



QA/HSE Report 2017 SUMMARY

This document is based on the internal document (P)review QA/HSE management system 2017/2018. Which is based on the results of audits, analysis, reviews, notifications, incidents and their status with regard to NonConformities and Improvements. It covers all relevant standards and laws related to the QA/HSE management system of Doedijns. This concerns in particular: ISO9001, SCC, ISO14001, labor law and environmental related laws.

This internal document has been approved by the management board of Doedijns b.v.

The purpose of this document is the understanding of the Quality, Safety and Environmental performance at Doedijns in the period mentioned above.





WHAT DID DOEDIJNS ACHIEVE WITH REGARD TO QA/HSE RELATED SUBJECTS?

- NO LOST TIME AND SEVERE INCIDENTS

The accident rates at Doedijns (Service) are much better than other companies of the same business type. The only accidents happened last year are a slight cut in a forearm due to bumping against a drill wedged in a vice (at Hydraulics) and a 'finger cut' due to an order file (in Zoetermeer).

- DOEDIJNS IS COMPLIANT TO THE RELEVANT LABOR AND ENVIRONMENTAL LAWS

The compliancy' with the - for Doedijns relevant - European and Dutch legislations is followed by means of the document Action Plan QA/HSE per business unit and regularly discussed through the periodic progress meetings.

Through a review of the Law & Legislation Register ('WRR') - according to ISO14001 - carried out in the autumn of 2017, it has been established that the operational activities at the facilities Hydraulics and RMF are 'compliant' with the latest versions of the environmental laws & regulations.

“ Operational activities are compliant with environmental laws & regulations ”



The compliance to the (Dutch) labor law is organized through the so-called 'Health and Safety catalogues' drawn up for the metal industry by the organization '5xBeter'. For Doedijns, this mainly concerns the digital tools Welding fumes, Machine safety and Hazardous substances.

Last year an overall Energy audit has been carried out by the third party Synorga. As required by the European directive EED.

- **COMPETENT AND MOTIVATED PEOPLE**
- **CERTIFIED ACCORDING TO ISO9001:2015 AND ISO14001:2015 ('HIGH LEVEL STRUCTURE')**

In 2017 Doedijns is certified to the latest version of the ISO9001 (Quality) and ISO14001 (Environment) standards (version 2015). The implementation of this - so called - High Level Structure (HLS) is assessed by the certification company DNV. The outcome was: none NonConformity, only Observations and Opportunities for Improvement (OFI's).

As 'continuous improvement' Doedijns increased the recycling of packaging: paper and plastics are handled as separate waste streams and at RMF Systems the re-use of packaging by the supplier is organized. As being the first steps within 'circulair economy'.

More in detail

Numerous internal and external audits have been carried out to test compliance with our certifications (ISO9001, ISO14001, SCC). Number of audits performed are:

- Internal - 53 processes
- External (certification body) - 2x
- External (customer) - 3x
- External (governmental agency) - 2x



The service department of the facility Hydraulics is certified to the Dutch safety standard SCC (level double star). The surveillance audit carried out in September 2017 has been successful: no NonConformities.

Numerous documents are reviewed and revised in the past year. A selection from the reviews:

- QA and HSE policies and QA/HSE manual
- Emergency response plan and Company RI&E
- Environmental Aspects Register ('MAR') and Legislation & Regulatory Register ('WRR')
- Management reviews per business unit
- MSDS (safety data sheets)

“ No NonConformity, only Observations and Opportunities for Improvement (OFI's) ”



“ Our QA/HSE approach is qualified ‘impressive’ by DNV ”

HSE TREND ANALYSIS

Due to the SCC certification of the service department (Hydraulics), the outcomes of the individual workplace inspections are analyzed once a year in cooperation with the service manager.

Company Risk Assessment (RI&E)

The execution of the company RI&E per business unit and the status of the actions are monitored by means of a central register. All facilities are assessed according to the legal requirements and up to date.

INTERNAL AUDIT REVIEW

As recommended for this year the internal audits has been done different from the previous years:

- Done by less auditors (to get more experience per auditor)
- More progress meetings about the outcomes (as part of the quarterly meetings with the managing directors)
- Closure of the audit report awaits a successful verification

QA/HSE concludes that the new approach has been successful regarding the quality of the audits and the adherence to the schedule. And to keep the outcomes ‘alive’. This way of auditing is shared with the DNV auditor during its visit in October and November 2017 and he found the internal audit system impressive.

Based on the review the necessary measures are proposed as part of the preview. Whereby several improvement points are insightful and will be followed up accordingly in cooperation with the business units.

Note

Key Performance Indicators (KPI's) are set and monitored by the business units themselves

