

## Policy statement

BCON Instruments B.V. acts according to a defined management system about Quality, Health, Safety and Environment (QHSE). Our entire business process forms the base of this system and standards such as the NEN-EN-ISO 9001:2015. The attention for Quality, Health, Safety & Environment (QHSE) is an attitude which we as a company integrate into all our services, also in our customer service. All procedures are standardized and implemented. This overall philosophy is transformed by management and managers into improvement objectives that are recorded and monitored in an action list during the annual management review.

### QHSE

#### Quality assurance system

For BCON Instruments B.V., quality is an absolute policy priority. For us, quality signifies to meet the needs of the customer through efficient work processes, and effective organization and planning. The starting point for all parts of the business operations is: "There is always room for improvement", realized by e.g.:

- Technical Expertise
- Comprehensible and transparent organisation
- Quality awareness for every employee
- Fulfilment of agreements
- Effective management improvement

We measure the effectiveness of our management system through internal audits, customer satisfaction surveys, quality improvement projects and project evaluations.

#### Health, Safety & Environment

In addition to quality, we pay a lot of attention to working conditions and environmental care; two components that are inseparable linked to the quality of the entire organization. This means that everyone is responsible for occupational health and safety and that each individual is prioritised to prevent accidents, incidents and damage to production and the environment. Everyone's safety must be ensured, including the safety of our suppliers and subcontractors. We achieve this by informing them strictly about our business activities and practices.

BCON Instruments B.V. finds it extremely important that all their employees have sufficient and clear information, opportunities and resources, which should result in an increased degree of safety, health, well-being and low absenteeism. Our ultimate goal is to achieve continuous improvement.

## Quality system ISO 9001

BCON Instruments B.V. is currently working on the ISO 9001:2015 implementation.

BCON Instruments B.V. can also present the following additional certifications:

All BCON Instruments B.V.'s mechanics and engineers possess the following certificates:

- Personal VCA-certification
- Servicing and Installation of Bigneat Ltd equipment certification
- CAMAG Product Specialist Training for Installation and Operation Qualifications certification
- Service and Operation certification for LCTech DEXTech Systems

## Health & Safety

**VCA:** The Safety Checklist Contractors (*VCA = Veiligheid Checklist Aannemers*) is a certified checklist for contractors which demonstrates that procedures and work activities are carried out according to the correct laws and regulations. All employees, employed by BCON Instruments B.V., are VCA-certified. Through toolbox meetings the knowledge is always checked on a regular basis and is kept up-to-date.

**LMRA:** The Last Minute Risk Analysis is a general risk assessment that all our employees perform before the commencement of work. The absolute importance we attach to safety at BCON Instruments B.V. is concretely transposed into practice with the LMRA procedure.

## Environment

BCON Instruments B.V. is responsible for Corporate Social Responsibility (*MVO = Maatschappelijk Verantwoord Ondernemen*). Apart from the economic aspect that characterises an organisation, we respect the social aspects within the ecological framework. We are therefore trying to take a sustainable way, taking into consideration both human beings and animals.

In addition to our CSR-policy (*MVO*), BCON Instruments B.V. also offers support in the field of energy savings. We have various possibilities and products to save energy within the industrial processes. In this way, we always work together with our customers to achieve their energy saving goals.

Place of business: Sint Annaland, The Netherlands

Date: 09-nov-2019

Managing director of BCON Instruments B.V.,

D.K. Bruijnzeel

