

Nexans



Quality



Safety



Environment

Manual

Manual



References

International Normes
ISO 9001:2008
and
ISO 14001:2004
ISO 50001:2011

OHSAS 18001:2007



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PRESENTATION OF THE COMPANY

NEXANS SWITZERLAND LTD

As a Swiss leader in the cable industry, Nexans Switzerland offers an extensive range of cables and cabling systems to raise industrial productivity, improve business performance, enhance security, enrich the quality of life, and assure long-term network reliability.

With energy as the basis of its development, our company is a global player in the infrastructure, industry, building and Local Area Network (LAN) markets. The services of Nexans Switzerland cover the entire value chain, from upstream to downstream : research, design, manufacturing, installation and maintenance.

Nexans Switzerland employs approximately 600 people within production sites at Cortaillod (NE), Cossonay (VD) and Breitenbach (SO). Our company belongs to a Group Nexans, that employs 23,700 people, with an industrial presence in 40 countries and commercial activities worldwide.

MANAGEMENT RESPONSIBILITY

OUR VALUES

Priority Number 1: « Customer satisfaction »

Taking benefit from a large experience of our company forerunner of Telecom and Energy networks, we are today in a position to satisfy current and future needs of our customers by making a global and personalized offer.

The customer satisfaction is built on our commitment as regards:

- flexibility of the production: rapidity, adaptability
- skills of the staff: liking for a well-done work
- turnkey solutions: products (cables, cabling systems, accessories), engineering, installation

Social responsibility of Nexans Switzerland

We have stepped-up our efforts to protect the environment, control our consumption of energy, water and materials, and facilitate product recycling.

We work alongside our customers to provide solutions that enhance the safety of both people and equipment, save energy and encourage the use of clean and renewable energy.

Ethical behavior

Since December, 2008, Nexans is totally involved in the Global Compact, a world pact concluded in particular between companies and the UNO. By signing the Global Compact, we commit ourselves to promoting the principles defined by the UNO to our co-workers, suppliers and to all the partners. Thanks to this philosophy, our Group yearns, in its sphere of influence, to contribute to a more responsible world economy.

Satisfaction of our staff

The key to our success is a motivated and competent staff. To this end, our personnel policy includes:

- performance-related remuneration
- active and open-minded communication
- wide involvement, delegation of tasks and encouragement to assume responsibility regarding both objectives and results
- appropriate training

ORGANIZATION

The management board manages the company and issues instructions relating to company procedures.

The central functions common to the whole company are under the control of the Chairman of the management board.

The organizational and operational units are clearly defined.

The quality-safety-environmental system (QSE) + internal control system (ICS) is a central function, and comes directly under the control of one of the members of the management board. All of the three Nexans Switzerland sites operate under this system. (Cortailod, Cossonay et Breitenbach).

MANAGEMENT PRINCIPLES

We endeavour to manage our company relying on the following :

- **Market-oriented planning**, including strategies which are developed for different products, markets and services, which fully involve and commit the managerial staff concerned
- The resulting **missions, objectives and operational guidelines** that are documented, and regularly reviewed and updated
- A **quality/health & safety/environmental/energy** system in conformity with ISO 9001, 14001, 50001, OHSAS 18001 standards.
- **Risk Management according to Article No 663b of Swiss Legislation**
- **Internal Control System** in accordance with Article No 728 of Swiss
- **Code of Ethics and Business Conduct** by Nexans signing the United Nations Global Compact
- **Collective Work** agreement within the association of Swiss engineering industry Swissmem

RISK MANAGEMENT AND INTERNAL CONTROL SYSTEM (ICS)

At Nexans Switzerland, an organization of risk management aims to identify and evaluate the main risks, as well as to take appropriate measures in order to bring under control their impact on our company's development. A regular risks analysis contributes to the protection of our staff and our assets, as well as to the perpetuation of our activities and our profit.

The system of internal control consists of all activities, methods and measures that assist the management of our company in their efforts to conduct the business in an efficient and effective way, to comply with the law, with official rules and regulations and to guarantee the accuracy of financial reports. We evaluate the efficiency of the ICS in different fields through internal audits.

QUALITY, SAFETY, ENVIRONMENT POLICY

We are fully aware of our responsibilities in matters regarding quality, safety, security and the environment. Our policy in these areas is aimed at the improvement of our services and cost reduction, with a view to customer satisfaction.

Quality, security and the environment concern all of the departments, activities and personnel of our company, and are not just limited to the manufacturing and products sector.

The quality and reliability of our products and services provided must comply with the following conditions.

They should:

- meet the customer's requirements and needs
- be produced at the lowest possible cost
- be delivered within the stated deadline

Our in-house policy is to encourage and show consideration for the safety and health protection of our employees.

A conscious management of the environment is an integral part of our company policy and management.

We are committed to complying with legal requirements and to making an ongoing effort to improve our environmental performance, taking the economic feasibility of the latter into account.

We manage environmental aspects and impacts in a targeted, coordinated manner. We train our employees and provide them with all the necessary information so that they are able to assume the responsibility for environmental protection in the course of their daily work.

OBJECTIVES

The main objectives of our company's executive management are the following:

- safety of persons and goods
- endeavour to prevent accidents
- respect of environment
- efficient use of resources and energy
- transparency, control and efficiency in all customer-customer procedures, from the offer to the after-sales service
- rapid detection and elimination of any problems
- focus on continuous improvement
- cost reduction
- full control of production and inspection processes
- adequate training for each employee
- good customer-supplier relations, both within the company and outside.

DOCUMENTATION OF THE QSE + ICS SYSTEM

The documentation described in the scope of the QSE + ICS system is in full alignment with our quality policy and our quality objectives.

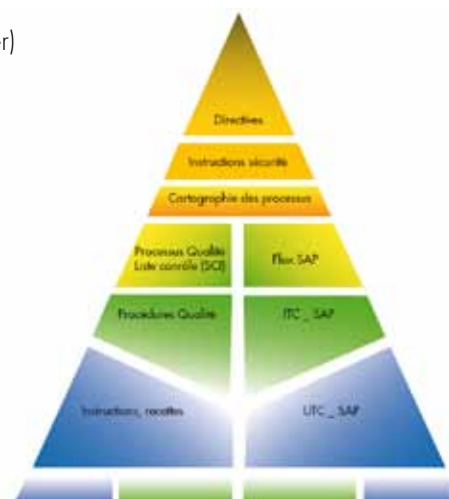
The extent and the level of details are appropriate for the complexity of the tasks, for the methodologies applied, as well as for the level of competence and qualification of the persons in charge of these tasks.

Control of documents and electronic data

The handling of documents and electronic data is based on the guidelines, which deal with the issue, identification, approval, distribution, updating and archiving of the documents used within the company and with the backup of computerised data.

Structure of documentation system

- Policies (including Manual for customer)
- Security instructions
- Processes
- Procedures
- Instructions
- Production processes



QSE + ICS SYSTEM REVIEWS

The QSE system is reviewed each month with a member of our management board.

The review is based on the following documents:

- instructions
- minutes of QSE system meetings
- internal audit reports including the follow-up of corrective actions
- reports of audits carried out by a customer or by an external institution
- reports from the QSE department and annual action plans
- all documents useful in the evaluation of the system, for example the assessment of customer satisfaction and the quality-safety environmental reports

Comments resulting from a review of the QSE system are recorded in the minutes of the meeting of the management board

The SCI system is reviewed every six months by the SCI committee with the participation of a member of the management board.

RESOURCE MANAGEMENT

- **Human resources**
(personne, training, internal communication)
- **Infrastructure**
(installations and building)
- **Finance**
(including purchasing and Information Systems)

HUMAN RESOURCES (HR)

The competence of Nexans Switzerland is a result of combined competence and capability of each and every member of our staff

Personnel Management

The central Human Resources Department is responsible for personnel management.

This department prepares and updates organisational charts of our company, job descriptions and evaluations, qualification of personnel (salaries and function levels), as well as personnel files (hiring and follow-up, rate of absenteeism, training, personal objectives, etc.).

Personnel training

The various types of training provided by our company are:

- Continuous training
- Quality-safety-environmental training
- Computer training
- Training of internal and external installation personnel
- Training of warehouse personnel
- Training of apprentices

Training management is coordinated by the Human Resources Department.

INTERNAL COMMUNICATION

Information is communicated to our staff via:

- notice boards
- in-house newspaper
- informative meetings
- internal meetings
- works council
- company's intranet site

INFRASTRUCTURE (maintenance)

The Technical Department of Nexans Switzerland is in charge of:

- purchasing and putting new installations into operation
- regular upkeep and maintenance of the production installations
- maintenance of the buildings and of the infrastructure
- monitoring and optimization of natural resources and energy consumption
- follow-up of environmental measures carried out by official bodies
- safety of production sites and buildings

FINANCES

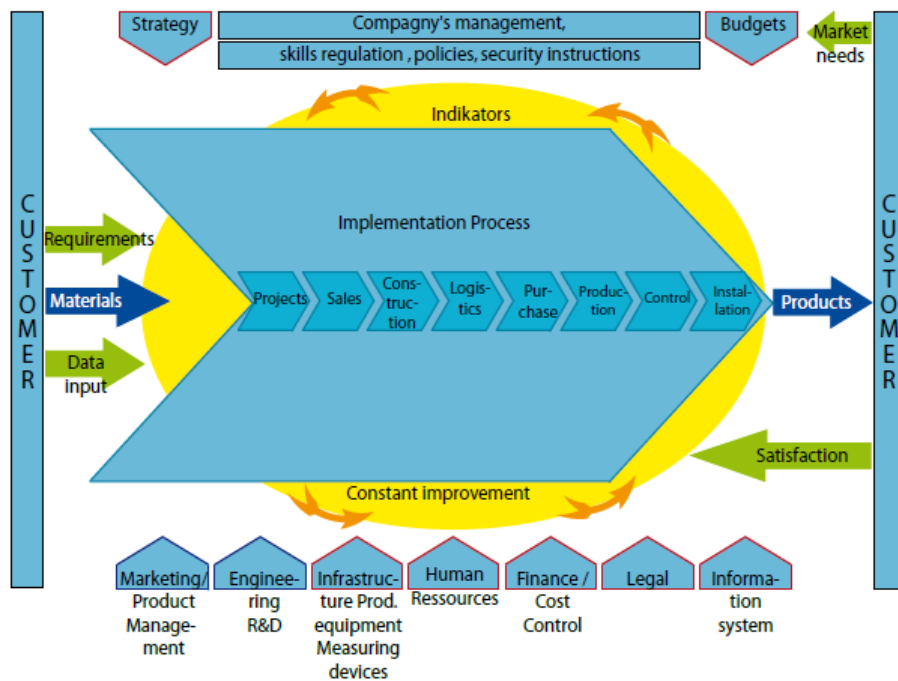
The responsibilities of the central Finance Department are defined in the company manual. An operational review is periodically carried out by the management board.

Cost Control establishes financial and commercial indicators, as well as production, quality, security and environment indicators in order to make available to our management board all the necessary information for decision making.

PRODUCT MANUFACTURING / OPERATIONAL CONTROL

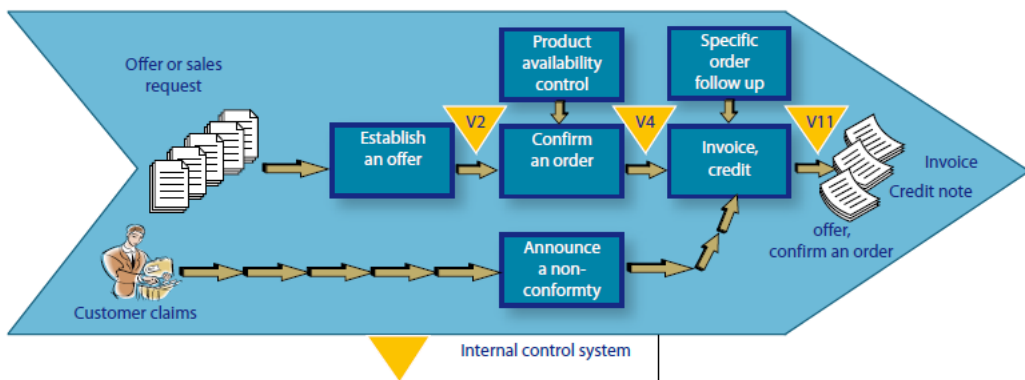
PROCESS MANAGEMENT

At Nexans Switzerland macro-process management customer-customer is subdivided into main processes and sub-processes which are assigned to the persons who are in charge of their planning, control and improvement, and of the documentation necessary to ensure compliance with the relevant documents and records.



INTEGRATION OF INTERNAL CONTROL SYSTEM IN A PROCESS

SALES Process



MANAGEMENT OF MODIFICATIONS

In our company any modification regarding the characteristics of a product (materials, construction, dimensions), a process (adjustment parameters), a system (organization, follow-up of operations) or a document (procedure, work instruction, etc.) is submitted to the designer of the product or to the person in charge for:

- checking and approval of the modification
- if necessary, test and verification of the characteristics of the product/process
- adaptation of relevant documents and data
- identification and traceability
- depending on the case, contact with the customer or with the supplier
- transmitting information to the departments concerned by the modification

The validation of the modification is duly documented.

MANAGEMENT OF MEASURING, INSPECTION AND TEST EQUIPMENT

The measuring, inspection and test equipment which is used within our company or on our customers' premises and which affects the quality of our products is periodically inspected and calibrated. The results of the inspections are recorded.

Responsibilities and tasks

Each department of Nexans Switzerland is responsible for keeping the electrical measuring, inspection and test equipment used by its various units in good working order. The persons in charge check the accuracy of the readings and measurements provided by the equipment through calibration carried out at regular intervals in conformity with the relevant instructions.

Gauges and measuring, inspection and test equipment which are «nonelectrical» or which are specific to a particular activity are inspected at regular intervals by a designated specialist or by an external company.

MANAGEMENT OF NONCONFORMITY

In order to ensure an effective functioning of our quality system we strive to bring the nonconformities and customer complaints under control. Identification, documentation, evaluation of the nonconformities and corrective actions contribute to this control. The methodology is defined in an ad hoc policy.

Handling customer complaints

A complaint can be announced by each person having dealings with a customer. At Nexans Switzerland every complaint is recorded, evaluated and followed-up by a clearly defined responsible that keeps customer informed on the measures taken.

Handling internal nonconformities

Every member of our staff can detect a nonconformity, from the goods arrival to the delivery of the final product. It is announced, recorded and appropriate measures are immediately taken. The product is identified as "unconformable".

Products which upon arrival are found to be in nonconformity with specifications are sent back to the supplier through the Purchasing Department with a claim, or are sent back to the customer if the faulty goods have been supplied by the latter.

Products which are found to be in nonconformity with specifications during production or upon final inspection are reinspected following repair and are released if they then conform to specifications.

Products which are declared to be in nonconformity with specifications are on no account delivered to a customer.

The results of negotiation conducted with a customer are communicated by the Sales Department to the departments concerned.

MANAGEMENT OF ENVIRONMENT

Environmental aspects connected with our activities are listed, weighted and followed-up with the primary purpose of meeting legal requirements.

Significant environmental aspects are part of the objectives of our company; they are followed-up within the program aiming to improve the use of natural resources and energies and to reduce the emissions that impact the ecological balance.

MANAGEMENT OF SAFETY

The dangers connected with our activities which could influence the health and the safety of persons are analysed and appropriate measures are put in place so as to reduce the risks. Safety audits and follow-up of incident reports allow us to be proactive and reduce undesirable events (nonconformities)

MEASUREMENTS, ANALYSES AND IMPROVEMENTS

ASSESSMENT OF CUSTOMER SATISFACTION

Customer satisfaction is assessed at Nexans Switzerland on the basis of the following criteria :

- deadline ←————→ late deliveries
- quality ←————→ QSE Department's reports on nonconformities
- inquiry customer satisfaction ←————→ Sales+ programm

The results are discussed at the management board meetings, and are used as a basis for proposing improvements.

AUDITS

Internal audits

The efficiency of the quality, safety and environment system is periodically verified through internal audits carried out by the QSE Department, forwarded to the management board.

The organisation of our internal audits is documented as follows:

- a) Planning of the internal audits
This document, which is revised by the QSE Department at the beginning of each year, defines the audit period planned for each department within the company in order to ensure an audit every 3 years.
- b) Form of the internal audits
Audits are carried out according to a specific form, in conformity with the company manual and guidelines. This document is used by the QSE Department as a basis for carrying out the audits, in conjunction with the work instructions.
- c) Internal audit report
Each audit is followed by a report from the QSE Department. Any deviations found are noted and corrective measures are proposed, and a deadline is set for their execution.

The audit report is transmitted to a member of management board, to the plant manager and to the heads of the departments concerned.

When the deadline set for the execution of the proposed corrective measures has elapsed, the said measures are checked by the QSE Department. The situation is revised within the « quality, safety, security and environment » meetings.

External audits

They concern:

- SGoods security, (assets, operating losses, major accident, bad weather)
- Environment,
- Audit of processes,
- Audits of product,
- ICS Audit

Auditors

At Nexans Switzerland, the internal audits are carried out by the following auditors:

Internal

- Responsibles of QSE department assisted by correspondents of production sites

External

- representatives of a customer
- an accredited organisation for follow-up visits and for renewal of the certificates
- Corporate or a mandated body
- official bodies

ASSESSMENTS

Product assessment

- The purchased products are inspected on the basis of the product specifications, which were sent to our suppliers with the purchase order.
- The products manufactured by Nexans Switzerland are inspected on the basis of our internal product specifications or of applicable standards.

The results are recorded and analysed by the inspection labs concerned in order to meet customer requirements and to ensure that they comply with environmental and security regulations.

Processes assessment

The processes are inspected by the persons in charge at Nexans Switzerland. The monthly reports submitted to our management board provide the possibility to analyse the deviations and continuously update and improve the processes with the aim of providing customer satisfaction, and ensuring that they comply with environmental and security regulations.

Environmental assessment

Natural resources and energy, as well as solid and gaseous emissions reports allow us establishing environmental indicators in order to follow up and improve our performance

Health and safety assessment

At Nexans we undertake thorough investigations of all accidents and incidents in order to be in a position to take all necessary measures to minimize risks of recurrence.

DATA ANALYSIS AND CONTINUOUS IMPROVEMENT

In order to ensure and maintain the highest possible quality, safety, security, environment level, at Nexans Switzerland the data collected and the defects or anomalies detected at all phases of the customer-customer process are listed and analysed by the departments concerned and by the QSE Department. Cost Control processes the data submitted each month to the management board, which is additionally provided with the following data:

- financial indicators
- sales
- deadline respect
- machine workloads and productivity
- stocks
- waste
- nonconformity
- accidents
- absenteeism
- water, electricity, fuel consumption

