CROUSE-HINDS SERIES

Quality Management Manual

Quality Management
ISO 9001
www.dekra-seal.com
DEKRA certified

Powering Business Worldwide

Putting into effect by company management

The company manager
herewith confirms that this manual fully and correctly describes
the quality management system practised in the company
and herewith puts it into effect.

The company policies described in the manual and the specified principles, processes and regulations are binding for all CCH employees and all operational divisions and are to be applied.

The manager of the quality management department is responsible for the further development and improvement of the quality management system and for monitoring its application.

Due to the amendments to the standard EN ISO 9001:2015, the
CCH Quality Management Manual has been revised to accommodate the new standard.

First edition: May 2002
Revision 1: March 2003
Revision 2: May 2004
Revision 3: June 2006
Revision 4: March 2007
Revision 5: Aug 2007
Revision 6: March 2010
Revision 7: June 2012
Revision 8: June 2015
Revision 9: March 2019

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Company management
Cooper Crouse-Hinds GmbH

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Quality management

Effective for areas of jurisdiction

	Organizational unit – Company -	**Location**	**Country**
1.	Cooper Crouse-Hinds GmbH	Eberbach	Germany
2.	Cooper Crouse-Hinds S.A.	Terrassa	Spain
3.	Cooper Crouse-Hinds (UK) Ltd. Enclosure Division	Sheerness	England
4	Cooper Crouse-Hinds GmbH	Soest	Germany

This manual replaces the following documents or editions: QUALITY MANAGEMENT MANUAL-HANDBUCH of CEAG Sicherheitstechnik GmbH and CEAG Apparatebau Hundsbach GmbH u.Co.KG (Ed.: April 2001)

1. CONTENTS

2. ORGANISATION

www.eaton.com

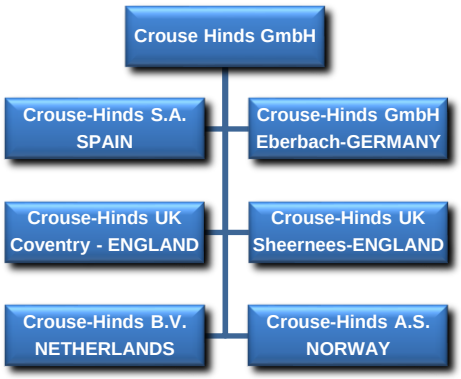
Organization of group of companies

Eaton is a power management company that offers its customers energy-efficient solutions for the more effective management of electrical, hydraulic and mechanical energy. Eaton, a global technology leader, took over Cooper Industries plc. in 2012. In this year the two companies together generated a total pro forma turnover of 21.8 billion US dollars. Eaton has ca. 102.000 employees and sells products to customers in more than 175 countries.
Eaton's electro-technical division is a global leader for products and engineering services for power distribution, safe and uninterruptible supply of power, machine and building automation, installation and motor protection, lighting, safety and cable management and components for use under harsh conditions and in hazardous areas

Within the Eaton group of companies, the Crouse-Hinds Division is the leading manufacturer of explosion-protected equipment in North America.
One of the Crouse-Hinds companies in Europe is the **Cooper Crouse-Hinds GmbH**, which operated under the name CEAG until the beginning of 2004.
The name CEAG will still be used in the future, but only as trademark. In future, the internet address of the Cooper Crouse-Hinds GmbH (abbreviated as - CCH) is also:

www.Crouse-Hinds.de

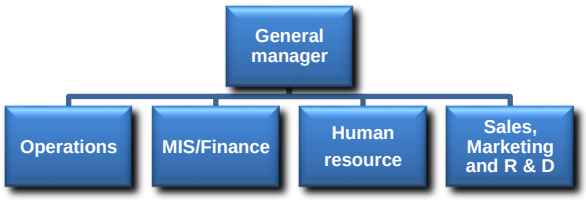
The CCH GmbH has 3 individual production companies in Eberbach, Sheerness and Terasssa. In addition, there are 3 sales offices in the UK, Norway and the Netherlands.



The Cooper Crouse-Hinds companies are involved with the development and manufacture of equipment and installations for sale to industry, mining and authorities.
The product range includes:

- in explosion-protected design
- Special portable lamps and charger systems for use under extreme and qualified conditions

Due to the high quality of the products and the versatile structure of the product range, CCH is at home on both national and international markets.
The Cooper Light fittings, switchgear and equipment Crouse-Hinds GmbH is accountable to the parent company for the strategic organization and results of the CCH companies.
The following operational divisions report to the CCH company manager:



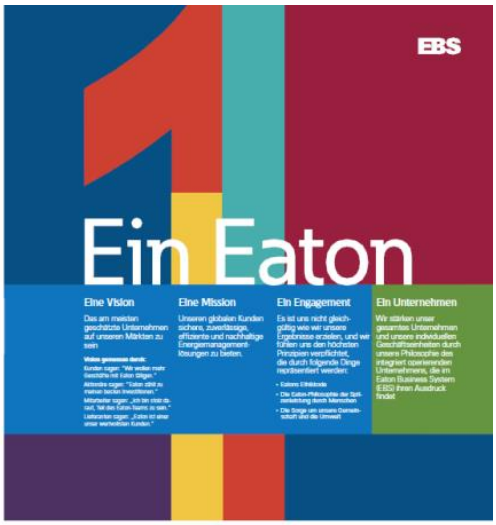
3. COMPANY POLICIES AND GOALS

The CCH company management has laid down the following quality, environment and safety policies as an essential element for achieving the pursued business goals. These policies act as guidelines for all employees in the course of their daily work. With these -policies the Cooper Crouse-Hinds GmbH aims to fulfil the expectations of all its partners with vested interests on a permanent basis. The "One Eaton" poster symbolizes this global EATON policy that focuses on four pillars.

A vision

To b e the most valued company on our markets as measured by:

- Customers who say: “We want to do more business with Eaton.”
- Shareholders who say: “Eaton is one of my best investments.”
- Employees who say: “I am proud to be part of the Eaton team.”
- Suppliers who say: “Eaton is one of our most valuable customers.”



A mission

To provide our customers with safe, reliable, efficient and sustainable energy management solutions.

A commitment

For us how we achieve our results is important and we feel obliged to uphold the highest principles as represented by the following:

- Eaton code of ethics
- Eaton philosophy of human excellence
- Concern for the community and the environment

A company

We strengthen our entire company and our individual business units by our philosophy of the integrated operating company that finds its expression in the Eaton Business System (EBS)

Eaton Quality Policy

The company quality policy is to offer products and services that fulfil or exceed the expectations of our customers and to win them over by foreseeing their requirements and needs. To meet these requirements, we set and assess goals and continuously improve the efficiency of our quality management system.
Additional information can be found under: www.eaton.com. Eaton’s service and product quality is based on the Eaton Quality System “EQS”, which defines 16 quality elements that have to be met by all the EATON facilities.

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4. THE MANAGEMENT SYSTEM

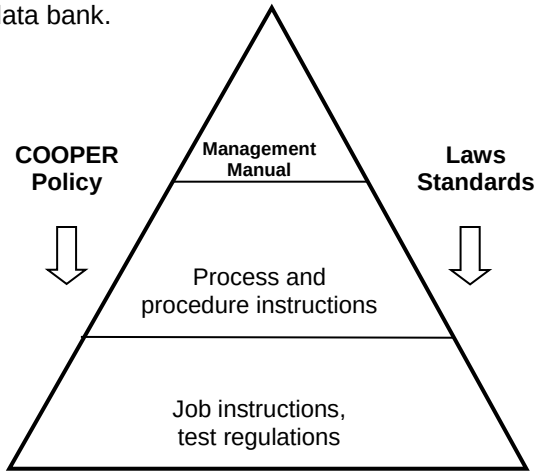
4.0 Management system requirements

CCH operates a management system based on the following requirements:

- Quality management system to DIN EN ISO 9001, Version 2015
- Application of quality management systems in potentially explosive atmospheres (IEC 80079-34)
- IECEx SCHEME No Ex/OD005/latest version
- Environment management system based on DIN EN ISO 14001
- Law for the implementation of the EC framework directive on industrial safety and further industrial safety directives as well as all the responsibilities and duties of the company required by law for maintaining the health and safety of employees.

4.1 Specification of management system

The principles and processes of the management system are arranged hierarchically and are specified in the following documents. These QM system documents are available to every employee as part of an EDP data bank.



Management manual

The manual is the most important reference document for the specification of the management system. It contains the principles, responsibilities and cross-operational methods and processes for the company processes. It is the reference document for the development and maintenance of the QM system and the basis for the business processes.

PROCESS AND PROCEDURE INSTRUCTIONS

Primarily the CCH process and procedure instructions specify the business processes and the operational and cross-departmental processes and procedures.

JOB INSTRUCTIONS

The CCH job instructions and test documentation are product, process or order-related documents that specify the execution of an activity. They are the responsibility of an individual operational unit or department.

CONTROL OF DOCUMENTS AND RECORDS

Special process instructions specify in detail how the described documents and records are controlled at the CCH organization. In this way it is ensured that the approval, amendment information service, legibility, unintended use and availability at place of use are guaranteed for all the relevant documents and the software.

4.2 Persons responsible for system and authorized Person

The CCH company management has appointed a management representative for the Quality Management System of the complete CCH matrix.
This person is the QM manager of CCH GmbH He is authorized to issue directives relating to the QM system for all CCH companies and branches.

In addition to this, a quality manager is appointed for each location. He is charged with the quality-related tasks for the individual site. His responsibilities and areas of competence are governed by the individual company and are documented.
The quality managers report to the local management and, in the case of the company quality review, to the quality management representative of the top management.

To meet the requirements of IEC 80079-34, an “Ex-Authorized Person” and deputy has to be installed at each manufacturing location. Their responsibility includes the communication with the “Notified Bodies” regarding the Ex type-examination certificates and the correct implementation of the approvals documents with regard to their content.

Details of the responsibilities and authorities will be adjusted by process instructions and task descriptions at the local production plant.

4. THE MANAGEMENT SYSTEM

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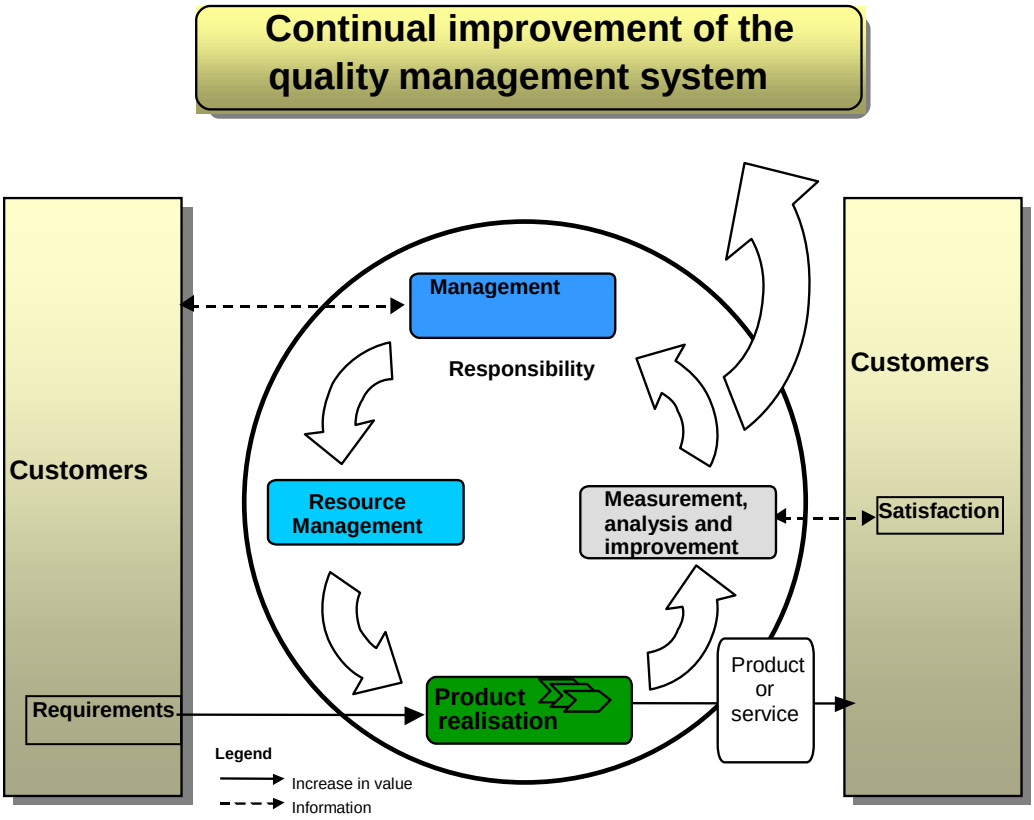
4.4 Structure, organization and breakdown of the CCH management system

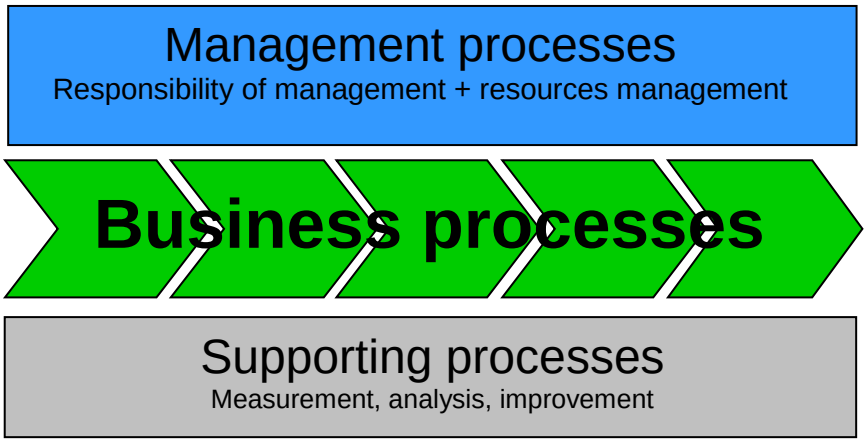
The management system is based on DIN EN ISO 9001, Version 2015 and the following structure is derived from the process models used there.



Model of a process-orientated quality management system

The CCH management system, which is based on this process model from ISO 9001, is structured accordingly into the following basic structure.

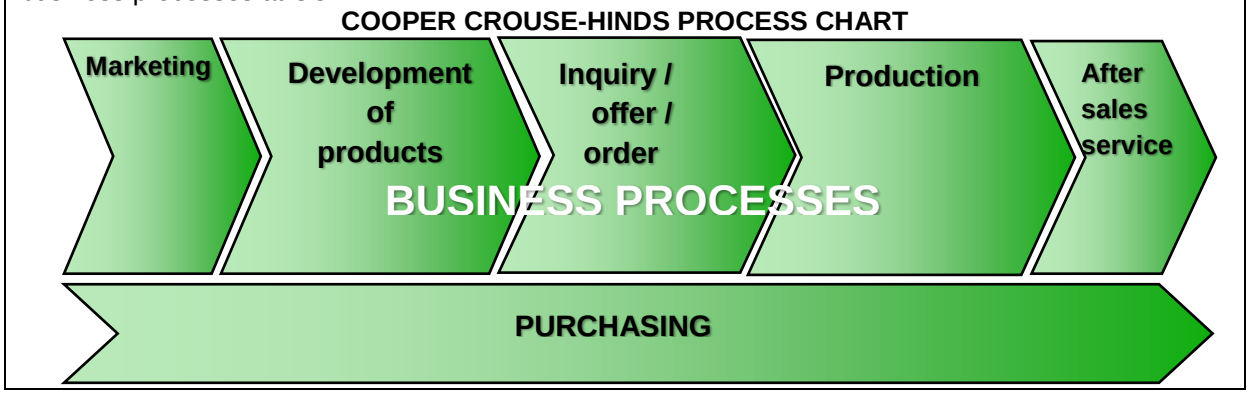
The process structure of the CCH management system



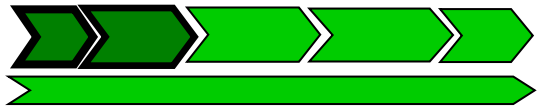
The following chapters present the process-related features of the management system according to this structure.

The business processes are structured, documented, adapted according to the modified framework conditions and continuously improved in accordance with customer requirements within the scope of this business activity.

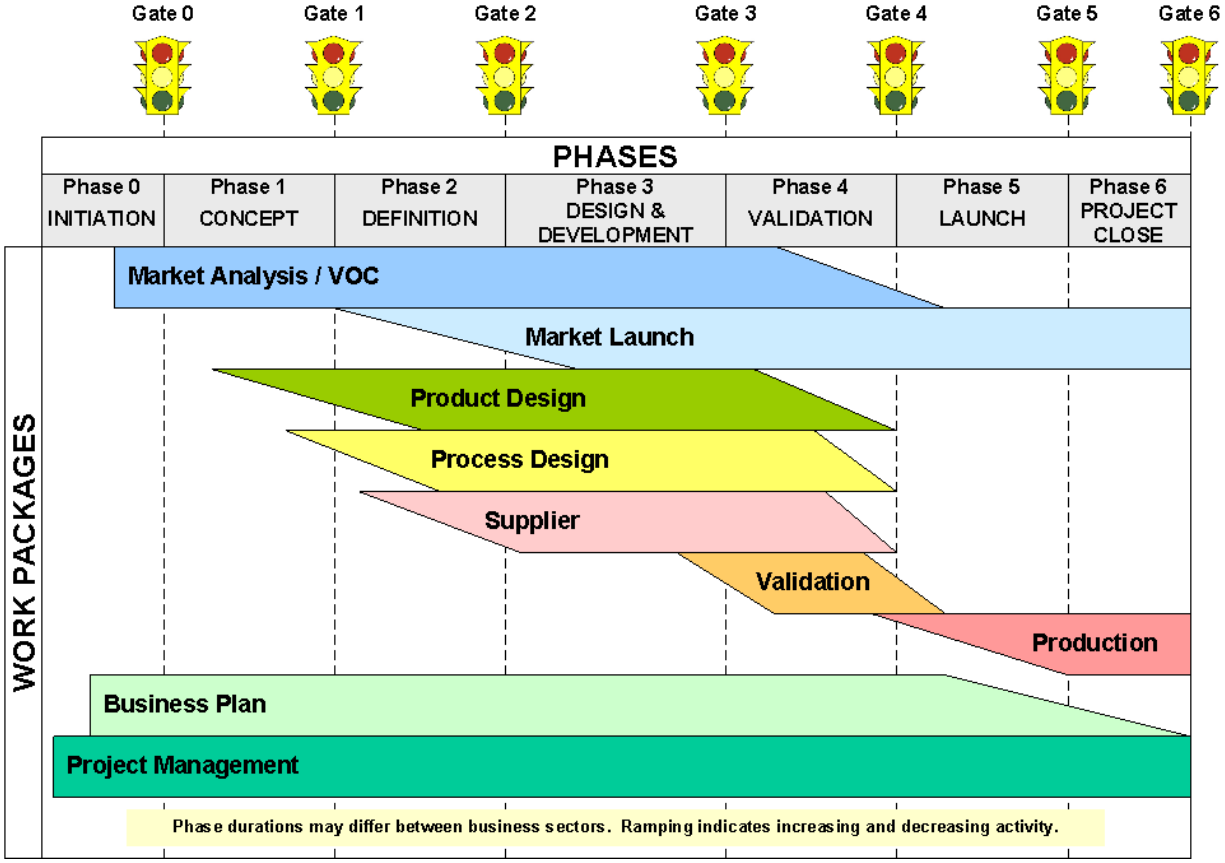
With regard to product realisation, the following processes are to be viewed as the most important business processes at CCH.



5.1 Marketing and development of products



At EATON the development process is accompanied by the global PROLaunch system. This is subdivided into the phases 0 – 6. (0 – Initiation, 1 – Concept, 2 – Definition, 3 – Design & Development, 4 – Validation, 5 – Launch, 6 – Project Close), whereby the extent to which the system is implemented is largely controlled by the risk defined at the beginning. The PROLaunch system is supported on an ongoing basis by the project management department with regular team meetings and an appropriate central filing system



PRODUCT OR CUSTOMER REQUIREMENTS

PHASE 0: INITIATION

During the development of new products or changes to existing ones, priority is always given to requirements expressed by customer.
These customer requirements are registered by various means of communication with the customer and on numerous different functional levels at CCH. Then, based on these requirements, which are then bundled and assessed by the product management department, a development project is defined. During this preliminary phase the scope of the project is defined and an initial specification written, and a risk and market price analysis is then carried out on this basis. The risk analysis subdivides projects into 5 categories from low risk to risky: Runner, Minor Repeater, Major Repeater, Stranger and Alien. The purpose of the categorization is to place more focus on the necessary tasks by the PROLaunch system.

PHASE 1: CONCEPT

During the following Concept Phase, the risk analysis is repeated by the project team that has now been established and the market analysis is concretised based on the Market Customer Requirements (MCR). In addition, a first specification and an initial project plan are drawn up based on a rough concept.

DESIGN AND DEVELOPMENT PLANNING

PHASE 2: DEFINITION

Phase 2 features a concrete concept on the content, which can result in a first prototype with which the specification is finalized. Where necessary, a DFMEA, a production assessment and a patent analysis are also carried out, and critical quality characteristics and a purchasing strategy are defined.

DESIGN RESULTS

PHASE 3: DESIGN AND DEVELOPMENT

During Phase 3 the product is developed in depth on the basis of the detailed concept and, where necessary, this is supported by further samples and a detailed planning by the production and purchasing departments. Necessary basics for the implementation, such as the selection of materials, if applicable, a PFMEA, testing instructions, control plans and tools are defined during this phase, on the basis of which any necessary investments are made.

DESIGN REVIEW AND VERIFICATION-

PHASE 4: VALIDATION

For the validation all the basics are rechecked and, if necessary, they are revised or finalized, and production is set up with the installation of all the production and testing facilities, installation of routines (e.g. KANBAN) and training of personnel. The aim is to manufacture a pilot series under series production conditions and their verification for series production release.

PHASE 5: LAUNCH

A successful validation with a pilot series is followed by the market launch with the preparation and furnishing of the necessary training materials and documents. In addition, production documents such as control and production plans, capacity assessments and PFMEA are finalized.

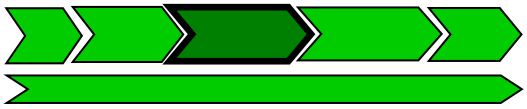
PHASE 6: PROJECT CLOSE

After a successful market launch, a development project is closed after an individually determined startup phase. Here all the documents relating to the project are archived and formally filed. Where appropriate, the “Lessons Learned” from a project can also be recorded and filed together with the other documents.

DESIGN CHANGES

In the event of amendments to technical documents due to changes to the specification, customer requirements, materials or a modified manufacturing process or because of internal/external test results, they shall be processed in accordance with the specified amendment procedure.

5.2 Inquiry / Offer / Order

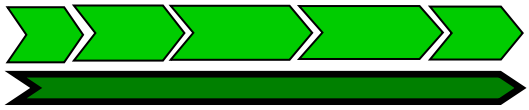


The sales department and the customer centre act as the interface to the customer for customer inquiries.
On principle, distinction is made between inquiries for CCH catalogue parts and inquiries for installations.
In the case of catalogue parts, in accordance with the frame conditions, a standard offer is submitted and the offer process is concluded.
In the case of installations, first of all the feasibility is clarified and then a fundamental decision made as to whether an offer is to be submitted.
Depending upon the complexity of the offer, the offer is drawn up by an interdisciplinary project team comprising all the technical departments involved (e.g. customer centre, production, purchasing and quality …) or it is attended to by the customer centre.
The actual drawing-up of an offer comprises an OFFER REVIEW.
During this phase the following:

- Conditions of payment
- Special quality requirements
- Special documentation requirements
- Contractual rights
- Technical delivery conditions
- After sales services

are clarified and incorporated in the offer.
Once all the relevant basic points have been reviewed and clarified, preliminary engineering plans are drawn up for customer-specific modifications and complete installations.
The first essential technical documents and dimensional drawings are prepared during this phase.
Then, on the basis of these preliminary documents, CALCULATIONS are made using an EDP-controlled calculation model.
All the results of the three phases, offer review, preliminary engineering and calculation, are laid down in a written offer and sent to the customer.
After receipt of an order, this is compared with the offer and, if the result is positive, an order confirmation is sent to the customer.

5.3 Purchasing



CCH only places orders for products and services with manufacturers and service providers that have proved that they are qualified by supplying satisfactory goods or services.

Before new suppliers are approved, they are submitted to a comprehensive qualification process that includes various alternative individual stages:

- Supplier questionnaire
- Supplier assessment based on audit
- Supplier and manufacturer clearance
- Conclusion of partnership agreements with suppliers that also contain quality assurance agreements

In addition to this, when selecting suppliers and for optimising supply management activities, CCH also makes use of its possibilities as part of a global company group structure.
Due to the use of EDP tools, the continuous purchasing process for cleared materials from the respective approved suppliers is highly automated.

PURCHASING DETAILS:

The orders from the purchasing department include the following details for the products to be purchased:

- Technical specifications, incl. quality, environment and safety requirements
- Quantity, price, delivery date
- General terms of delivery

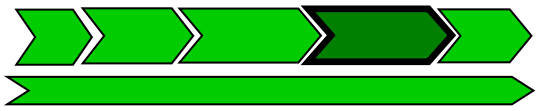
The purchasing departments ensure that the documents that are referred to have been reviewed and cleared and that they have been placed at the supplier's disposal. The supplier is informed immediately of any changes to purchasing documents.

VERIFICATION OF CUSTOMER-SUPPLIED PRODUCTS:

Incoming materials or products are inspected to ensure that they fulfil the quality requirements, whereby a set goods inward inspection procedure is applied.

The purchasing and quality management departments assess the main suppliers with regard to quality, price fixing and services rendered at regular intervals.

5.4 Production



The function of the production process is to produce

CCH CATALOGUE PARTS,
that are included as series products in all the logistic and production processes, as well as
CUSTOMER-SPECIFIED MODIFICATIONS
or
INSTALLATIONS
in a time, cost and quality-optimised manner.

The production of
CCH CATALOGUE PARTS

includes all the logistic and technical processes, starting with:

- Issuing of production orders
- Production planning
- Test planning
- Control of capacity, order and fixed dates
- Plastic / metal processing
- Mounting of subassemblies
- Final assembly
- Intermediate and final inspections
- Storage, conservation
- Invoicing and dispatch

Specified product and process characteristics are monitored.
Faults are registered, evaluated and appropriate corrective measures implemented. In addition to this, the control of these faulty products is laid down in detail in procedural instructions.

Several aspects of the process flow for the production of
CUSTOMER-SPECIFIED MODIFICATIONS and complete INSTALLATIONS
are different to those for the production of individual components. It includes the following additional process stages:

- Engineering
- Logistics for material supply
- Assembly processes
- Inspection of modification or installation
- Final inspections, as required
- Type of special documentation

The regulations for process control, registration and control of faulty parts, and servicing and maintenance are also observed systematically during the production of complete installations.

The supplementary production processes described below apply for the production of catalogue parts, customer-specified modifications and installations and include the following processes:

- Product identification and traceability

Depending upon the particular application, these processes determine where and in what form markings are affixed to the products. They not only include type, manufacturer's or test markings, but also order numbers, serial numbers and the date. This form of identification makes it possible to trace back the relevant production stages at a later date.

- Control and monitoring of testing equipment

The data of all the measurement and testing equipment used during production for set testing functions is registered and it is calibrated at regular intervals.

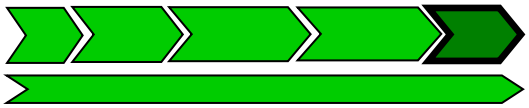
- Maintenance

Similarly, to ensure a constant product quality and to maintain the capacity for use of all the relevant production installations, measures for their care and maintenance have been laid down and the implementation thereof is monitored.

- Process validation

All production processes, where the results cannot be monitored by follow-up tests, are monitored separately. This is done by means of the static process control of all the process parameters that verify the capacity of the process to achieve the desired results.

5.5 After sales service



CCH offers customers the following after sales services:

REPAIR OF EQUIPMENT AND INSTALLATIONS
This service includes the examination of the supplied products to establish any faults and, depending upon the results (if required, together with the customer), it is repaired based on an estimate of costs or the customer is offered a new appliance as a replacement. Before being sent back to the customer, all equipment and systems are subjected to the required factory inspections to ensure that it is in good working order.

AFTER SALES SERVICE FOR INSTALLATIONS

This CCH service can only be made use of by customers in individual cases and for specific products. It is a special manufacturer support service for all those companies that have installed CCH products as an installation at their end customers and have requested such a support during order processing or as part of the after sales services for the installation.

6. MANAGEMENT PROCESSES

6.1 Responsibilities of the management

The management of the COOPER group of companies and the CCH company management have drawn up the quality policy.
In order to be able to fulfil the goals laid down in the policy, the CCH management created the organizational conditions by the implementation of the following procedures and processes in the organization.

CUSTOMER ORIENTATION

In order to continuously increase customer satisfaction and, as a result, the competitiveness of CCH, absolute priority is given to the determination of customer requirements.
To ensure complete determination and fulfilment of all the expectations and requirements of customers, the following CCH business processes

- Marketing
- Product development
- Drawing-up offers

contain clearly defined processes for the effective realization of the requirements.
In addition to this, it is also ensured that all the legal requirements with regard to product safety and reliability, conformity with the respective standards and the effects on the environment are verified.
This intense focussing on customers is supported by the numerous communication possibilities:

- Project management in collaboration with the customer
- Customer interviews by the outside sales staff
- Market research
- Customer seminars
- Contact at trade fairs
- Contact via the internet

PLANNING AND GOALS

Based on a result-orientated planning, the existing management system is adapted regularly according to the latest circumstances.
This systematic planning is carried out with the aid of a multitude of INDICES that are registered in the most varied operational areas and levels within the organization. This index system that leads to a standardized reporting for the various management levels, acts as the basis for improvement measures and the assessment of the management system.

The evaluation of set goals that are defined and laid down within the scope of, e.g.:

- Projects
- Key performance indicators
- Specifications of individual technical departments
- Personal conversations

is based on these.

RESPONSIBILITIES, AUTHORIZATIONS AND COMMUNICATION

The responsibilities and authorizations within the CCH organization are described and laid down in organigrams, job descriptions and job assignments between the processes and the organizational structure.
Internal communication between the various levels and operational divisions has a great number of forms and uses EDP tools and team-orientated procedures (e.g. project management).

MANAGEMENT ASSESSMENT

At regular intervals, in order to able to assess the management system with regard to its practicality, appropriateness and effective performance, the CCH company management carries out a review based on the following data:

- Reports and results of internal audits and customer audits
- Customer complains
- Quality costs
- Status of projects
- Status of corrective and preventive measures.

The results of these reviews are laid down in writing and contain information on the measures that have been resolved and the respective affects on the specified aims and projects.

6.2 Management of resources

HUMAN RESOURCES

A qualified personnel is employed to perform all the operational functions in the company. Adequate qualification of the personnel is ensured by:

- Investigation of their suitability when engaging personnel and
- Further training according to requirements.

When appointing new employees, the qualifications of the applicants are confirmed in accordance with the job description.
Additionally, they are instructed under the direction of experienced specialists. At the same time the employees also become acquainted with the quality assurance instructions, processes and measures for their specialized area.
In order to guarantee a purposive further training, the training requirements and the ensuing training measures for the following period of time are determined during personal talks with employees. The personnel department organizes and coordinates the respective training courses on the basis of this requirement report.
At CCH appropriate records are kept on the qualification, training and instruction of employees and an assessment of the effectiveness of the training is carried out.

INFRASTRUCTURE AND WORK ENVIRONMENT

Various procedures, e.g.

- process control regularization
- approval of processes and installations

ensure that suitable production means are planned and made available for all the business processes.
Means are also planned for the realization, maintenance and improvement of the quality management system and for achieving customer satisfaction by fulfilling customer requirements.
This budget or investment plan also takes the special interests of environmental protection, job safety and ergonomics into account.

7 SUPPORT PROCESSES

7.1 Monitoring and evaluation

EVALUATION OF CUSTOMER SATISFACTION

Customer satisfaction is the primary criterion for the appraisal of the results of the CCH management system. The system for obtaining a quick and direct feedback from customers is based on the *customer-orientated sales organization.*

This organization includes the Customer Centre, where transactions are processed. A project coordinator and a member of our outside sales staff, who are assigned directly to the customer, accompany each transaction throughout, i.e. until delivery.

Customer training courses, seminars and trade fairs

Regular customer training courses and contacts at trade fair presentations are also used to obtain information to promote customer satisfaction.

Complaint management system

The EDP-supported complaint data bank is called upon as an objective parameter and as a source of information for assessing customer satisfaction.

INTERNAL AUDITS

The continuous quality capacity and effectiveness of the quality management system is assessed on the basis of the internal audits.

Here system, process and product audits are used as tools. A yearly audit plan, that contains all the important information and specifications, is drawn up. This plan is agreed upon with the company management.

Qualified auditors are available for carrying out the internal audits. The results of the audits and the corrective measures with time limits are laid down in an audit report. The execution of corrective measures is supervised by the authorized quality representative. The regulations for the execution of internal audits are laid down in procedural instructions.

EVALUATION OF PROCESSES

There are specific parameters and evaluation methods for all processes that are relevant for meeting customer requirements. For the most part they are EDP-supported and are evaluated and documented at regular intervals or according to requirements. If trends or changes occur, this data is used for corrective or directive measures.

TESTING OF PRODUCTS

The control of the quality requirements of products is ensured by measurements and comparisons with the specifications in the form of tests.

The types of tests to be carried out are documented and include:

- Goods inwards inspections
- Intermediate inspections during production
- Final inspections in the form of operational tests, heat tests and/or system tests

Depending upon the requirements, the results of the tests are documented and, if required, are used for further analyses.

7.2 Processing of faulty products

Products that do not comply with the requirements are always marked to prevent their inadvertent use and to prevent them from being delivered to customers. Aspects relating to

- Marking
- Approval, clearance
- Fault elimination
- Documentation

are laid down in detail in special procedure instructions.

7.3 Data analysis

A large part of the data that is accrued in conjunction with the described process methods or the products is processed and evaluated using the commonly applied statistic procedures and analysis tools, e.g.

- Pareto diagram
- Histogram.

7.4 Improvements

The results of the data analyses serve as a basis for decisions relating to corrective and preventive measures.

What individual processes and procedures are then applied is shown in a clearly laid out matrix of corrective and preventive measures as procedure instructions. The connections described there are applied within the CCH organization to ensure that the

QUALITY CONTROL SYSTEM LOOP
PLAN - DO – CHECK – ACT
is closed and that a
CONTINUOUS IMPROVEMENT OF THE SYSTEM
is guaranteed.

8. Scope of application and list of amendments

8. List of amendments				
Index	Page Chapter	Amendments	Date, Dpt., Issued by Name	Date,Dpt., Verified by Name
0		**First edition**	29.05.02 QD Reinhard Becker	29.05.02 Q Henning Piegler
1	2,4,15	**Adaption to the current organisation**	15.03.03 QD Reinhard Becker	15.03.03 Norbert Röder
2	all pages	**Adaption to the current Organisation** - CEAG – replaced by CCH - Organisation adapted (Page 4) - Company policies (Page 3) - Managementsystem (4.3 – Page 6)	30.05.04 QD Reinhard Becker	30.05.04 Norbert Röder
4	2,4,15, 16	**Adaption to the current Organisation** - Apparatebau Hundsbach replaced by CCH - Organisation adapted - add Customer service & Business Development as new function - Change of company management (Page 2, 4)	15.06.06 QD Reinhard Becker	15.06.06 Clife Hermanowski
5	2,4,15, 16	**Adaption to the current Organisation** - CCH Bühl deleted - CEAG Notlichtsysteme deleted - Product range adapted	15.03.07 QD Reinhard Becker	15.03.07 Clife Hermanowski
6	2,6	**Adaption to the current Organisation** - Add IECEx-requirements + authorized person	03.08.07 QD Reinhard Becker	03.08.07 Clife Hermanowski
7	1,3, 4, 7	**Adaption to the current Organisation** - Corporate policy extended - Development process adapt to DMEDI	22.03.2010 Q Reinhard Becker	30.03.2010 Rito Eddins
8.	2, 4, 8, 16	- Adaption to the current organisational structure - Addition declaration, page 8	15.06.2012 Q Reinhard Becker	18.06.2012 Marcus Eisenhuth
9.	4, 5, 8 ,9, 16, 17	- Adaption to the EATOJ Organisation and the EATON Quality Policy	15.06.2015 Q Reinhard Becker	30.06.2015 Mathias Stelzer

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