

QUALITY AND ENVIRONMENT MANUAL



10487010



10487008

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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
- ISO 19443 version 2022 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 (applying ISO 9001 standard) is applicable to every branch of EXTENDE S.A. (headquarters in Massy and branches in Grenoble & Bordeaux).
- The environmental management system (applying ISO 14001 standard) is only applicable to the Massy headquarter (14 Avenue Carnot, 91300 MASSY).
- The quality management system eligible to ISO 19443 certification is driven by the Massy headquarter and only covers the following area: Study and technical support in the field of Non Destructive testing for the nuclear industry.
Exclusions: Chapter 8.3 of the ISO 9001 standard, “Conception and development of products and services”, only applies to the internal R&D process of EXTENDE. Within the framework of a consulting study, when the study relates to the design of an inspection device or method, the deliverable from EXTENDE will only be one element of an ensemble of technical specifications which will be integrated in a more global realization process by the entity responsible for its design, production, and validation, entirely outside the control and responsibility of EXTENDE. Thus, EXTENDE considers that it does not perform any “design” activity as defined by the norm within the framework of its consulting activity. As a result, chapter 8.3 is not applicable within the scope of ISO 19443. Moreover, EXTENDE points out that no subcontracting is involved within the framework of any nuclear consulting study that may involve ITNS item.

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
17/06/2024	23	Integration of ISO19443 requirements	Fabrice FOUCHER	Nicolas DUBOIS	Philippe DUBOIS
08/11/2024	24	Clarifications regarding the area of application, the organization chart, and the cartography of processes	Fabrice FOUCHER	Nicolas DUBOIS	Philippe DUBOIS
23/01/2025	25	Update of the Quality policy for 2025 and precisions regarding the application domain of ISO19443	Nicolas DUBOIS	Fabrice FOUCHER	Philippe DUBOIS

B. Introduction to the company

1. History

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

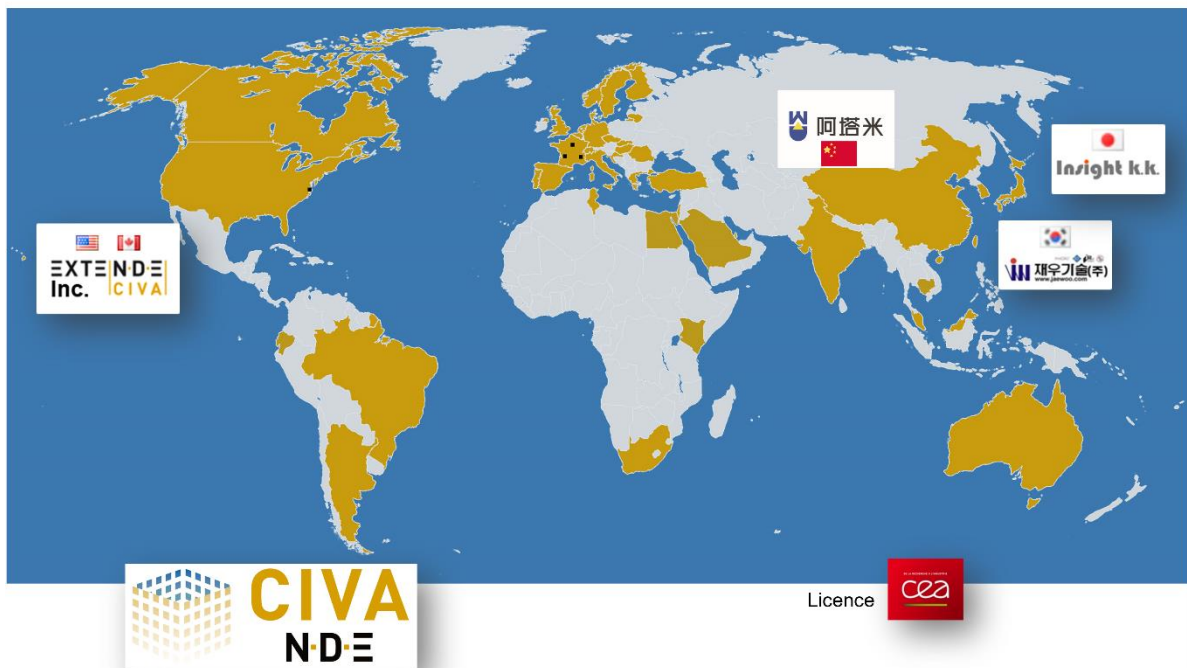
2. Our job

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 this goal together with our clients.

3. Geographical repartition

2025 – CIVA users: 330 companies in 42 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, nuclear safety, and, consequently, the preservation 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 TrainNDE[®] 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, an ever-questioning attitude, a strong nuclear safety culture, our independence, and efficient and open 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 TrainNDE[®], 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). This activity must also grow while trying to reduce risks, to detect any fraud, counterfeiting, or signaling anything suspicious while respecting our ethical chart.

Despite an uncertain situation at the national and international level, the team has brought in new talents in 2024 and restructured itself to be able to face new challenges. TrainNDE settled among the recognized and useful innovative products, CIVA remains a worldwide reference, and our studies and methods enabled significant advancements in performance demonstration based on simulation.

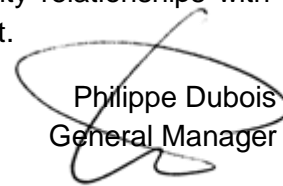
Year 2025, the sixteenth year of EXTENDE, will allow the first international conference on CIVA and organized by EXTENDE to be held. New versions of TrainNDE and CIVA will be deployed, our information system and computing capabilities will be further secured and enhanced. Our works on AI will allow us to explore the future products and services of EXTENDE. Finally, our ISO 19443 certification will be validated, and we will confirm our profitability.

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 and ISO 19443 referentials and taking the

Qualiopi criteria into account for our training activity, and our environmental policy following the ISO 14001 referential. I commit to ensuring that nuclear safety is never compromised by other interests.

The Quality Coordinator, the Nuclear Safety Referent, the Information System Safety Manager, 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 falling within the perimeter of their activities. In this respect, they will periodically inform us of their smooth functioning and efficiency.

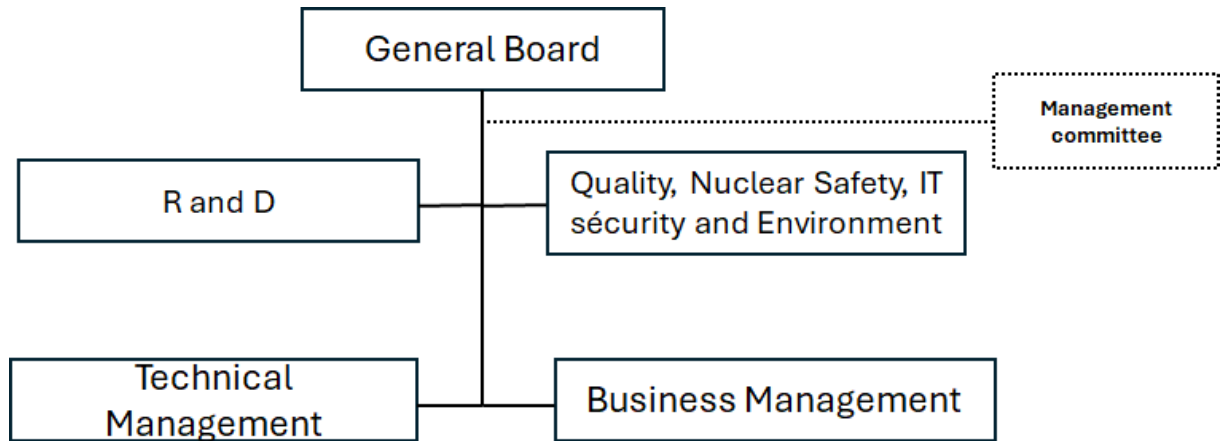
I am counting on everybody and everyone's commitment to let this ambition and this will enable us to improve our efficiency, and to have lasting and quality relationships with our clients, partners, subcontractors, suppliers and with our environment.



Philippe Dubois
General Manager

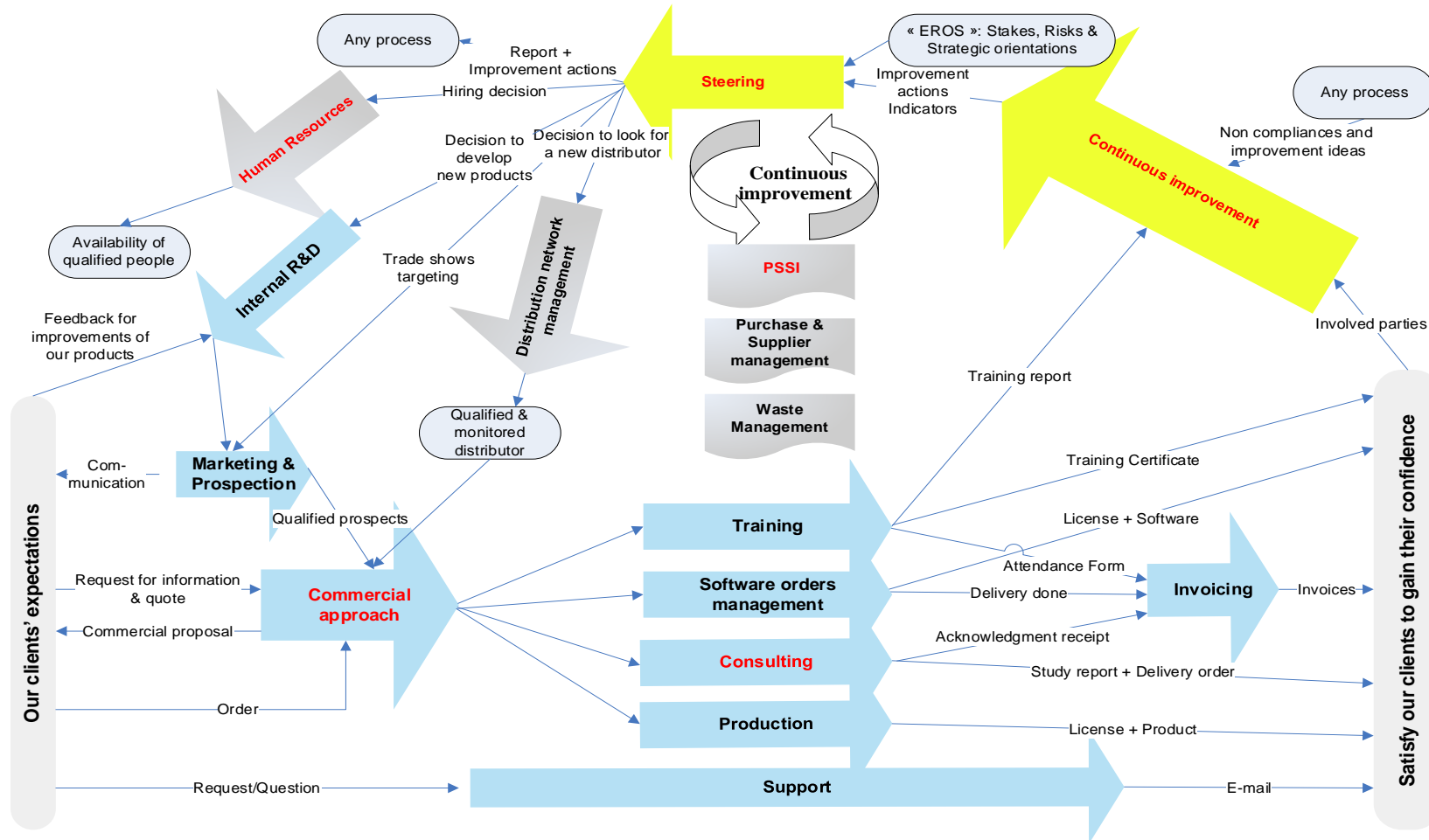
Note from the Direction ENDE25DIR001 cancelling and replacing note ENDE24DIR006

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. The processes in red fall under the scope of the ISO19443 standard.



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, 2020, and 2023.

The registration number is FQA4003807, the ISO 9001 & 14001 (respective references in French and English: 10487009-10487010 et 10487007-10487008) certificate will expire on the 5th of January 2026.



10487010



10487008



Current issue date: 6 January 2023
 Expiry date: 5 January 2026
 Certificate identity number: 10487010

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 LRQA 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

Paul Graaf

Area Operations Manager, Europe
 Issued by: LRQA Limited



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Current issue date: 6 January 2023
Expiry date: 5 January 2025
Certificate identity number: 10487008

Original approval(s):
ISO 14001 - 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 LRQA to the following standards:

ISO 14001:2015

Approval number(s): ISO 14001 – 0043161

The scope of this approval is applicable to:

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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 consistency 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 »
PSSI	PSSI means "Politique de Sureté du Système Informatique" which stands for the "Security Policy of the IT System. It describes the management of the IT system and all rules allowing to ensure the preservation, availability and confidentiality of data	« ENDE24Q095 PSSI »
Waste management	Reduce, reuse or recycle the waste produced in order to lessen EXTENDE's environmental impact	« ENDE13Q044 Waste management»

H. Answers to the specific requirements of ISO 19443 norm

ISO19443 norm leads to the implementation of specific actions. The table below lists the main arrangements implemented in the Quality Management System of EXTENDE to answer to the requirements. IPSN is the French acronym (“Important Pour la Sureté Nucléaire”) for the English one ITNS (“Important To Nuclear Safety”).

ISO 19443 specific requirements necessitating additions to our SMQE	Actions implemented	Reference document
<p><u>Leadership and commitment:</u> Nuclear safety imperatives are a priority and are not compromised by other interests. External and internal stakes must include the considerations relating to nuclear safety. The direction designates a member of the management team to be responsible for matters pertaining to nuclear safety.</p>	<ul style="list-style-type: none"> - Commitment from the Direction - Direction Review and strategic Orientation, Stakes and Risks - Manager of nuclear safety matters 	<ul style="list-style-type: none"> - ENDE10Q024 (Quality manual) - ENDE21Q001 (OSER) - ENDE24DIR002
<p>The organization must break down ITNS products and services into ITNS articles and activities.</p>	<ul style="list-style-type: none"> - “Identification of ITNS” analysis flowchart - “Consulting” launch documents 	<ul style="list-style-type: none"> - ENDE11Q009 Consulting Process - Document template “Consulting” (launch)
<p>The organization must define a graduated approach toward ITNS.</p>	<ul style="list-style-type: none"> - Processing ITNS brought forward by the “Identification of ITNS” analysis flowchart - “Consulting” launch documents 	<ul style="list-style-type: none"> - ENDE11Q009 Consulting - Document template “Consulting” (launch)
<p>The organization must give proof that all production, surveillance, and measurement activities have been performed as planned.</p>	<ul style="list-style-type: none"> - “Reinforced” technical control and associated traceability 	<ul style="list-style-type: none"> - Template “Protocole_CT_IPSN”
<p>When design tools (for example computation codes or digital models) are used, the organization must demonstrate that these are appropriate for the intended use. The organization must take the demonstration of conformity to the requirements applicable to products and/or services and the capacity of the processes to achieve the intended results into account. The organization must ensure that the processes, products, and services</p>	<ul style="list-style-type: none"> - Processing ITNS brought forward by the “Identification of ITNS” analysis flowchart - Validation of output elements (study launch and restitution) - Declaration of conformity 	<ul style="list-style-type: none"> - Document template “Consulting” (launch and presentation of results) - Delivery Note template for studies in nuclear domain

<p>provided by third party providers do not compromise the organization's ability to always provide conform products and services to its clients. The verification process must take the critical characteristics of the items or commercial activities into consideration. The release of products and services must be accompanied by a declaration of conformity.</p>		
<p>Individuals involved in the realization of ITNS products or services must be trained in the importance of their tasks, including potential consequences on nuclear safety of a mistake in their activities.</p>	<ul style="list-style-type: none"> - Reinforcing safety culture within the company 	<ul style="list-style-type: none"> - <i>Training plan</i> - <i>ENDE11Q010 GRH Process</i>
<p>Quality objectives should include nuclear safety, so that it is integrated into continuous improvement.</p>	<ul style="list-style-type: none"> - Identification of a performance indicator associated with studies that include ITNS - Potential non-conformities and improvement opportunities related to ITNS activities are integrated into the continuous improvement process 	<ul style="list-style-type: none"> - <i>List of indicators</i> - <i>Tracking of indicators</i> - <i>ENDE11Q033 Continuous Improvement Process</i>
<p>The organization must defend against CFS articles at all levels of operational activities.</p>	<ul style="list-style-type: none"> - "Reinforced" technical control and associated traceability 	<ul style="list-style-type: none"> - <i>Template "Protocole_CT_IPSN"</i>