



ENVIRONMENTAL
CLIMATE CONTROL
EQUIPMENT & SOLUTIONS



Integrated management system manual

ISO 9001 - ISO 14001



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Preface

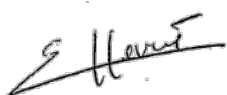
This integrated management system manual briefly describes our organisation.

This organisation was implemented to provide quality products and services while respecting the environment and improving staff safety.

Ploudalmézeau, November 2018

Eric HERVE

Quality / Safety / Environment officer



Document follow-up	
Date: 21/03/2013	Creation of IMS based on QMS and EMS
Date: 12/12/2013	Graphic charter update
Date: 28/04/2015	General document update
Date: 10/03/2018	V2015 standards update
Date: 01/10/2018	Update as per graphic charter
Date: 22/11/2018	Process and structure update



Company Overview



Since 1979, **Energie Transfert Thermique** has been recognised as a market leader in the design and manufacture of bespoke air handling systems with energy recovery and high performance heat pumps.

Based at the western tip of France, our 18,000 m² factory (with 16,000 m² dedicated to manufacturing), is certified ISO 9001 and ISO 14001.

ETT is present all over France in 8 regional offices, and across the world through its network of agents and distributors.

Thanks to its **Research and Development Department**, ETT builds its growth on market expertise, innovation and environmental solutions.

Our tailor-made solutions address the challenges of today's demanding economic situation that privileges **comprehensive solutions including all costs**: purchase, installation, commissioning, energy consumption,



1979

Creation of **Energie Transfert Thermique**

1999

ISO 9001 certification

2001

Expansion and new organisation:
8000 m² for Production, a new Research and Development Department

2010

ISO 14001 certification

2011

ETT doubles its production capacity

2015 & 2017

Eurovent certification

2018

Certification of 2015 version

**20-year guarantee
against corrosion
frame - casing**



Quality and Environmental Policy

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

This has become a personal commitment for me, as CEO of **ETT**.

In fact, we have chosen to favour a project-based approach in order to provide solutions and services closely focused on customers' requirements. This goes against the usual generalist, "one-size-fits-all" approach.

ETT's position entails high quality standards at all stages:

- ▶ identify customer's need and requirements
- ▶ offer original solutions driven by in-depth know-how and constant innovation
- ▶ design equipment focusing on energy efficiency, reliability and ease of maintenance
- ▶ adhere to delivery dates
- ▶ control production costs
- ▶ provide operational assistance to customers

Differentiation through quality is the key to **ETT's** industrial success and sustainability. This Quality Commitment is put into practice according to **ISO 9001:2008** requirements.

Quality must be achieved by striving for excellence. It is therefore logical and coherent that we should promote high environmental quality both through our products design - lower energy consumption - and by opting for environmentally sustainable production methods. Adhering to **ISO 14001:2004** is a significant corporate decision:

- ▶ respect the environment and natural resources
- ▶ comply with legal requirements applicable to our activities
- ▶ adopt a dynamic of continuous improvement of environmental performance and pollution prevention
- ▶ promote awareness and train employees and, if necessary, external providers, in environmental matters
- ▶ improve workplace safety

Our Quality and Environmental Management System reflects these objectives and applies throughout the on-site design - production - assistance process.

It is built on the principle of continuous improvement and regularly reviewed to check whether the objectives set are achieved. Actions related to QMS and EMS are set out in department specific improvement plans.

This is part of our corporate plan **ETT 2020**, which aims at opening up concrete development perspectives in harmony with our Vision focused on customer satisfaction.

Yves MILLOT

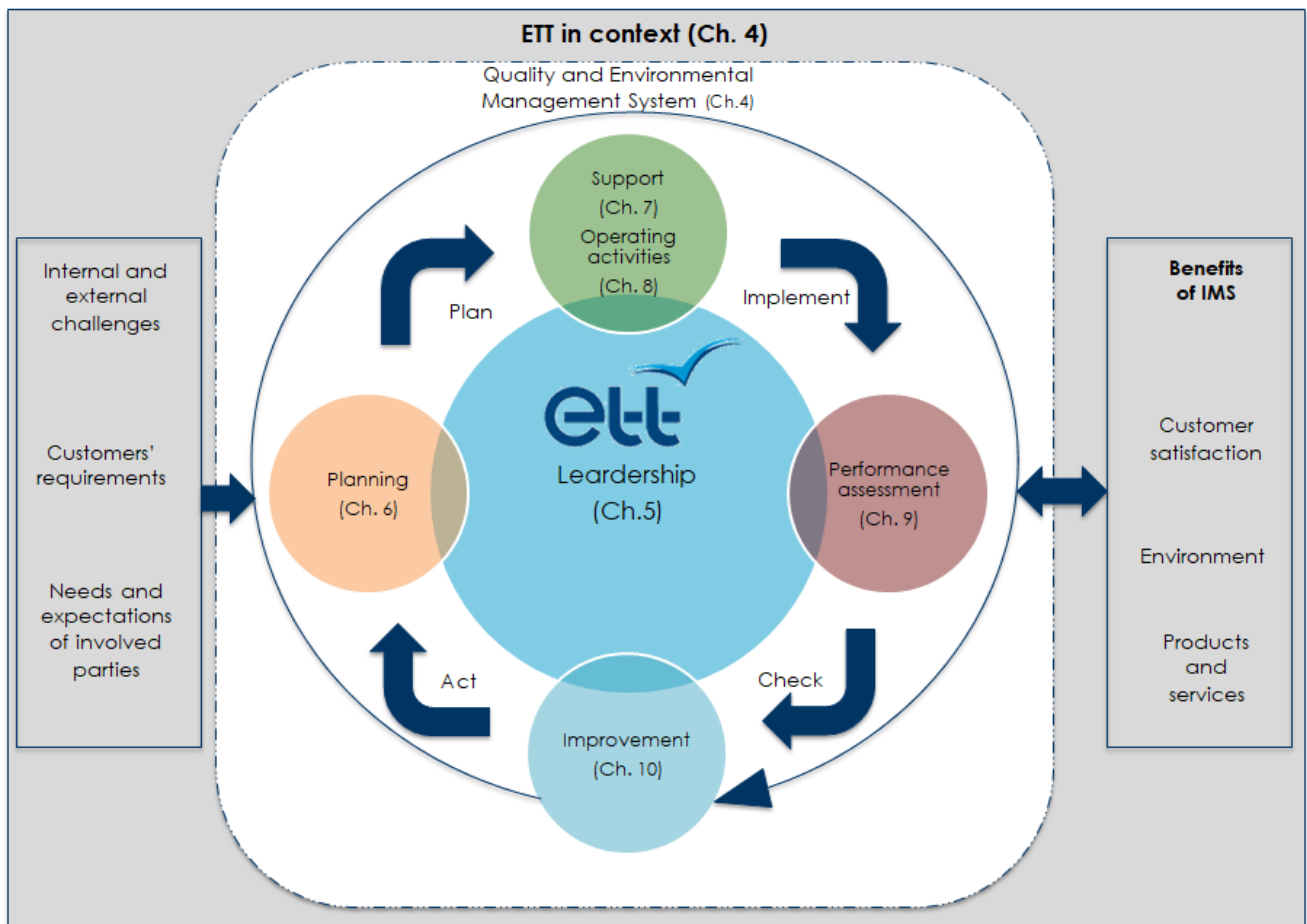
CEO



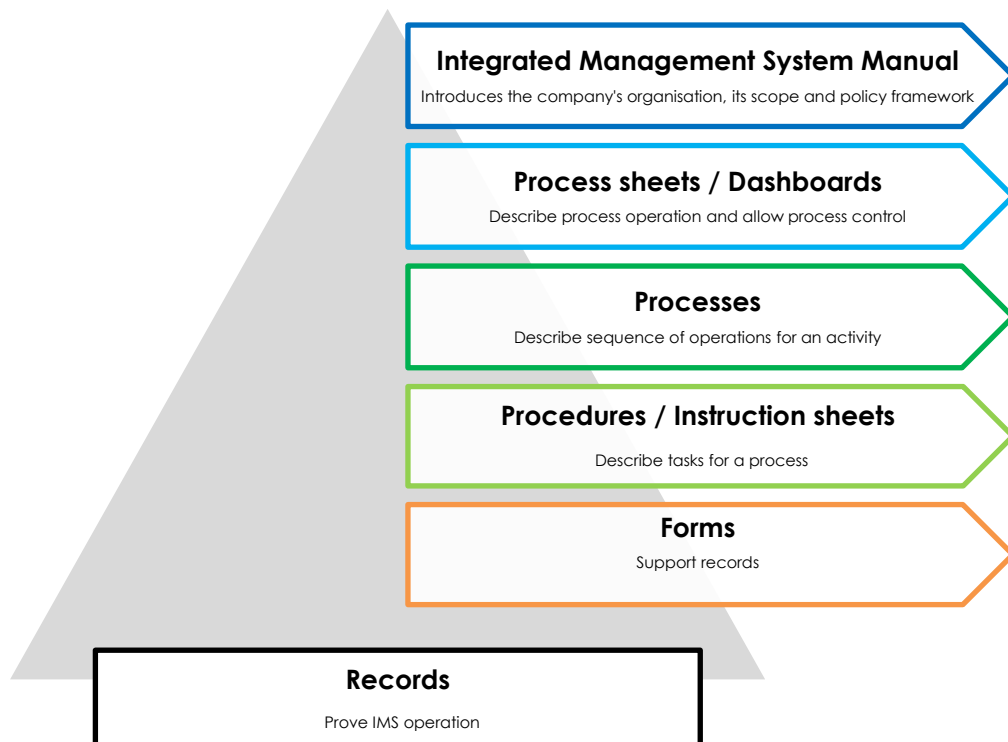
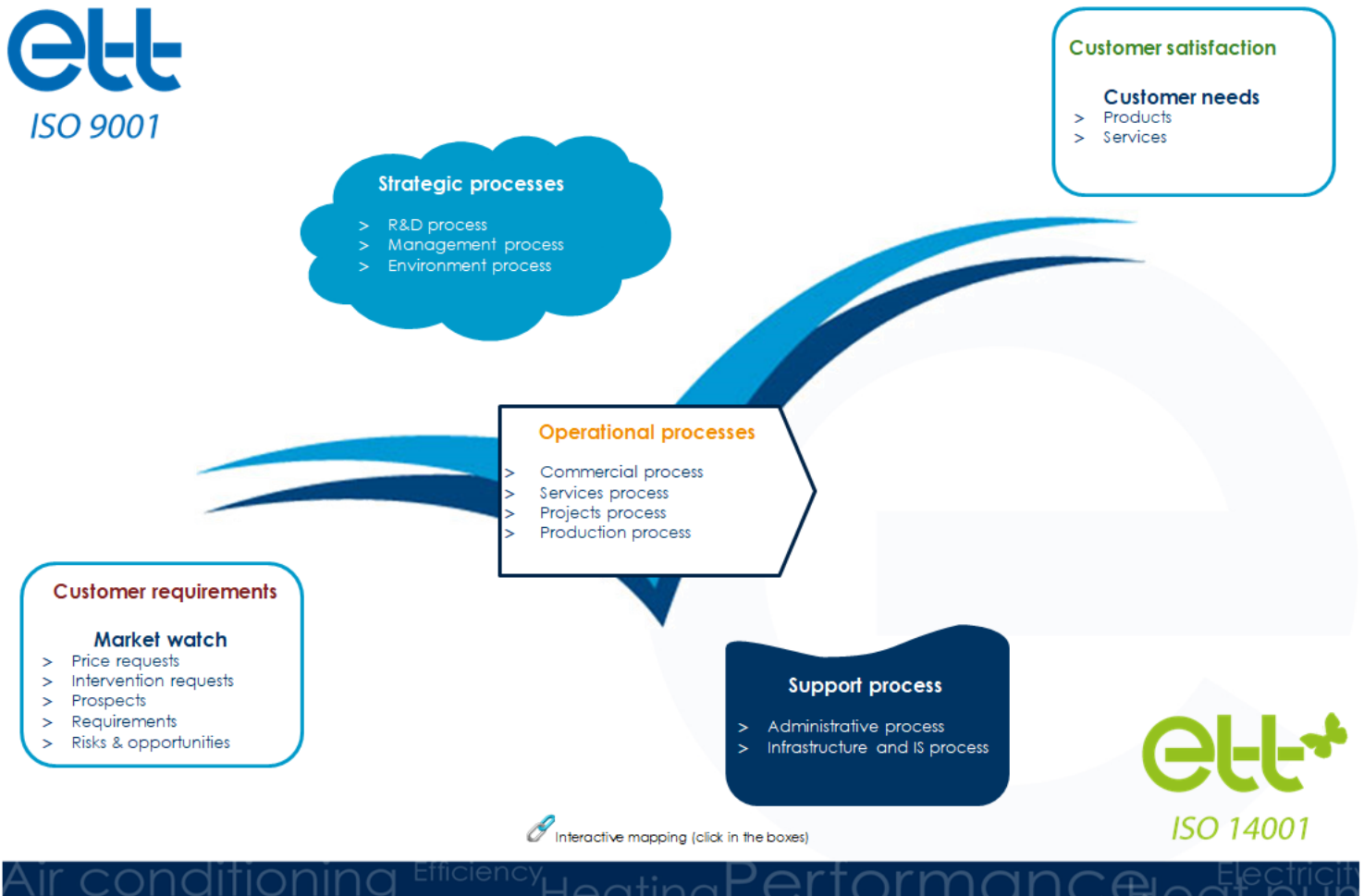
Scope

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

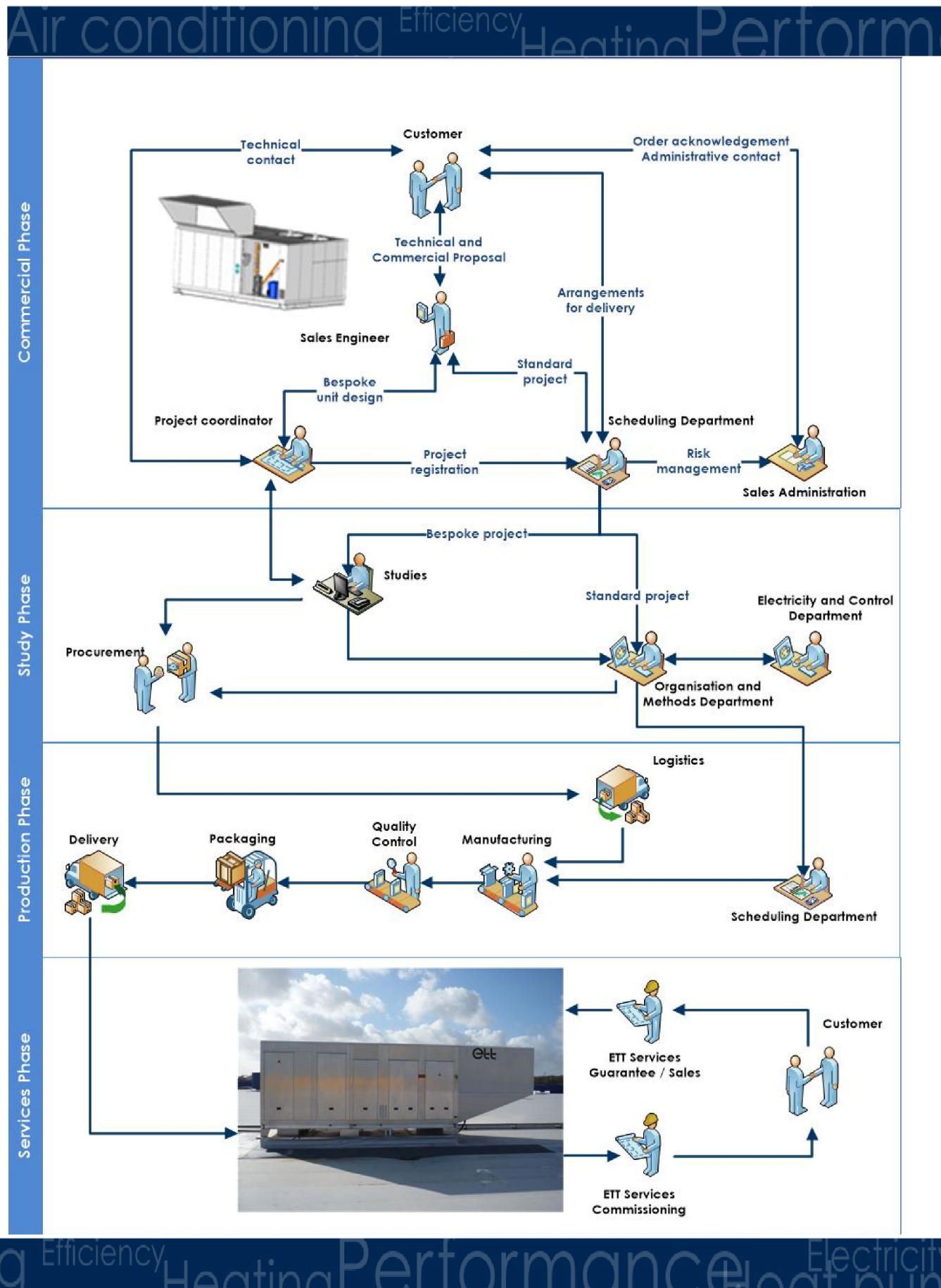
- ▶ Design
- ▶ Manufacture
- ▶ Marketing
- ▶ Transport
- ▶ After-sales*

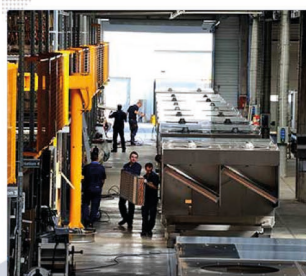


Integrated Management System Structure



General Organisation of the Company





ETT & ecodesign:



ECODESIGN involves DECONSTRUCTION: ETT units are 98% recyclable.

Aluminium: a good choice for the planet!

- Aluminium is endlessly 100% recyclable. Recycling covers over 30% of aluminium needs.

Low polluting ETT manufacturing process:

- Selective sorting, waste recovery, 60% of waste is recycled.
- No paint on casings, no use of solvent.
- ISO 14001 Certification (Environmental Management System).

Consumables: efficient waste management:

- Filtration: ETT includes ecodesign air filters (sorting frame - grille - media).



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