT Manager. He is responsible to coordinate all activities related to the IT

Customer support Manager – Reports to the Americas Sales Manager. Customer Services team is partially located in Magog and in Bristol, USA. The team is responsible to answer customer calls, to create orders, and to record each customer complaints. Regarding the customer complaint recording, the Customer Support Manager, located in Magog, is responsible for the coordination of the customer complaint process with Bristol representative.

Purchasing Manager – Report to the head of the group purchasing and with an operational link to the Production Manager. She is responsible for supplying the entire plant. Finally, she is responsible for the purchasing strategy, including risk management, as well as price negotiation.

All team members are responsible for the respect of all procedures of the management system in order to insure a good quality product and the respect of regulations. They are also responsible to react in an emergency situation.

On the quality side, all external communications are specified within each process. Even if direct communication between two parties is always suggested, few processes are corporate, leading also to external communication with corporate colleagues. More specifically, there is the operations, Finances, purchasing, HR, IT, and Product developments team.

MANAGEMENT SYSTEM PROCESS

The following diagram shows the management system process for Gurit Americas Inc.

Leadership

Site Policies

Interested parties (left)

Interested parties (right)

Purchasing	Documents	KPI
Corporative purchasing process and policies	ACH-0008	NA
Selection and evaluation of raw material suppliers	ACH-0002, ACH-0003	- OTD - Qty of Supplier complaints
Raw material acceptation	ACH-0010	

Customer Services	Documents	KPI
Customer Survey	MKT-0001	NA
Order entry and contract review	MKT	NA
Americas and European Sales	NA	OTIF

Human resources management	Documents	KPI
Hiring process		Turnover
Training process	RH-0018	% trained
Integration process	RH-0023	% absenteeism

Environment	Documents	KPI
Environment process		NA
Environementals aspects	ENV-0003	NA
Objectives, target and program		- Applicable KPI
Legals publications	Publications	NA
Urgencies	PMU and PIU	NA

H&S	Documents	KPI
Health and Safety process and policies	PSS-0022	- OSHA rate - LTA and - NLTA

Operations	Documents	KPI
Planning		OTIF
Production processes	PRO	- OPE Finishing, kg/hrs - Qty of water tanks running - Qty of embryos produced - Qty of blocks expanded

Quality	Documents	KPI
Quality process	QUA	NA
Non conforming management	GNC-0001	NA
Corrective actions	GNC-0003	Efficiency %
Customer complaint management	GNC-0002	- Qty of complaints - DPMO - FTT Tianjin
Audit process	AUD-0001	NA
Documentation management	DOC, DOC-0001	NA
Measuring equipment	ETA, ETA-0001	NA
Process control plan	PRO-0001 PRO-0009	- FTT plant (FTT embryos*blocks*Finishing)
Continuous Improvement	NA	NA

Maintenance and infrastructure management	Documents	KPI
Preventive maintenance		- % urgencies
Predictive maintenance		- Calendar breaks
Management of work order		- Amount of BT

Finance	Documents	KPI
Finance et accounting	- Balance Sheet - Month end report	- $ / kg of embryos - $/ kg of blocks - % direct cost - EBIT

Logistics	Documents	KPI
Carrier evaluation	ACH-0009	
Wharehouse and traded products management	NA	- GAMER inventory - OTIF - Storing cost

Information Technology	Documents	KPI
Information Technology (IT)	NA	- Waiting calls - Calls completed on time

R&D / Laboratory	Documents	KPI
Development process of Core materials (NPD)	Corporatif	NA
Laboratory	POP-1010	- Delay of response

Management Review and annual strategic plan