



# MANAGEMENT SYSTEM

KLINGER Finland Oy

ISO9001 » ISO14001 » OHSAS18001



# KLINGER FINLAND AS A COMPANY

KLINGER Finland Oy is a versatile import company in the technical trade sector. We help our customers improve their operating efficiency by together developing thorough and cost-effective solutions, which enable them to reach their targets. High-quality products, leading expertise as well as friendly and flexible customer service form the basis of our operations. We have practiced our business since 1940. Today, we employ ca 100 persons. Our office, production, and warehouse facilities are located in Masala, Kirkkonummi.

The largest sector of the company, valve and gasket wholesale, brought about the KLINGER Group that became a co-owner of the company in 1980 and today is the sole owner. KLINGER was established in 1886 and has ever since always been an independent family-owned company. The KLINGER Group of today is a market-driven network of independent companies, which cooperates globally to offer modern and high-quality industrial solutions to its customers. The KLINGER Group offers strong international expertise and operational background to companies.

KLINGER Finland's product portfolio includes:

- » Industrial valves and accessories, valve assemblies, industrial field instruments, automation components, surveillance cameras, measuring devices and technical services
- » Marking equipment and their consumables as well as technical services and service contracts related to the product marking and packaging sectors
- » Industrial seals and gaskets, gasket materials, glass fibre fabrics, cutting shop services and technical services



# POLICIES & GOALS

KLINGER Finland takes pride in being a responsible company. Responsible business operations cover economic, environmental and social responsibilities, which at KLINGER Finland are all based on the principles of sustainable development. As a part of responsible business operations, KLINGER Finland Oy has a certified management system based on ISO9001 Quality Management System, ISO14001 Environmental Management System, and OHSAS 18001 Occupational Health and Safety Management standards. The company management is committed to the management system and the entire personnel has been given orientation training of it. As a complementing element of the environmental system, the company is also committed to following the principles of the Motiva's Energy Efficiency Agreements cooperation.



## QUALITY » ISO9001

Quality is made of the core values of the company.

The company has set quality goals from four different perspectives: customer, economy, processes, and personnel. Quality targets are included in the company's balanced scorecard (BSC).

Quality is made of the core values of the company:

- » We take care of our customers and each other
- » We follow ground rules
- » Continuous improvement

## ENVIRONMENT » ISO14001

KLINGER Finland acknowledges the environmental impact of its operations and aims to adapt them according to the principles of sustainable development in order to prevent any adverse impact of its operations. We continuously improve our environmental systems considering the needs of our customers. We encourage our personnel to work in a manner in which everyone bears responsibility for the environment and actively develops the environmental responsibility of their organisation i.e. through communication and training.

Environmentally responsible actions are supported and encouraged. KLINGER Finland follows the environmental legislation and demands it also from its partners.

Our environmental goals include:

- » reducing energy consumption (electricity, water, heat, fuels)
- » improving recycling and reducing the amount of waste ending up in landfills
- » considering the environmental aspects in procurements and investments (e.g. vehicles and their emission constraints)
- » favouring public transportation on business trips and commutation
- » centralising and choosing transport companies committed to environmental aspects
- » increasing the environmental awareness of personnel and partners
- » choosing products compliant with sustainable development into our product portfolio

Our OHS goals are:

- » safe working environment for the company employees
- » satisfied, healthy, considering and caring personnel
- » appropriate working conditions for external workers in our premises
- » development of involvement and collaboration opportunities for company employees
- » monitoring, maintaining and managing of the continuous improvement initiatives relating to OHS

## OCCUPATIONAL HEALTH AND SAFETY » OHSAS18001

KLINGER Finland is aware of the OHS risks relevant to its operations. The OHS system ensures that our operational instructions consider all circumstances and conditions that influence or may influence the health or safety of our personnel or other employees, visitors or any other persons in our premises.

We emphasize maintaining working ability by preventive occupational health care and minimising risk factors in the working environment. We are committed to preventing injuries and degradation of health, as well as to continuous improvement of OHS operations and management. KLINGER Finland abides to OHS legislation, informs its personnel of OHS responsibilities, and requests this also from its partners.

# KLINGER FINLAND'S WAY OF WORKING

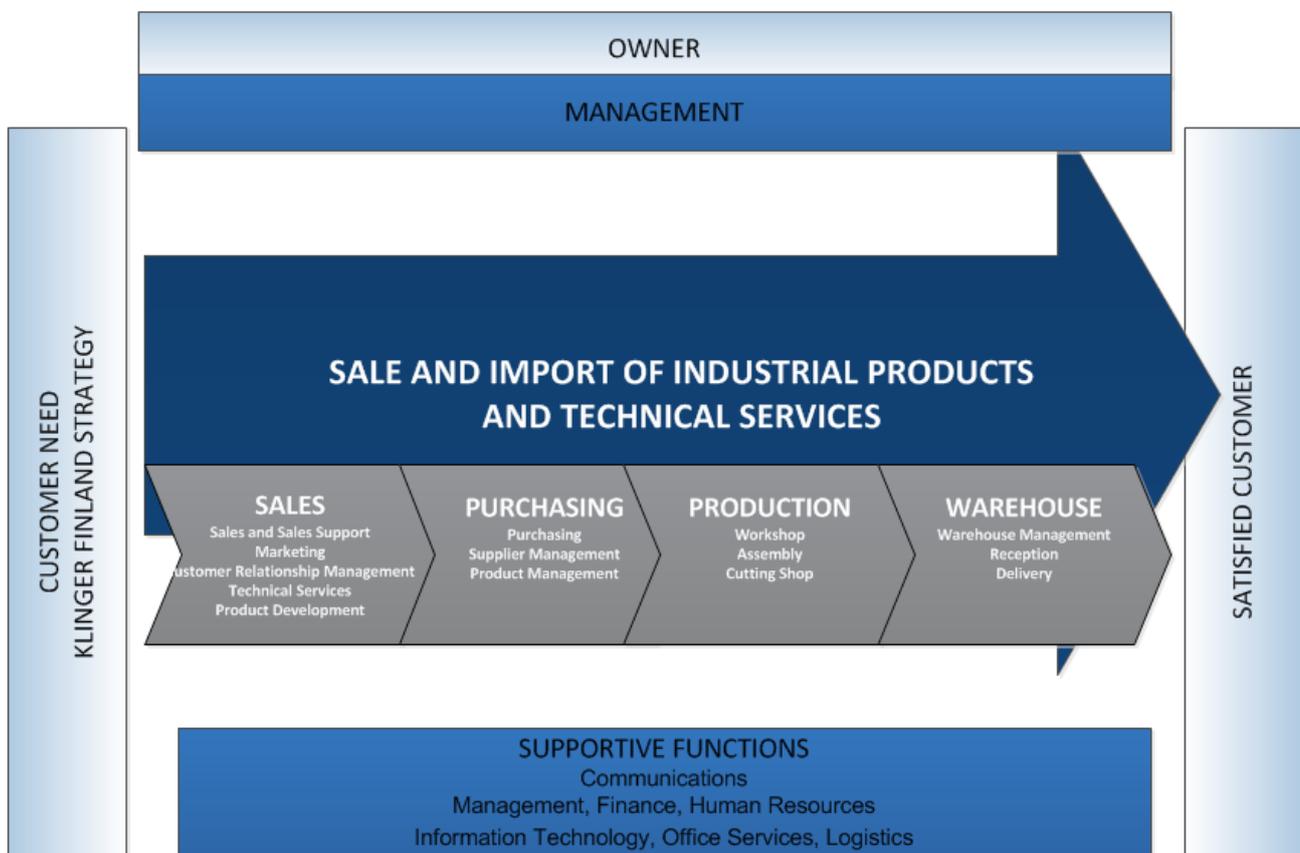
KLINGER Finland Oy represents Finnish organizational culture in the international environment. Our vision is to be the most respected partner in our industry near and far. An essential step towards that goal has been the development of our management system that covers the issues of quality, environment, and corporate social responsibility.

Creating additional value for our customers is a central element of our operations. In addition to the KLINGER products, we also represent brands of many internationally recognized manufacturers.

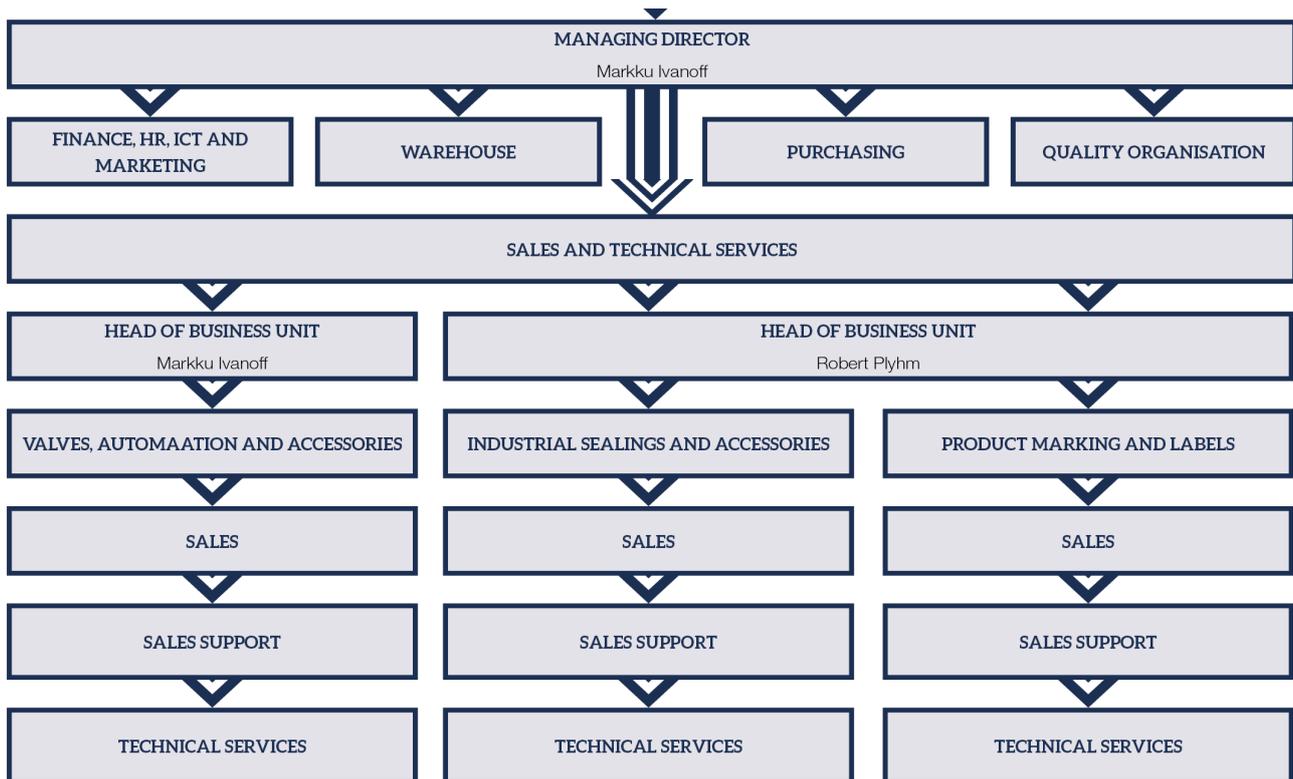
KLINGER Finland's operations are divided into four main processes:

- » sales
- » purchasing
- » production
- » warehouse

These four are further described in separate process descriptions that consider the requirements of the quality, environmental and OHS systems.



# ORGANISATION & RESOURCES



**100**   
**employees**

By establishing qualification requirements we ensure that our personnel have sufficient skills and know-how to operate the company according to the quality, environmental and OHS aspects and their requirements.

We develop and maintain the competence and skills of our employees by regular trainings. The training needs of our personnel are mapped annually in performance reviews and training plans.

# OPERATIONS MANAGEMENT PRINCIPLES

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The KLINGER Finland Oy management is committed to the implementation of the management system, its development and the constant improvement of its efficiency in cooperation with the personnel, customers and other stakeholder groups.

## Company Management:

- » takes responsibility of the functioning and efficiency of the management system and promotes continuous improvement
- » sets the quality, environmental and OHS policies and goals that are in line with the company's strategy and monitors the achievement of the goals
- » ensures that the policies are communicated, understood and put into practice
- » encourages process-oriented thinking
- » supports the superiors in demonstrating leadership in their own areas of responsibility
- » ensures that the business, environmental and OHS risks and opportunities are mapped and that their assessment and management methods are defined
- » ensures monitoring, measuring and assessment
- » executes the necessary reviews

With its operations, KLINGER Finland Oy aims to ensure that the set quality, environmental and OHS goals are met on the level required by the stakeholder groups (incl. legislation). Customer-specific special needs in quality, environmental and OHS issues are defined case-specifically according to the nature of the transaction.

Feedback on customer satisfaction is obtained through customer visits, contacts, observations, claims, customer satisfaction surveys and industry reports.

The feedback received is registered into our databases. Feedback will be handled internally in separate claim settling meetings, sales meetings or between the persons involved, based on which the operations will be developed and corrective actions taken.

