KAESER COMPRESSORS®



IMS Manual

ISO 9001:2015 - ISO 14001:2015
ISO 50001:2018 – ISO 45001:2018

www.kaeser.com

IMS Manual

Dear colleagues,
Dear Sir or Madam,

Quality has always been of the highest priority to our company – our success stems directly from the quality of our products and services.

Our original Quality Management System has gradually been expanded to include the business areas of Environmental Management, (Occupational) Safety and Energy Management, transforming it into an integrated management system **(IMS)**, into which further management systems are currently in the process of being incorporated as well.

The department with responsibility for the implementation and maintenance of the integrated management system is called Management Systems (M.Sys for short).

The **IMS** has been rolled out to all KAESER KOMPRESSOREN company locations around the world.

In it, we document our compliance with the requirements of the following standards:

- ISO 9001:2015 - (for Mobilair, incl. European road traffic law)
- ISO 14001:2015
- ISO 50001:2018
- ISO 45001:2018

We achieve this compliance in the following ways:

- We engage employees from different areas of the business who possess the necessary skills and qualifications to carry out ongoing training and instruction.
- We provide the necessary resources.
- Written instructions are available for all matters concerning standards and we are able to demonstrate at any time that our employees work in accordance with them.
- Key performance indicators from all areas of the business are compared with and evaluated against the KPIs from previous time periods.
- We conduct regular audits.
- We are dedicated to implementing further improvements by means of **CIP** (**CIP** = **C**ontinuous **I**mprovement **P**rocess).

Our **IMS** documentation comprises the following documents:

- **Manual**, providing an overview of the structure of our documentation and serving to inform our customers and employees
- **Process instructions**, providing a detailed description of our processes
- **Work instructions**, providing a detailed description of each individual work task
- **Forms**, used for the purposes of documentation

Work instructions and forms are referred to in process instructions.
Work instructions and forms are sorted and numbered according to subject area.
Our **corporate policy** sets out our fundamental principles for our employees and customers. This policy is re-evaluated on a regular basis and amended if necessary, so as to reflect changing conditions.

The cover page of the **IMS** manual illustrates clearly at a glance that the success of our company depends on each and every one of our employees, who in turn are collectively responsible for achieving our objectives. It is no accident that the objectives are represented as supporting columns in this image; it is only through the achievement of these objectives that the company will be able to remain strong and assured of its continued existence.

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Corporate policy

The primary objective of our company is to achieve maximum customer satisfaction, with products and services that fulfil our customers' expectations completely. Only by achieving such customer satisfaction will our competitiveness, our commercial success and thus our continued existence and development be secured.
To be assured of fulfilling the expectations of our customers, we offer only high-quality products and services.
This we achieve by providing the necessary infrastructure, devising and documenting our own process-oriented work flows and constantly striving to refine and optimise them in response to the changing demands of the market and to our own fault analyses.
In affording our employees and partners the necessary training and support, we promote a sense of shared responsibility at all levels of the business for quality, the environment, energy and occupational health and safety, whilst at the same time insisting upon an unrestricted **adherence to the following fundamental principles**.

Legal compliance

We comply with all relevant legal and regulatory requirements of the applicable legal system(s) across all of our German and international sites and branches.
We ensure that all partners working in our name, or undertaking work on KAESER products, apply the same standards of quality and environmental protection as we apply ourselves.

Occupational health and safety

We assume responsibility for the health and safety of our employees in their place of work.
We contain any hazards and ensure the best possible preventative measures against accidents and occupational diseases.
By means of training and instruction, we ensure that all employees are properly versed in the subject of occupational safety.
We offer health-promoting support services to our employees.

Respect for fundamental human rights

We promote equality of opportunities and treatment for all our employees, regardless of skin colour, ethnicity, nationality, social background, disability, sexual orientation, political or religious beliefs, gender or age.
We respect the personal dignity and right to privacy of every individual.
We will not tolerate any unacceptable treatment of personnel, such as psychological cruelty, sexual and personal harassment or discrimination.
We provide appropriate remuneration and guarantee the statutory national minimum wage.
We comply with the statutory maximum working hours of the respective countries in which we operate.
Insofar as is legally permissible, we recognise freedom of association for our employees. We neither favour nor discriminate against members of employee organisations or trade unions.

Information Security Management System

In order to guarantee the confidentiality, availability and integrity of our data and those data made available to us, we are integrating an Information Security Management System as per ISO 27001 into our existing Integrated Management System. Furthermore, we adhere to the recommendations of the Federal Office for Information Security regarding matters of best practice.

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Data protection

KAESER KOMPRESSOREN SE and all its subsidiaries and branches guarantee the protection of an individual's right to privacy as enshrined in the regulations relating to data protection, informational self-determination and data security. When an individual visits our websites, all personal data thus collected are treated as confidential and in accordance with statutory regulations.
All in-house regulations are formulated by the company in accordance with the provisions of the European General Data Protection Regulation (GDPR (EU) 2016/679), the EU Data Protection Directive (EU) 2016/680 ("Data Protection Adaptation and Implementation Act") and the new German Federal Data Protection Act (BDSG).
All parts of the business are especially committed to compliance with the principles of transparency, of the specific necessity of the data being processed, of the legal basis of collection, processing and use of the data, and of data avoidance and minimisation.
All managers and employees are familiar with these regulations and are under instruction to comply at all times with the rules of conduct relating to personal data.

Prohibition of corruption and bribery

We do not tolerate any form of corruption or bribery, including the illegal offer of payment or gifts, nor do we permit ourselves to be involved in any action intended unduly to influence a decision-making process.

Prohibition of forced and child labour

We do not hire employees below a minimum age of 15 years old. In territories subject to the exemption for developing countries as per ILO Convention 138, the minimum age of employment may be reduced to 14 years.

Environmental protection

We believe that maintaining the quality of the environment is not just the responsibility of the state, but also of every business and individual.
We therefore undertake appropriate measures to verify and assess the current and future effects of our activities and products on the environment with respect to statutory national and international standards.
On this basis, we are able to determine the necessary measures for a sustainable operation.

Efficient energy usage

We use the term "sustainable operation" with regard to energy usage to refer to a conscious use of energy resources: i.e. an approach that preserves resources and lowers energy costs, whilst protecting the environment through the reduction of CO_2 emissions and other negative environmental effects.
We have introduced a dedicated energy management system and we set out in our energy policy exactly how we intend to achieve our strategic goals in relation to energy efficiency.
KAESER products are not only extremely efficient in operation; energy consumption is also kept to a minimum during their production. For our own purchasing purposes, we strive to find ever more efficient products and services. We produce an energy consumption overview of all individual areas of the business, which we then statistically analyse so as to be in a position to assess the type and scope of respective energy usage and the appropriateness of our energy consumption. Finally, we define explicit operational goals and take the necessary measures to ensure a continuous reduction of our power consumption.

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Corporate objectives

Continued success in the global market can only be ensured by the achievement of the following **corporate objectives**:

- Devise the best solution for every customer
- Offer competitive pricing
- Meet quality expectations
- Deliver to the agreed schedule
- Make internal processes as efficient as possible
- Ensure minimum possible environmental impact

These success factors are all interdependent. However, the single most important factor is quality, as this cannot be compensated for by any of the other points.

For us, the objective “ensure minimum possible environmental impact” means our products should not only operate efficiently and in an environmentally-friendly manner by delivering **“more compressed air for less energy”**, but also that we should consume as few natural resources as possible throughout the production, sales and service processes.

These corporate policies constitute obligations for the responsible parties but do not constitute any rights for third parties.

Thomas Kaeser
Chairman of the Managing Board
KAESER KOMPRESSOREN SE

Tina-Maria Vlantoussi-Kaeser
Managing Board
KAESER KOMPRESSOREN SE

Marie Ernestine F. Ng
Managing Director
KAESER KOMPRESSOREN Philippines Inc.

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The **IMS** at KAESER KOMPRESSOREN SE is operated

- in Coburg,
- in our German locations,
- at all associated KAESER KOMPRESSOREN operating companies, and
- in all of the international subsidiaries of KAESER KOMPRESSOREN working with SAP.

In the Philippines the IMS system is applied at the following location:

KAESER KOMPRESSOREN Philippines, Inc.
Suites 100 & 200 PB Dionisio Bldg. II
27 Don A. Roces Avenue, Brgy. Paligsahan
Quezon City 1103, Philippines



Corporate policy applies to all KAESER locations and branches, as well as all KAESER products and services.

This **IMS** Manual explains the structure of our documentation, although the development processes apply only to Coburg (Germany) and Gera (Germany).

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Process instructions are divided into four different categories.
Each category contains various **corporate processes**, which themselves consist of a number of main processes, which are then in turn divided into **sub-processes**.
Sub-processes describe the sequence in which the required quality-assuring actions should be carried out by the relevant employee, as well as the documents and resources to be used.

1. Management processes Responsibilities of senior management

The management processes define how the corporate management of KAESER KOMPRESSOREN SE controls and monitors the business, plans the necessary human resources and guarantees legal compliance.

To this end, internal audits are conducted on a regular basis. Based on the results of these internal audits, as well as feedback from customers, evaluation of KPIs and preventative and corrective measures taken, senior management assesses the **IMS** in terms of

- Suitability
- Appropriateness and
- Effectiveness.

The results of this evaluation by management may lead to corrective measures and serve as the basis for new goals, for the improvement of processes and products (continuous improvement process as an instrument of the IMS) and for a more efficient use of resources.

In matters regarding the IMS, the contact person for employees should be either their immediate supervisor or the nominated **IMS** representative for the relevant department/branch, who are tasked with ensuring

- that the stipulations laid down in the corporate policy are applied accordingly,
- that, by putting in place the necessary framework, the corporate objectives relating to quality, the environment, occupational safety and energy policy are understood, observed and acted upon at all levels of the business,
- that work is carried out in accordance with the instructions contained within the established processes and that
- all necessary improvements are updated in the system.





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2. Support processes Resource management

Support processes describe how the necessary resources are determined and provided in order to

- ensure our in-house work is carried out as effectively as possible and to
- offer products and services that meet the complete satisfaction of our customers.

Management of basic and master data details processes relating to the recording, creation, amendment and release of parts lists, work plans, material master data, customer master data, supplier master data, personnel master data and time studies. All data used are entered in the SAP system.

The corporate process **Management of documents and records** describes how internal documents should be created/amended and how external documents (delivery notes, certificates, etc.) should be administered. Records relating to legal requirements in the fields of the environment, occupational safety, export, import, and energy policy are reviewed at regular intervals; revisions are recorded and their compliance assessed. Corrective measures may be established, the implementation of which shall be monitored and assured. Access to records of legal requirements is ensured by the structure of the documentation; all employees are trained in its proper handling.

Human Resources Management encompasses the following main processes:

- Personnel planning
- Personal development
- Personnel support
- Recruitment

Provision of infrastructure encompasses the main processes relating to the maintenance and repair of buildings, machinery and equipment, as well as processes covering the provision and monitoring of inspection and testing equipment.

The corporate process **Strategic purchasing** encompasses the purchase of raw materials and components, as well as the selection and evaluation of suppliers. Purchased parts may only be used if they meet the stipulated quality requirements vis-à-vis type, material, design, grade, etc. The quality of all parts, semi-finished products and finished products passing through the business must be guaranteed at all times.

The corporate process **Marketing** includes the main processes of market observation, product range determination, pricing, distribution, market presentation, creation and publication of sales material and customer relationship management.





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3. Core processes Product realisation

Core processes are defined as all end-to-end processes that represent our core competence. These include the corporate processes relating to product development and the fulfilment of different customer requirements, as well as all customer service processes.

Product development defines the processes to be followed during the development of new products and revisions to existing designs, i.e. how we plan and steer the development of our products, determine and document product demand, gather and evaluate results and compare them with the original design specifications and finally, how we establish whether a product is suitable for its specified intended use.

The corporate processes **Sales**, **Logistics** and **Product processing** describe how we fulfil different customer requirements.

The following points must be considered in order to ensure that we successfully fulfil all customer requirements:

- Identification of customer needs
- Provision of quotations
- Check and documentation of incoming orders
- Deadline tracking
- Adaptation of products for specific customer requirements
- Planning and provision of materials as needed
- Planning and control of the production of components and products
- Modification of products
- Control of supplied products
- Despatch planning
- Commissioning, packaging and despatch of the finished product

The corporate process **Customer service** describes how we provide service to our customers, i.e. the way in which we resolve issues by means of our service technicians, maintenance, our concerns management process, the provision of service contracts, disposal and spare parts processing via our parts catalogue and parts shop.

4. Measurement, analysis and improvement

We ensure process quality by means of the statistical analysis of data and the implementation of corrective and preventative measures.

The process category **“Measurement, analysis and improvement”** contains the corporate processes describing how we inspect product quality, determine the quality of our own in-house processes, continuously improve our methods of measuring customer satisfaction and finally, how we monitor, measure and analyse our energy policy at scheduled time intervals.

We ensure product quality by planning the necessary checks in accordance with predetermined criteria, by inspecting the manufactured parts, sub-assemblies and complete machines as per the inspection instructions and, last but not least, by removing deficient products from production and returning them to the area responsible for the nonconformity.

Finally, the corporate process **Measurement of customer satisfaction** describes how we review customer concerns and product observations, as well as how we create and evaluate customer surveys.

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About us:



Our product range includes:

- Rotary screw compressors
- Rotary screw vacuum pumps
- Rotary lobe, rotary screw and turbo blowers
- Portable compressors
- Trades and workshop compressors
- Industrial reciprocating compressors
- Oil-free reciprocating compressors
- Marine compressed air systems
- Compressed air management systems
- Compressed air treatment
- Condensate treatment components
- Services (Sigma Air Utility, Kaeser Air Service, Sigma Smart Air, ADA)

With over 100 subsidiaries and distribution partners, the multinational KAESER group of companies has a presence in all the major industrialised countries. The economic zones of the EU, the USA and the Asia-Pacific region are of key importance.

KAESER's renowned global reputation has been hard-earned through the efficiency and reliability of its products and its superlative levels of service. In recent years, our future-oriented range of services has moved to the forefront of our commercial activities.

The consistent, above-average growth of our company over many years and the accompanying expansion of our business are attributable to our innovative spirit, our high standards of quality and our dedicated workforce. The majority of our employees have received their technical training here at KAESER and continue to benefit from ongoing development opportunities to help them expand their expertise. The worldwide development of our market in recent years has created and secured new jobs, both at home and abroad.

Founded in 1919, today the company is run by Dipl.-Wirtsch.-Ing. Thomas Kaeser and Dipl.-Wirtsch.-Ing. Tina-Maria Vlantoussi-Kaeser.

KAESER KOMPRESSOREN stands out as a world leader in terms of growth, innovation and financial independence.

TÜVRheinland CERTIFIED
Management System
ISO 9001:2015
ISO 14001:2015
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ID 9108616471

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