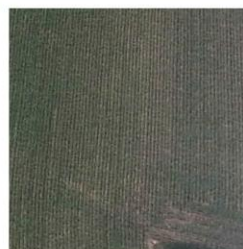




ENVIRONMENTAL  
CLIMATE CONTROL  
EQUIPMENT & SOLUTIONS



# Quality Safety Environment Manual



[www.ett-hvac.com](http://www.ett-hvac.com)

# Energie Transfert Thermique overview



Since 1979, the industrial company Energie Transfert Thermique has been recognized as a major player in the design of customised energy recovery air treatment systems and in the manufacture of high-performance heat pumps.

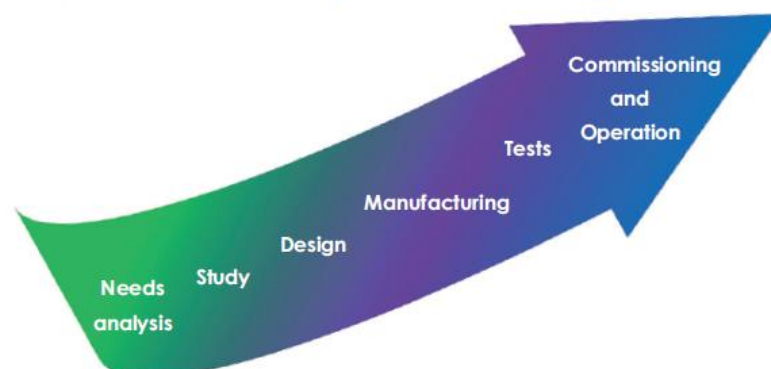
Located at the tip of the Brittany coast, the plant is ISO 9001 and ISO 14001 certified. It has a surface area of 19,000 m<sup>2</sup>, 16,000 m<sup>2</sup> of which is dedicated to production.

ETT is present throughout the national territory via 12 regional sales managers and is represented internationally by a network of agents and distributors.

With its Research & Development department, ETT has based its growth on market knowledge, innovation, and environmental responsibility.

ETT offers customised, tailored solutions in a demanding economic environment, where the focus is on total cost, including all areas: purchase, commissioning costs, implementation costs and energy consumption.

ETT, at your side from design to manufacturing





# Key dates



## Infrastructures



### Ploudalmezeau factory: 19 000 m<sup>2</sup>

- 16,000 m<sup>2</sup> dedicated to production
- 3 Engineering & Design offices (Projects - Execution & Methods - HVAC and regulation,)
- Sheet metal centre with 2 punching machines and 4 press brakes



### Climatic test chamber:

- Climatic conditions vary from -5°C to +45°C with humidity levels ranging from 30% to 100%,
- A dedicated team of experts to validate innovative technical solutions.

# Our market sectors

## STORES



Christophe DOUAY

## TERTIARY



Fabien CLAVIER

## MULTIPLE MOVIE THEATERS



Fabien CLAVIER

## SWIMMING POOL / ICE RINKS



Fabrice BERTOT

## LOGISTICS



Loïc FICHOU

## AERONAUTICS



Michaël ROBUCHON

## ENERGY & MARINE



Christophe MARZIOU

## INDUSTRY



Julien CAIZERGUES  
Johann RIVOALEN

## HEALTH



Lucas MORALES

ETT provides solutions for all market sectors where temperature control, humidity control and air quality are important parameters of the process of environment.

# Our Services

From the moment it is commissioned, an installation must benefit from operation and maintenance that guarantee regulatory compliance. Adherence to manufacturer recommendations determines the warranty and optimization of operations and settings.

ETT Services has more than 76 employees to meet all the expectations and needs of our clients.

## ETT Services: a committed team

### 76 ETT employees: professionals at your service



#### Warranty & Commissioning Department:

11 expert staff members

- Technical hotline
- Technical expertise
- Customer advice



#### Administrative Department:

- Spare parts Department
- Service Contract Department
- Export Department
- Machine retrofit Department



#### Manufacturer Service studies:

8 regional managers

1 PED (Pressure Equipment Directive) specialist



#### Operations Department:

33 regional commissioning technicians

48 trained and certified technical stations

## Warranty

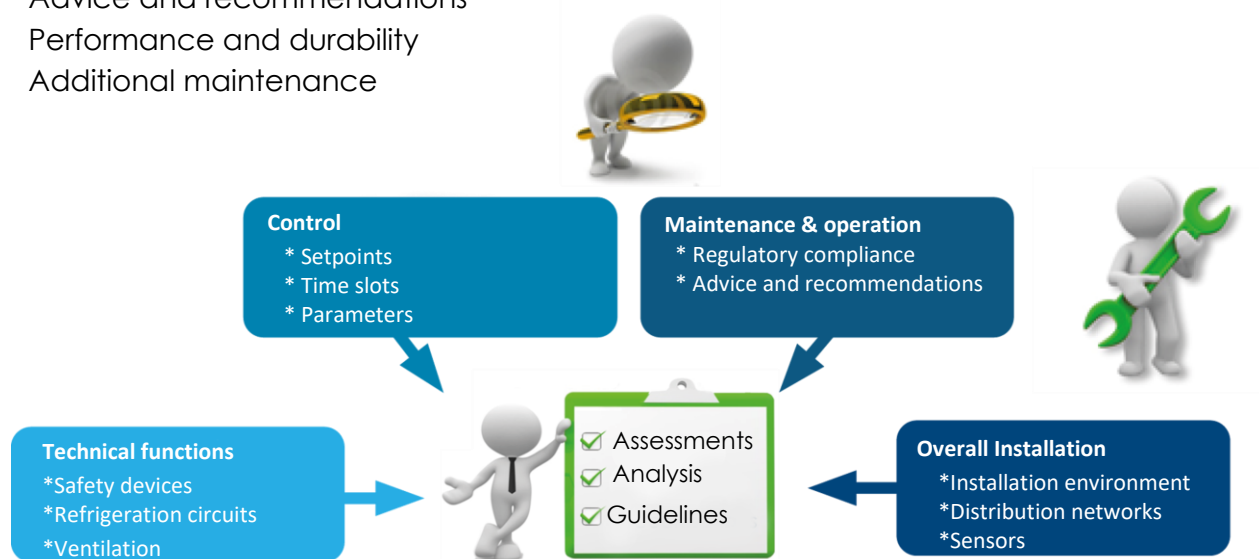
- Parts
- 20-year anti-corrosion warranty
- Technical hotline
- Responsiveness
- Parts availability



20-year guarantee  
against corrosion  
frame - casing

## Manufacturers' Audits: (Swimming pool, Cinema, Industry, Tertiary...)

- Objective condition of installations
- Advice and recommendations
- Performance and durability
- Additional maintenance



## Service Contracts

### À la carte (\*)

- Additional visits
- Warranty extensions
- Interventions tokens
- Parts and consumables
- myETTvision

(\*) Contracts available depending on the country. Contact us for details.

### Comfort

- \* 1 manufacturer audit /year
- \* Leakage testing of circuits

### Peace of mind

- \* 2 technical visits/year
- \* Consumables
- \* Regulatory checks

### Serenity

- \* 2 technical visits/year
- \* Consumables
- \* Regulatory checks
- \* Compressors warranty
- \* myETTvision



## Optimisation & Retrofit

- Regulatory retrofit
- Energy optimisation
- Evolution of the application
- Controls - Communication

### Solutions for :

- Energy recovery
- In-line dehumidification
- Control optimisation
- Variable-speed drives





# Quality and Environmental Policy

**As a specialist in energy recovery air handling systems and high-efficiency heat pumps, we place customer satisfaction at the heart of our strategy.**

ETT has chosen to favour a project-based approach in order to **design and manufacture equipment and offer services** that best meet our clients' needs. This is in contrast to a generalist approach that manufactures standard equipment in large quantities.

ETT's positioning is only meaningful if accompanied by a high standard of quality at all stages:

- ▶ Ability to **identify** our customers' **needs** and expectations
- ▶ **Originality of the proposed technical solutions, driven by the expertise of our team and a resolute focus on innovation**
- ▶ Design of equipment focusing on **energy efficiency, reliability** and ease of maintenance
- ▶ **Respect for deadlines**
- ▶ **Production costs** control
- ▶ Operational **assistance** to our **customers**

This differentiation through Quality is a guarantee of industrial success and sustainability for ETT. ETT's commitment to quality is structured around compliance with **ISO 9001**.

Quality must be the result of a mindset focused on excellence. It is therefore logical and consistent for ETT to support a rigorous approach to Environmental Quality, not only in the development of products, favouring low energy consumption, but also in the product manufacturing process. Compliance with **ISO 14001** is therefore a corporate choice:

- ▶ respect for the environment and natural resources.
- ▶ compliance with the legal requirements applicable to our activities
- ▶ continuous improvement of environmental performance and prevention of pollution
- ▶ raising awareness and training staff and, where necessary, external service providers in compliance with environmental rules
- ▶ improving safety at workstations

Our Quality and Environmental Management System has been set up with this in mind, and is applied throughout the design - manufacturing - on-site assistance process.

It is based on the principle of continuous improvement and is subject to regular reviews to check that the objectives set have been achieved. The associated actions are set out in the progress plans of the various departments.

Our Quality and Environmental Management System is fully in line with our CSR (Corporate Social Responsibility) policy.

Yves MILLOT  
Chairman

# ETT looking ahead to 2025

We have chosen to satisfy our customers with premium products and services, designed and produced with respect for the environment.

In our ETT 2025 project, we have identified 5 areas of development for the company, setting out our strategy up to 2025.

As the notion of teams is at the heart of our corporate vision, the satisfaction and motivation of our teams is a major focus.

To bring this project to fruition, I have appointed the following people to lead it:



Main areas	Leaders
Teams satisfaction	Jean-Francois HOSTIOU
Customers' satisfaction	Véronique BERTHO
Markets	Yves MORALES
Services	Sébastien OBLET
Export	Bruno ORIETTI

This is my commitment as chairman of ETT.

Yves MILLOT  
Chairman



For all the products designed and manufactured by our company, our ISO 9001 & 14001 certifications cover the following activities:

- ▶ Design
- ▶ Manufacturing
- ▶ Marketing
- ▶ Transport
- ▶ After-sales department



Certificat en cours :  
Date d'expiration :  
Numéro de certificat :

18 Juin 2024  
18 Juin 2027  
0201-1219

Prévisions d'approbation :  
ISO 9001 - 7 Février 2024  
ISO 14001 - 7 Février 2024

# Certificat d'Approbation

Nous certifions que le Système de Management de la société :

## ENERGIE TRANSFERT THERMIQUE

55 route de Brest, 29830 Ploutalmizéau, France

a été approuvé par la société LRQA selon les normes suivantes :

**ISO 9001:2015, ISO 14001:2015**

Numéro(s) d'approbation : ISO 9001 – 00043638, ISO 14001 – 00043638

Le **Système de Management** concerne :

ISO 14001:2015

Conception, fabrication, commercialisation et services après-vente de matériels d'environnement climatique.

ISO 9001:2015

Conception, fabrication, commercialisation et services après-vente de matériels d'environnement climatique.

Ce certificat est la continuation de la précédente certification délivrée par un autre organisme de certification :

Précédente approbation initiale ISO 14001 le 13-Juin-2021, AFAQ Numéro de certificat : 2010/37594.6

Précédente approbation initiale ISO 9001 le 13-Juin-2021, AFAQ Numéro de certificat : 1994/2016.11



Marta Escudero

Regional Director, Europe

Envoyé par : LRQA Limited




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Issued by: LRQA Limited, 1 Trinity Park, Edinboro Lane, Birmingham B37 7ES, United Kingdom

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ETT is also certified:



**CERTIGAZ**

Organisme Notifié N° 1312

Notified Body 1312

**SURVEILLANCE**

Surveillance

**APPROBATION DE SYSTEM D'ASSURANCE QUALITE**  
**APPROVAL OF QUALITY ASSURANCE SYSTEM**

**ASSURANCE QUALITE DU PRODUIT – MODULE E**  
**PRODUCT QUALITY ASSURANCE – MODULE E**

Paragraphe 4 – Annexe III du Règlement (UE) 2016/426 Appareils à gaz  
 Paragraph 4 – Annex III of the Gas appliances Regulation (EU) 2016/426

**n° : A.Q.P.0023 (rév. 19)**

**CERTIGAZ, après examen et évaluation du système d'assurance qualité mis en place par :**  
**CERTIGAZ, after inspection and evaluation of the quality system applied by :**

<ul style="list-style-type: none"> <li>- Pour le fabricant <i>For the manufacturer</i></li>   <li>- Dans son usine de <i>In its factory located in</i></li>   <li>- Pour la fabrication des appareils : <i>For production of the appliances</i></li>   <li>- En conformité respective avec le(s) type(s) décrit(s) dans le(s) certificat(s) : <i>Respectively in conformity with type described in certificates</i></li> </ul>	<ul style="list-style-type: none"> <li>: E.T.T. Route de Brest BP 28 29830 PLOUDALMEZEAU</li>   <li>: Même adresse Same address</li>   <li>: GENERATEUR D'AIR CHAUD DIRECT AIR HEATER</li> </ul>
--	--

**1312AR2038 – 1312CT6300 - 0461CO1020**

**Approuve ce système.**  
**Approves this system.**

La validité de cette approbation est de 15 mois à compter de la date du dernier audit réalisé le 11 et 12 mai 2023, sous réserve de contrôles.  
*This approval shall be valid for 15 months from the date of the last audit carried out on 11<sup>th</sup> & 12<sup>th</sup> of May 2023, subject to controls.*

Toute reproduction de ce document doit l'être dans son intégralité  
*Reproduction of this document must be in full.*

**Le Directeur Général**

Claudie CANON

**Puteaux, le 13 juillet 2023**

Accréditation  
V04-002  
Portée élargie  
[www.certh.fr](http://www.certh.fr)

CERTIGAZ SAS - 1 rue du Général Leclerc - CS 60254 - F 92047 Paris la Défense Cedex - Tél. : +33 (0)1 80 21 07 43  
[www.certigaz.fr](http://www.certigaz.fr) - Siret: 640 277 994 00040 RCS Nanterre - Capital: 640 000 euros

# SGS

## CERTIFICAT D'ATTESTATION DE CAPACITE N° 637

### DELIVREE EN APPLICATION DE L'ARTICLE R. 543-99

### DU CODE DE L'ENVIRONNEMENT

Conformément à l'article R. 543-99 du code de l'environnement, l'organisme SGS-ICS agréé par décision ministérielle en date du 29 août 2008 référence NOR : DEV-P818693A et renouvelé en date du 15 juin 2013 référence NOR : TREP2310646A, et conformément aux exigences du règlement de certification RCFACD1, atteste que l'opérateur :

**ENERGIE TRANSFERT THERMIQUE**  
56 Route de Brest  
29830 PLOUDALMEZEAU

de numéro de siret : 31660722500018

dispose des capacités nécessaires pour effectuer les activités suivantes :

#### Catégorie 1 :

Contrôle d'étanchéité, maintenance, entretien, mise en service, assemblage, récupération des fluides des équipements de tous les équipements de réfrigération, de climatisation et de pompe à chaleur.

Le certificat d'attestation de capacité est attribuée pour une période de 5 ans à compter du 17/06/2024.

Il pourra être suspendu ou retiré avant sa date d'échéance dans les cas prévus aux articles R. 543-101 et R. 543-104 du code de l'environnement.

Valable jusqu'au 16/06/2029.

Siham VIDARD  
Présidente de SGS ICS







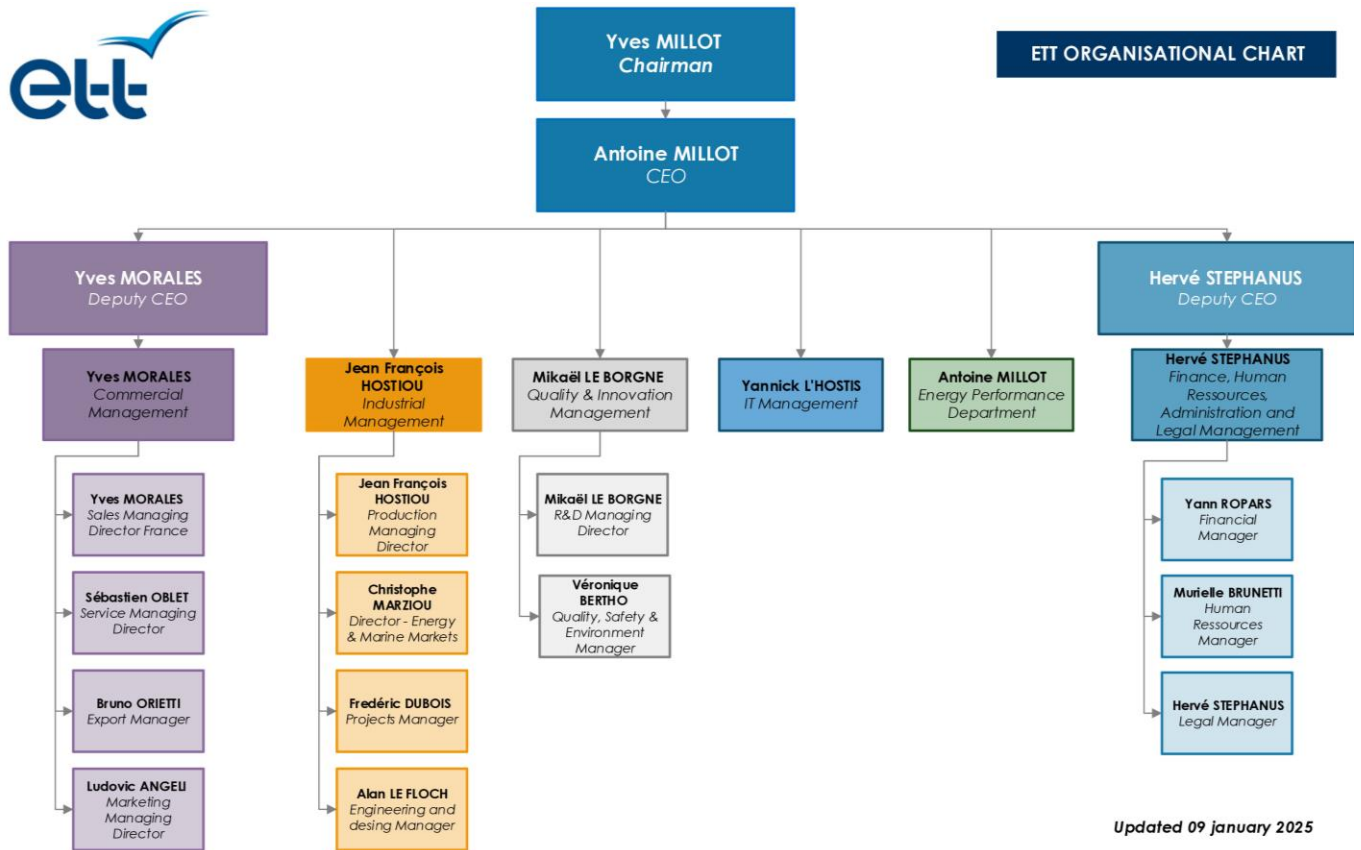


Ce document comporte 1 page(s)

SGS ICS France  
20, avenue Aristide Briand  
F-94411 ARCUEIL, Cedex  
Téléphone : +33 (0)1 41 24 98 20  
Fax : +33 (0)1 41 24 98 00

NB : Ce certificat reste la propriété de SGS ICS. Il doit lui être restitué en cas de suspension ou de retrait

# Organisation and Resources



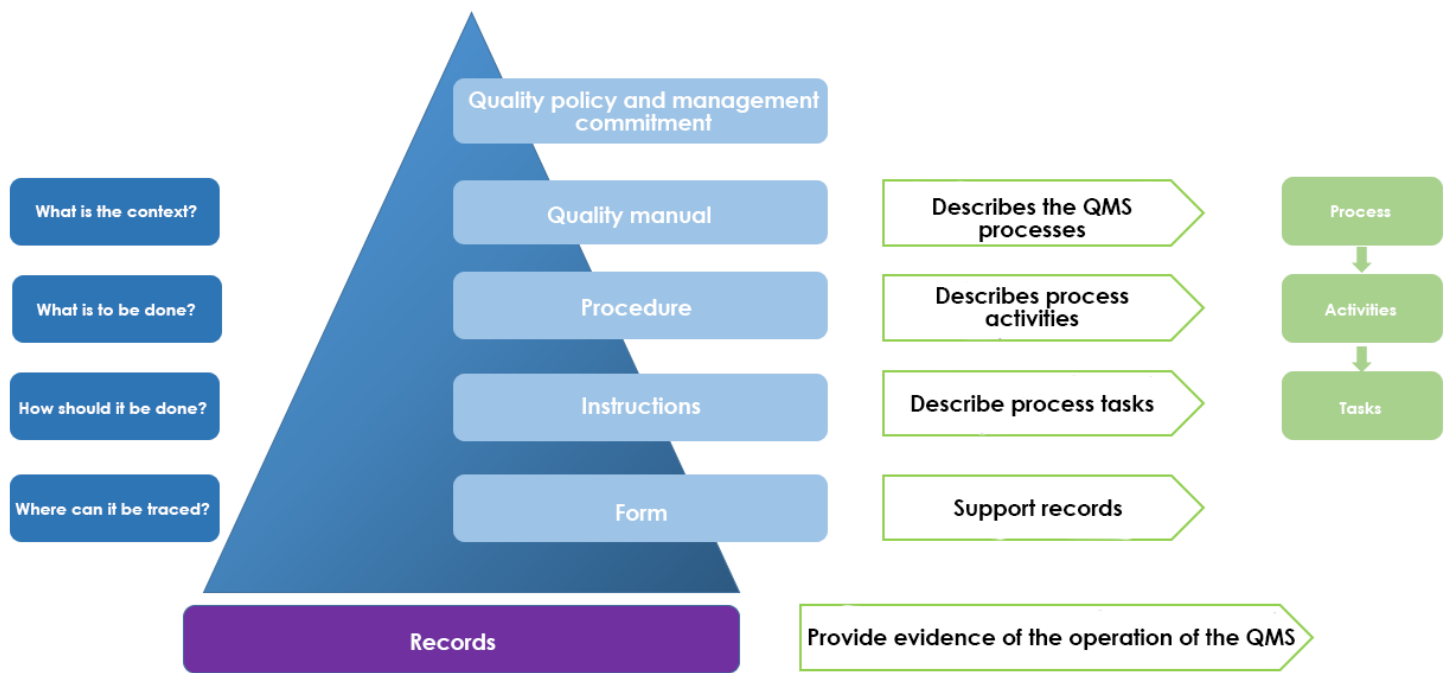
## Organisation - Process mapping

9 processes have been established to drive the QSE system. They are implemented to ensure the deployment of the objectives and actions defined in the Management Review.



Ref: MAN\_ENR\_214\_C

# Structured organisation of documentation



## Zero Accidents Goal

The safety of ETT employees is our priority, and we do not regard the occurrence of an event as inevitable, but rather as an opportunity for improvement.

For this reason, ETT has set up a system for analysing these events in order to determine the root causes and associated preventive actions.

By deploying Short Interval Conferences (SICs) in each manufacturing team, we encourage direct feedback from the teams, with the safety aspect addressed at 1<sup>st</sup> level.

We work to improve working conditions with the members of the CSSCT (Health, Safety and Working Conditions Committee).



# Corporate Social Responsibility

Sustainability is at the heart of our DNA: our culture, values and objectives are fully aligned with the will and conviction to provide pragmatic and effective solutions to limit the impact of global warming.

As a positive-impact company, ETT contributes to a more sustainable world through our range of products and services designed to reduce carbon emissions. Our Corporate Social Responsibility (CSR) approach is based on the principle of continuous improvement.

**Eco-design of our products:** Our technologies are designed to improve energy performance and reduce GHG emissions for end users. ETT has a team of energy efficiency experts who support our customers in monitoring the energy performance of their equipment, thus contributing not only to significantly reducing their operating costs, but also to substantially reducing GHG emissions.

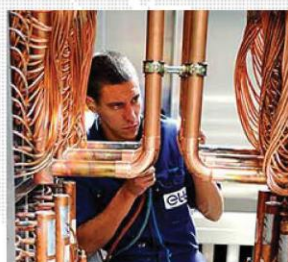
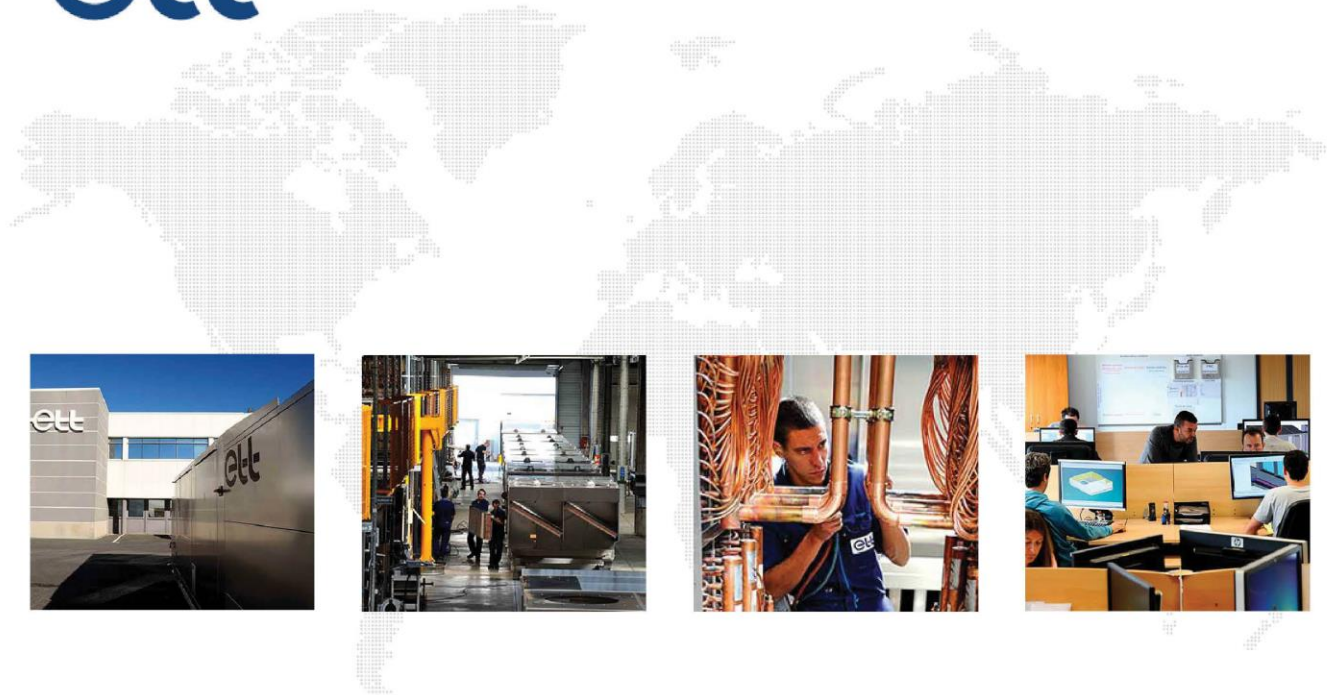
**Our commitment to the climate:** From 2022, ETT has voluntarily undertaken to carry out its scope 3 GHG assessment. We are now committed to implementing a decarbonisation plan for our site and our technologies. Alongside the environmental performance management actions (ISO 14001, energy audit, mobility plan) that we are already implementing, we want to make our products and services exemplary by supporting our customers in their energy transition.

**Promoting responsible growth:** ETT guarantees its employees and stakeholders a working environment in line with international conventions and in the spirit of the Global Compact (respect for human rights, ban on forced labour, fight against corruption, etc.). In partnership with our suppliers and subcontractors, ETT is committed to a responsible purchasing approach that is consistent with our sustainability objectives. As an economic player in Finistère, ETT supports local associations and sporting and cultural events.

In particular, our CSR Department is involved in:

- implementing the decarbonisation plan for our technologies, with the aim of reducing our greenhouse gas emissions,
- commercial development in our responses to customers (e.g. environmental clauses in tenders),
- drafting the CSR report in collaboration with the Finance Department to comply with the European CSRD directive,
- supporting initiatives to improve our environmental performance,
- promoting the energy monitoring solutions offered by the Energy Performance Unit.

**For more information about our CSR approach, visit our website: <https://www.ett-hvac.com/en/company/our-crs-ambition/>**



ETT - Route de Brest - BP26  
29830 Ploudalmézeau - France  
Tel: +33 (0)2 98 48 14 22  
Export Contact: +33 (0)2 98 48 00 70  
ETT Services: +33 (0)2 98 48 02 22

[www.ett-hvac.com](http://www.ett-hvac.com)