

Maximum Customer Satisfaction

Provide the best solution for each customer

At prices in line with market conditions

At the required quality

Within the time agreed

In the most efficient manner

With minimal environmental impact

Products and Services



QESEM Manual

ISO 9001:2008 – ISO 14001:2004 – ISO 50001:2011

OHSAS 18001

QESEM Manual

Dear Colleagues, Ladies and Gentlemen,

Quality has always been the highest priority in our organization. The success of our company is ultimately attributable to the quality of our products and services.

Our initial **Q**uality Management System has gradually been supplemented by the areas of **E**nvironment, (Occupational) **S**afety and **E**nergy Management and is applied to all KAESER KOMPRESSOREN company locations worldwide.

Having implemented our **Q**uality, **E**nvironment, Occupational **S**afety and **E**nergy Management System (**QESEM** system), we can document our compliance with the following standards:

- ISO 9001:2008 (for Mobilair: including the European Road Traffic Regulations)
- ISO 14001:2004
- ISO 50001:2011
- OHSAS 18001 (OHSAS = Occupational Health and Safety Assessment Series).

The following instruments are used:

- We employ staff in our individual divisions who have the required education and qualifications and we carry out ongoing training and instruction
- We provide the necessary resources
- Written instructions are available for all questions concerning the standards and we are able to show at any time that our employees work in accordance with such instructions and standards
- Key performance indicators in the different areas are compared with and evaluated against the goals and indicators of previous periods
- Regular audits
- We are dedicated to implementing further improvement by means of CIP measures (CIP = **C**ontinuous **I**mprovement **P**rocess)

Our **QESEM** system comprises the following documents:

- a **QESEM Manual** providing an overview of our QESEM documentation and serving as information for customers and colleagues
- **QESEM Procedures** describing our process, the
- **QESEM Work Instructions** describing activities in detail, and
- **QESEM Forms** for the documentation.

Work Instructions and Forms are referred to in Procedures.

Work Instructions and Forms are sorted and numbered according to functional areas.

Our **Corporate Policy** is the vehicle with which we want to explain our basic principles to our employees and customers. This policy is evaluated regularly and amended, if necessary, to reflect changing conditions.

The cover of the QESEM manual clearly illustrates at a glance that the success of the organization relies on all of our employees who are jointly responsible for the realization of our goals. The representation of the objectives as columns has a purpose. Only the realization of these objectives ensures that the company has a strong foundation and that its continued existence is assured.

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Corporate Policy

The primary objective of our company is to achieve maximum customer satisfaction with products and services that completely fulfill our customer's expectations. Our capability to compete, our commercial success and continued existence are assured only by achieving complete customer satisfaction.

In order to fulfill the expectations of our customers, we exclusively offer high-quality products and services.

For this purpose, we provide a goal-oriented infrastructure, we design and document our procedures to be process-oriented and continuously improve and optimize them, depending on the market requirements and the analysis of problems as components of a continuous improvement process.

Through training of our employees and partners we promote a sense of responsibility for quality, the environment, energy, health and workplace safety at all levels, by requiring **absolute compliance with the following principles**.

Compliance with laws

We comply with all relevant legal and regulatory requirements of the applicable legal system(s) in our German and international sites and subsidiaries.

We make sure that sub-contractors working in our name or performing work on KAESER products apply the same quality and environmental standards as we ourselves apply.

Occupational health and safety

We assume responsibility for the health and safety of our employees at their workplace.

We recognize hazards and identify preventive measures against accidents and occupational diseases.

Using training and instructions, we ensure that all employees are well versed in the topic of work safety.

We offer health-promoting support to our employees.

Respect for fundamental and human rights

We promote equal opportunity for and treatment of our employees, regardless their skin tone, race, nationality, social background, disability, sexual orientation, political or religious belief, gender or age;

We respect the personal dignity, private sphere and personal rights of everybody.

We do not force anybody to be employed by us or work with us.

We do not tolerate any unacceptable treatment of personnel, such as brutality, sexual and personal harassment or discrimination.

We provide fair wages and guarantee the statutory national minimum pay.

We comply with the statutory maximum working hours.

If legally possible, we recognize the right of our employees to associate and we neither give precedence to nor discriminate against members of workers' organizations or trade unions.

Prohibition of corruption and bribery

We do not tolerate or condone any form of corruption or bribery, including any illegal offer of payment or similar gifts intended to influence a decision.

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Prohibition of forced and child labour

We do not hire employees below a minimum age of 15 years.

In countries subject to the exemption for developing countries per ILO Convention 138, the minimum age may be reduced to 14 years.

Protection of the Environment

We believe that maintaining the quality of the environment is not just the responsibility of the state but also that of every enterprise and individual.

We employ suitable measures to verify and assess the current and future effects of our activities and products on the environment, on the basis of statutory and international standards. Based on the insights gained, we define the measures required to ensure sustainable operations.

Energy efficiency

At Kaeser, sustainable energy use means that energy consumption is well-thought out and minimised wherever possible. This lessens the burden on resources whilst lowering energy costs and protecting against other undesirable environmental effects by additionally reducing CO₂ emissions.

We employ a sophisticated energy management system and declare openly in our energy policy the methods we use to achieve our strategic goals in relation to energy efficiency.

Our strategy for success:

- Purchasing energy-efficient products and services whenever possible
- Monitoring energy consumption in the various parts of the company and statistical evaluation of the data
- Assessment of the type and scope of any given use of energy and the appropriateness of the energy consumption
- Definition of explicit operating goals
- Implementation of necessary measures for continuous energy reduction
- Documented system compliance as per ISO 50001:2011

As such, KAESER products not only demonstrate outstanding energy efficiency in operation; they have also been manufactured with the least energy consumption possible.

Corporate Objectives

We can successfully compete in a global market place only if we achieve the following corporate objectives:

- provide the best solution for each customer,
- at prices in line with market conditions,
- at the required quality,
- within the time agreed,
- in the most efficient manner, and
- with minimal environmental impact

These success factors are interdependent. The most important factor, however, is quality as this cannot be compensated by any of the others.

The objective of "minimum impact on the environment" means to us that our products not only work very economically and environmentally friendly by delivering "**More compressed air for less energy**" but also that we use natural resources as little as possible in production, sales and service.

This corporate policy creates obligations only between the responsible parties. Any possible claims by third parties based on these responsibilities are null and legally inadmissible.

Thomas Kaeser
Management Board (Chairman)
KAESER KOMPRESSOREN SE

Tina-Maria Vlantoussi-Kaeser
Management Board
KAESER KOMPRESSOREN SE

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The Quality, Environmental, Occupational Safety & Energy Management System of KAESER KOMPRESSOREN SE is applied:

- in the following locations:

KAESER KOMPRESSOREN SE

Carl-Kaeser-Straße 26
96450 Coburg
Germany

KAESER KOMPRESSOREN SE

Glender Straße 21
96450 Coburg
Germany

KAESER KOMPRESSOREN SE

Werk Blechbearbeitung

Am Roten Hügel 12
96242 Sonnefeld
Germany

KAESER KOMPRESSOREN SE

Friedrich-Rückert-Straße 85
96450 Coburg
Germany

KAESER KOMPRESSOREN SE

Service Werkstatt

Glender Straße 22
96450 Coburg
Germany

KAESER KOMPRESSOREN SE

Works Gera

Leibnizstraße 65
07548 Gera
Germany

Niederlassung Berlin

Ameisenweg 4
16727 Velten

Niederlassung Frankfurt

Hessenstraße 22
65719 Hofheim-Wallau

Niederlassung München

Bgm.-Graf-Ring 27
82538 Geretsried

Niederlassung Leipzig

Fuggerstraße 1 - Ausgang A, 2. OG
04158 Leipzig / OT Wiederitzsch

Niederlassung Stuttgart

Gottlob-Armbrust-Straße 2
71296 Heimsheim

Niederlassung Bochum

Sinterstraße 8a
44795 Bochum

Niederlassung Hannover

Opelstraße 46
30916 Altwarmbüchen

Niederlassung Nürnberg

Am Pestalozziring 8a
91058 Erlangen-Eltersdorf

- at all associated KAESER KOMPRESSOREN operating companies,
- as well as in all of the international subsidiaries of KAESER KOMPRESSOREN working with SAP.

The **Corporate Policy** applies to all KAESER locations and subsidiaries.

This QESEM Manual explains the structure of our documentation, although the development processes apply only to Coburg (Germany), Gera (Germany), Fredericksburg (USA) and Linz (Austria).

QESEM procedures are classified into four process categories.

Each **process category** is structured in **corporate processes** made up of **main processes** which in turn are sub-divided into **part-processes**.

Part-processes describe the sequence in which the required quality-assuring activities are carried out by the corresponding employee as well as the documents and other auxiliary means used.

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1 ■ Management processes – Responsibilities of the Top Management

The management processes demonstrate how the corporate management of KAESER KOMPRESSOREN SE controls and manages the company, how personnel resources are planned and the conformity with existing laws is assured. For this purpose, the developed **QESEM** system has been implemented and is continuously improved. Its effectiveness is assured by the provision of the required resources.

For this purpose, quality audits are performed on a regular basis. The results of these internal audits, responses and feed-back from customers, statistical evaluations, and preventive and corrective actions taken are analyzed by the Top Management regarding the QESEM system's:

- appropriateness,
- pertinence, and
- effectiveness

The result of the Management Review leads to measures to improve procedures, products and more effective use of resources.

Point of contact for employees are their supervisors and QESEM representatives who are responsible for ensuring that:

- the requirements shown in the Corporate Policy are met,
- the Corporate Objectives (with regards to Quality, Environmental, Safety and Energy) are understood, observed on all company levels and conditions are present for them to be realized,
- processes are carried out in accordance with instructions, and
- all necessary improvements to the system are implemented.

The QESEM representatives report to the QESEM Manager belonging to the highest level of management, who is departmentally independent and is a member of the Management Board.



2 ■ Support processes – Resource Management

The support processes describe the determination and provision of the required resources that are necessary for

- our internal work to be carried out as effectively as possible, and
- to offer products and services to the full satisfaction of our customers.

Administration of Basic and Master Records: This includes procedures for recording, creating, changing and releasing bill of materials, work plans, material master records, customer master records, supplier master records, personnel master records and time studies. All data used is entered in the SAP system.

The corporate process **Administration of Documents and Records** describes the creation and change of internal documents and the acquisition and management of external documents (delivery notes certificates, etc.).

The records relating to the legal requirements in the areas of environment, occupational safety, export and import, and with respect to energy policies are reviewed at regular intervals, changes are recorded and their compliance is evaluated. Corrective measures may be determined, implementation of which

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shall be monitored and ensured. Access to the records of the legal requirements is ensured by the structure of the QESEM documentation, and all employees are instructed regarding the proper handling and implementation of the documentation.

Amongst other tasks, **Human Resources Management** is responsible for the following main processes:

- Personnel Planning
- Personnel Development
- Personnel Support
- Recruitment

Infrastructure Preparation covers the main processes for the maintenance and repair of buildings, machinery and equipment as well as the processes for the provision and monitoring of inspection and testing equipment.

The corporate process **Strategic Purchasing** comprises the purchasing of raw materials and components and also the selection and evaluation of suppliers. Purchase parts may be used only if they fulfill the quality requirements specified according to type, material, design, etc. claim class. The quality of all parts, semi-finished and finished products that pass through the house, must be guaranteed at all times.

The corporate process **Marketing** comprises the main processes of market observation, determination of the product program, pricing and distribution, market presentation, creation and publication of sales materials as well as customer contact management.



3. Core processes – Product Realization

Core processes are defined as all the end-to-end processes representing our core expertise. This includes the corporate processes product development, the gratification of the various customer requirements and customer service processes.

Product development defines the processes required for the development of new products and the modification of existing designs, i.e. it includes the planning and controlling of the development of a specific product, determination and documentation of product requirements, preparation, analysis with subsequent comparison of results with the design specification and, finally, the evaluation of a product's suitability for the specified application or employment.

The corporate processes **Sales, Logistics** and **Product Processing** describe how we realize the different customer needs.

We fulfill the customer requirements by reviewing the following areas:

- Determination of customer requirements
- Submission of quotations
- Review and documentation of incoming orders
- Tracking of schedules
- Customisation of products to specific customer needs
- Planning and provision of materials
- Planning and controlling of the manufacture of components and final products
- Retrofitting of products
- Managing of supplied products
- Planning of shipping/dispatch
- Commissioning, packaging and shipping of the finished products

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The corporate process of **Customer Service** describes how our service department works, i.e. it explains, how we proceed in troubleshooting performed by our service technicians, in maintenance, complaint management, service agreement management and in disposal and replacement processes via our replacement parts catalogue and replacement parts shop.

4. Measurement, Analysis and Improvement

We ensure **Process Quality** by statistical analysis of our data and the subsequent implementation of corrective and preventive actions.

The measurement, analysis, and improvement process category summarizes processes by which we check product quality, ensure and constantly improve the quality of our internal processes, and measure customer satisfaction and finally how we monitor, measure and analyze our energy policy at scheduled time periods.

We ensure **Product Quality** by planning the necessary inspections according to defined criteria, by inspecting the produced components, assemblies, and complete machines in accordance with inspection instructions and, last but not least, by removing defective products from the production flow for further examination of the nonconformity.

Finally, the corporate process **Assessment of Customer Satisfaction** explains how we review customer complaints and product observation and create and analyze customer surveys.

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About us ...

Our product range includes:

- Rotary screw and reciprocating compressors for compressed air and vacuum applications
- Blowers
- Dental compressors
- Portable compressors
- Compressed air dryers and filters
- Condensate drains, condensate separators
- Air receivers
- Compressor controllers
- Energy management systems
- Remote servicing (Tele-Service)
- Heat recovery systems
- Air utility systems
- Air demand analysis (ADA)
- Customer-specific compressed air solutions

With over 100 subsidiaries and sales partners worldwide, the international KAESER group is present in all major industrialized countries throughout the world. The economic areas of Europe, North America and Asia Pacific play key roles.

KAESER is internationally renowned for the high efficiency and reliability of its products and for the quality of its services. Our ground-breaking range of services has been placed at the forefront of our business activities in recent years.

The continuous, above average growth of our company can be attributed to our innovative spirit, our meticulous quality standards and our exceptionally dedicated work force. The majority of our employees have received their training at KAESER and they take advantage of continuing training opportunities to maintain the highest levels of proficiency and expertise. Global marketing activities in recent years have created and ensured jobs both at home and abroad.

Founded in 1919, the company is today managed by Mr. Thomas Kaeser and his wife Tina-Maria Vlantoussi-Kaeser.

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