

QUALITY AND ENVIRONMENT MANUAL



Number: FQA4003807

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This Quality and Environment Manual is recorded and updated in the « Quality » database of EXTENDE, a copy of which is accessible on demand. The original digital version prevails. Printed states are not controlled.

A. Purpose of the quality manual and application field of the quality and environmental system

Purpose of the document:






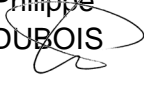






- Explain the functioning of our company
- Introduce our company and its quality and environmental commitments

Reference document:

- ISO 9001 version 2015 norm
- ISO 14001 version 2015 norm

Application field of the Quality and Environment Management System (SMQE):

- The stated SMQE covers the whole range of our activity (Distribution of simulation and analysis software, design of innovative products, training, consulting and technical support in the area of Non Destructive Evaluation) except R&D collaborative projects
- The quality management system is applicable to every branch of EXTENDE S.A. (headquarters in Massy and branches in Grenoble & Bordeaux)
- The environmental management system is only applicable to the offices in Massy (14 Avenue Carnot, 91300 MASSY)

Date of application	Revision	Reason of the revision	Established by	Verified by	Approved by
08/23/2011	00	Translated from the French Quality Manual ENDE10Q024_01	Nicolas DUBOIS 	Fabrice FOUCHER 	Philippe DUBOIS 
19/01/2021	18	Update of quality & environment commitment & LRQA logo	Fabrice FOUCHER 	Nicolas DUBOIS 	Philippe DUBOIS 
16/02/2021	19	Update of quality and environment commitment and application domain	Fabrice FOUCHER 	Nicolas DUBOIS 	Philippe DUBOIS 
06/07/2022	20	Environment added in footpage	Fabrice FOUCHER 	Nicolas DUBOIS 	Philippe DUBOIS 

B. Introduction to the company

1. History

EXTENDE mission is to carry the benefits from simulation and NDE development methodology toward companies.

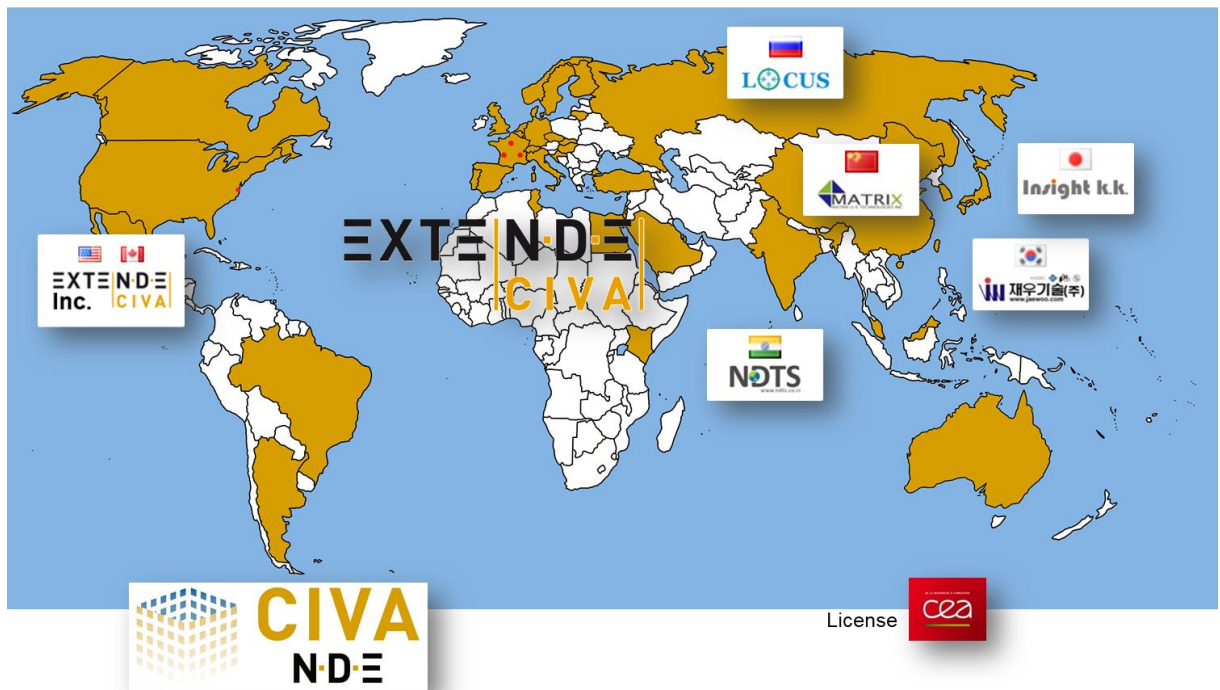
2. Our job

Imbued with a strong knowledge of the physics related to NDE techniques, simulation experts and gifted with an operational experience in methods development and control equipment, we accompany our clients in their approach of NDE development, improvement or expertise.

This accompanying aims at reducing the cost of this approach and improving its quality level. Understanding the physical phenomenon involved, identifying the influent parameters, reducing their impact on the result are the fundamental elements which allow us to reach to this goal together with our clients.

3. Geographical repartition

2022 – CIVA users : 300 companies in 41 countries



C. Quality and Environmental Commitment and Policy

The mission of EXTENDE is to bring the benefits of NDE simulation, innovative products, and development and analysis methodology toward companies worldwide and across all industrial sectors. Our essential purpose is the preservation of structures and, consequently, of the environment. Our commitment in simulation further adds to the preservation of the environment.

We are the exclusive distributor of the simulation software CIVAnde[®], worldwide leader, and creator of the TraiNDE brand of innovative tools and simulators for the training of NDE operators. We are at our clients' disposal to bring them technical support, adapted and high-level training, consulting support or expertise, and innovative solutions answering their needs.

Based on the results of the Environmental Analysis but also on listening to our clients, the quality & environmental policy is defined by the Direction as the strategy to steer its integrated (quality & environment) management system. It is the driving element of its application and improvement.

Our fundamental values are to allocate absolute priority to our clients' service, to listen actively to their problematic, thus allowing us to identify their expectations together, to guarantee them confidentiality, to bring the greatest rigor in accomplished tasks, and to keep real technical humility toward encountered difficulties and challenges.

Our availability, our reactivity, a real technical expertise and efficient communication must allow us to answer to our clients' needs and allow everyone's skills to progress.

Our main axes of development go through an increase of the users' community of our products, CIVAnde[®] and TraiNDE[®], and a sustained and efficient activity in the domains of training courses, R&D and consulting. It is also fundamental to ensure a high level of satisfaction from our clients, and to maintain and develop the NDE expertise level of our collaborators in a tightly knit and motivated team. This activity must grow while constantly trying to reduce our environmental impact, especially through the limitation and the compensation of our CO₂ emissions and the prevention of pollution (good practices chart and waste management).

In 2021, we released a new product developed internally, TraiNDE RT. Our clients' satisfaction and their trust in our consulting services, as well as the release of a new version and new modules for CIVA, have led to a very significant increase of the turnover.

Year 2022, the thirteenth year of EXTENDE, must make this strong increase of turnover durable. Conferences have been delayed once again, but the version 1.3 of TraiNDE UT, CIVA 2022, and the new "Oil & Gas" and "Data Sciences" modules will be real assets. Our commercial and marketing actions are being polished and strengthened, and the selection of new distribution networks shall help us reach our objectives.

Together, we will explore new development ideas, innovative as always, and assuredly bold. We must keep drawing the picture of "EXTENDE 2025", in which our skills, the needs of our clients and the latest scientific progress must meet to bring efficient solutions.

As the General Manager of EXTENDE, to that end, I commit to providing the means and resources required to achieve this policy and, in particular, to continue to improve our quality management system following the ISO 9001 referential, and our environmental policy following the ISO 14001 referential. By the end of the year, our system will go through a renewal audit, which will be valid for three more years.

The Quality Coordinator and the Environmental Supervisor designated by the management have authority to ensure their setting up and improvement. EXTENDE's Environmental Supervisor monitors regularly the conformity of the system with the regulatory and legal texts entering in the perimeter of their activities. In this respect, they will periodically inform us of their smooth functioning and efficiency.

I am counting on everybody and everyone's commitment to let this ambition and this will enable us to improve our efficiency, and to have lasting and quality relationships with our clients, partners, subcontractors, suppliers and with our environment.



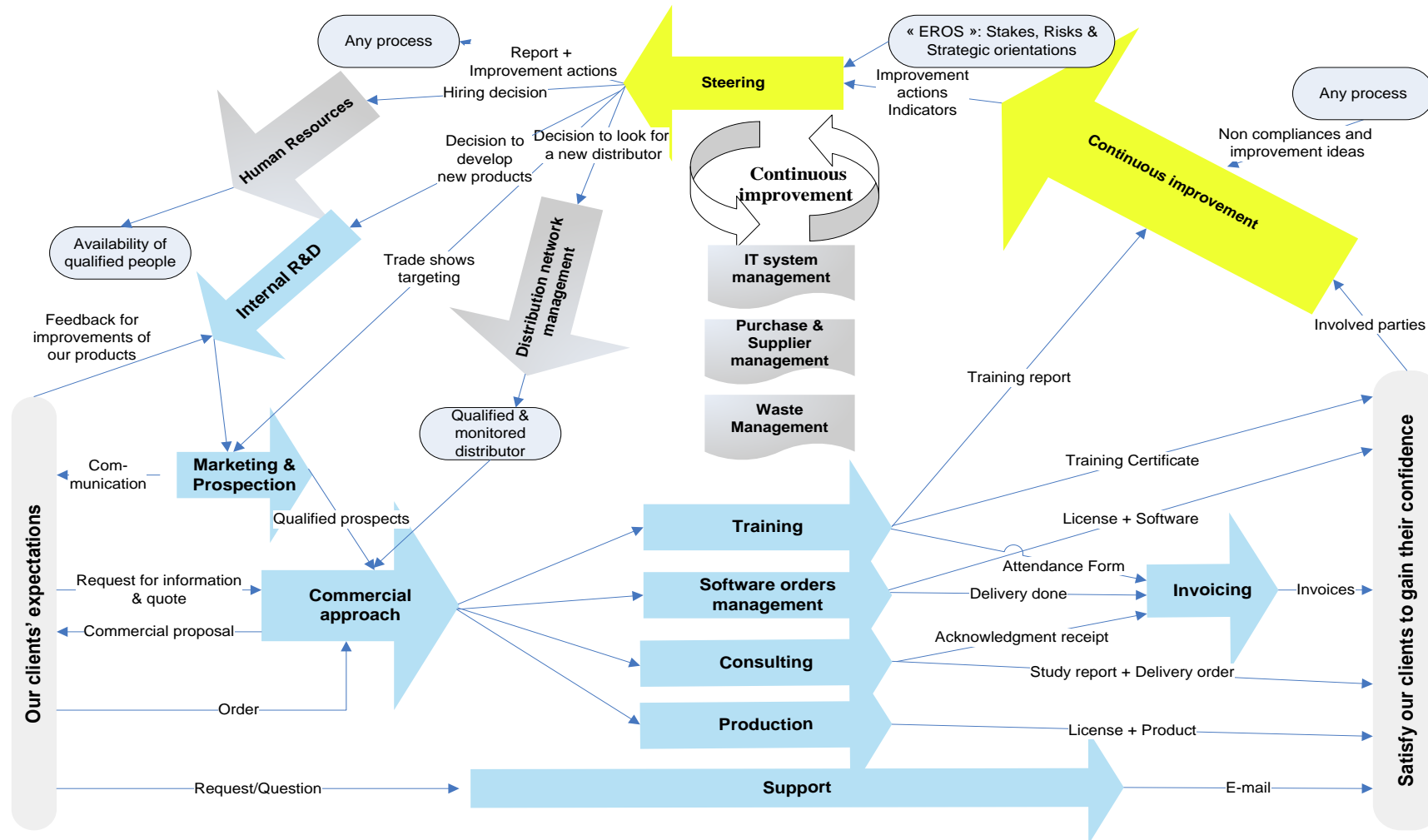
Philippe Dubois
General Manager

D. Organization chart



E. Processes Cartography and Interactions

The cartography below describes the organization of the quality & environment management system existing within EXTENDE as well as the interactions between the different processes.



F. Quality management at EXTENDE

The Quality Management System of EXTENDE has been certified ISO9001 in December, 2011. The integrated Quality and Environmental Management system has been certified ISO9001 and ISO14001 in January 2014, and then has been re-certified following ISO 9001 & ISO 14001 version 2015 in January 2017 and January 2020.

The registration number is FQA4003807, the ISO 9001 & 14001 (respective references 10240343 and 10240345) certificate will expire on the 5th January, 2023.



Current issue date: 6 January 2020
Expiry date: 5 January 2023
Certificate identity number: 10240344

Original approval(s):
ISO 9001 - 6 January 2017

Certificate of Approval

This is to certify that the Management System of:

EXTENDE

14 Avenue Carnot, 91300 MASSY, France

has been approved by Lloyd's Register to the following standards:

ISO 9001:2015

Approval number(s): ISO 9001 – 0043160

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

The scope of this approval is applicable to:

Distribution of specific software, training, technical studies and supports, in the area of non destructive testing.

This certificate is a continuation of a previous approval from another certification body as follows:

Previous original ISO 9001 approval on 16-Dec-2011, certificate number 2011102791

Certificate of Approval

This is to certify that the Management System of:

EXTENDE

14 Avenue Carnot, 91300 MASSY, France

has been approved by Lloyd's Register to the following standards:

ISO 14001:2015

Approval number(s): ISO 14001 – 0043161

The scope of this approval is applicable to:

Distribution of specific software, training, technical studies and supports, in the area of non destructive testing.

This certificate is a continuation of a previous approval from another certification body as follows:

Previous original ISO 14001 approval on 16-Dec-2011, certificate number 2011102791

G. List of processes and procedures

There is a list of applicable documents (LDA) referencing all the documents of the quality and environmental management system (Quality Manual, Processes) as well as the documents' models, instructions and tracking charts essential for the company to work. The « EROS » document details the strategic orientation set up by EXTENDE to fulfill its main concern and master the induced risks. It also describes the respective expectations with the involved parties relevant for EXTENDE.

For each process, a pilot is designated in order to implement and verify its application, efficiency, its consistence with the goals and concerns of the company, and to initiate its continuous improvement. The name of the pilot is mentioned in the documentation of the process.

An environmental good practices chart and an ethical chart have been established with the participation of all the EXTENDE team.

Process	Aim	Documented by procedure
Realization process		
Internal R&D	Create new products & Services, or improve existing ones	« ENDE16Q033 Internal R&D »
Marketing & Prospection	Help promote EXTENDE's products in order to generate business opportunities Make EXTENDE known Enrich contact database Increase the number of qualified contacts with potential project	« ENDE11Q011 Marketing & Prospection »
Commercial approach	Obtain orders Secure the loyalty of clients	« ENDE11Q012 Commercial approach »
Software orders management	Ensure delivery to the client before the deadline with all required information to have the software working	« ENDE11Q018 Software orders management »
Training	Make it so that the client has acquired the skills allowing them to use the software in an autonomous manner	« ENDE11Q017 Training »
Consulting	Respect any commitment taken toward the client Respect the established budget Ensure permanent communication with the client	« ENDE11Q009 Consulting »
Production	To ensure the preparation and the delivery of products conform to the defined quality level	« ENDE19Q036_Production »
Support	Bring the best answer possible to the client's request. Respect contractual deadlines regarding the handling of the client's request	« ENDE11Q007 Support »

Invoicing	Prepare correct invoices Obtain the client's payment before the contractual deadlines	« ENDE11Q008 Invoicing »
Continuous improvement process		
Continuous improvement	Collect, analyze and handle malfunctioning Decide of efficient improvement actions	« ENDE11Q033 Continuous improvement » includes: internal audit, non-conform product mastery, corrective actions and preventive actions mastery, monitoring of the clients' satisfaction, capitalization of know-how, emergency situation response»
Steering	Have a synthesis of factual elements to make decisions	« ENDE11Q023 Steering » Contains the steering procedure, the regulations and conformity monitoring procedure, the significant environmental aspects identification procedure
Resources process		
Human resources	Ensure appropriateness between the skills needed by the company and people Make it so that people can achieve fulfillment in their job	« ENDE11Q010 Human resources management »
Distribution network management	Make it so that distributors increase the sales volume of the CIVA product	« ENDE11Q028 Distribution network management »
Procedures		
Purchasing	Ensure the mastery of providers which have an impact on clients' satisfaction. Keep track of major purchases relative to environmental aspects Bring our providers to adhere to the environmental process	« ENDE11Q027 Provider Evaluation / Purchasing »
IT management	Ensure the preservation of numerical data	« ENDE11Q051 IT management »
Waste management	Reduce, reuse or recycle the waste produced in order to lessen EXTENDE's environmental impact	« ENDE13Q044 Waste management»