

**QUALITY & ENVIRONMENTAL
MANAGEMENT SYSTEM**
Manual

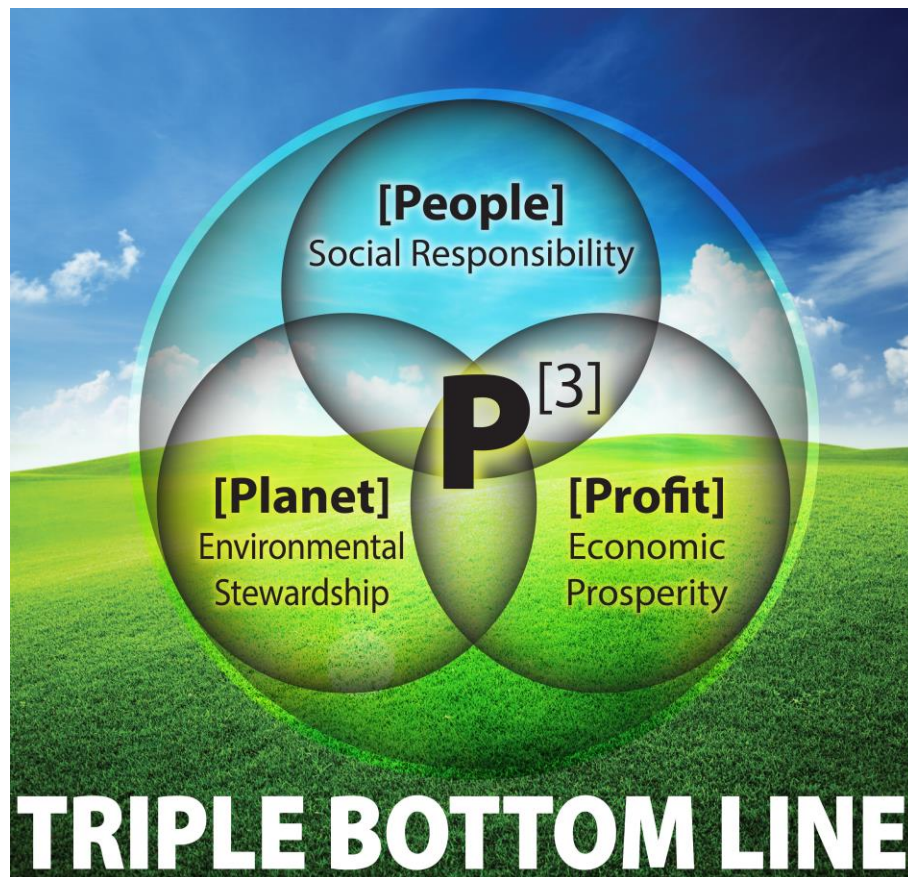
**ISO
9001
14001**

**QUALITY
ENVIRONMENTAL
ASSURANCE**



QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM

Manual



QUALITY AND ENVIRONMENTAL POLICY

At Reliable Controls Corporation, we shall commit ourselves to:

- *Understanding our customers' needs;*
- *Delivering the highest quality solutions promptly, professionally and efficiently;*
- *Recognizing that each person is accountable for producing superior quality products and services;*
- *Protecting our environment through sustainable management practices and decisions that meet compliance obligations related to our business; and*
- *Providing a safe and healthy workplace.*

Through ongoing monitoring and improvement of our operational processes, we will earn and sustain the reputation of having the most satisfied customers in the building automation industry.

RLC-0000217

people & technology
you can rely on™



CUSTOMER SATISFACTION!



QUALITY OBJECTIVES

- To achieve a software impact **score of 2.5 or lower**. This will be achieved by:
 - Creating fewer bugs.
 - Catching bugs early.
 - Fixing bugs quickly.
- To achieve a dealer satisfaction score of at least **4 out of 5 stars**.
Surveyed biannually in May and November.
- To achieve an instructor-led training satisfaction score of at least **85%**.

ENVIRONMENTAL OBJECTIVES

- To achieve an Energy Utilization Intensity [EUI] of **100 kWh/m²/yr.**, or lower for the headquarters site.
- To achieve **Net Zero** at 120 Hallowell by **2030**.



02-16-2024

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1. APPROVAL

This Quality and Environmental Management System (QEMS) manual has been reviewed and approved for use throughout Reliable Controls Corporation by the executive leadership group consisting of President, Executive Vice President of Sales, Vice President of Research & Development, Executive Vice President of Operations, and Senior Marketing Manager.



2. INTRODUCTION

FOREWARD

This manual describes the Quality & Environmental Management System (QEMS) of Reliable Controls Corporation (RCC) and is the governing document for all related aspects.

The Quality & Environmental Management System is composed of two parts, Quality and Environment. Both parts of the system are adapted from the International Organization for Standards (ISO). ISO is recognized worldwide as an independent organization that standardizes specifications for products, services, and systems to ensure quality, safety, and efficiency. The Quality Management system adheres and is certified to ISO 9001:2015 and the Environmental Management system adheres and is certified to ISO 14001:2015.

The manual serves as a high-level “road map” to the Reliable Controls Corporation QEMS and incorporates the procedures, processes, forms, and records that Reliable Controls manages.

This manual and all its subsequent revisions are distributed by the QEMS Coordinator to executive leadership and made available to all RCC employees via the corporate intranet. This manual also serves as the basis for Reliable Controls Corporation internal assessment of its QEMS.



3. CORPORATE OVERVIEW

Core Values

The company's core values are the distinguishing characteristics of the company's culture. The values are critical to the company's success. Every Reliable Controls employee is expected to embrace and embody the corporate core values and to apply them as a lens for decision-making. Reliable Controls' core values are **quality, honesty and integrity, openness, and teamwork.**

Quality: *We are focused on the creation of simple, flexible, and sustainable BAS solutions that are resilient throughout their long life and can be responsibly recycled.*

Honesty and Integrity: *We are truthful and accountable in all we do and treat others with respect.*

Openness: *We encourage and listen to feedback from all stakeholders and do our best to collaborate and improve.*

Teamwork: *We recognize the innovative synergies that are generated within teams and empower effective leadership.*

Vision Statement: How we want to be perceived through the eyes of customers.

People and technology you can rely on.

Value Proposition: What we promise to deliver is meaningful to customers.

We provide simple, flexible, and sustainable controls which balance the comfort, efficiency, and greenhouse gas reductions of commercial buildings all around the world.

Mission Statement: Why the company exists.

Through our actions, and through the quality of our products and services, we earn and sustain the reputation and brand recognition of having the most satisfied customers in the building automation industry.

Product Hallmarks: Why customers choose and continue to patronize the Reliable Controls brand.

Simple: *The products are easy to use, easy to install, and easy to program.*

Flexible: *The products can be used in a wide range of applications.*

Sustainable: *The price-point, longevity, and environmental impact of the products provide excellent value.*

Culture: Why people choose to continue to work at Reliable Controls.

We are a diverse group of people who are passionate about what we do and have fun doing it. With a common care for each other, the planet, and the customers we serve, we value quality, honesty, integrity, open feedback, and teamwork. We are committed to continual learning and skills development, maintaining a work/life balance, and seeking a high quality of life for our families and ourselves.



4. CONTEXT OF THE ORGANIZATION

(Standard - ISO 9001: 4 & ISO 14001: 4)

4.1 Context of the Organization

(Standard – ISO 9001: 4, 4.1 & ISO 14001: 4, 4.1)

Executive leadership is committed to meet annually to discuss the internal and external factors that can affect the Reliable Controls Corporation purpose and strategic direction of achieving superior products and services. All pertinent correspondence during management review is recorded in the Context of the Organization Procedure (RCC-PROC-COOP) and updated on the QEMS intranet accordingly. Compliance with the ISO Quality standard 9001:2015 and Environmental Standard 14001:2015 collectively becomes the company's integrated Quality and Environmental Management System.

4.2 Legal and Other Requirements and Compliance Obligation

(Standard – ISO 9001: 4.2 & ISO 14001: 6.1.3)

Reliable Controls Corporation maintains and continually improves its policies, procedures, documentation, and work instructions that meet the applicable standards, statutory, and regulatory requirements to which it adheres to. All Legal and Other Requirements shall be identified and updated based on the established Legal and Other Requirement Procedure (RCC-PROC-LRP) and List of Legal and Other Requirements (RCC-REC-LLOR) posted on the QEMS intranet.

The QEMS Coordinator monitors compliance with all legal requirements and reviews the list with executive leadership annually. Legal and other requirements shall be considered when; a new requirement is introduced, existing requirements change or a new/existing product, process and service are planned and /or modified, respectively.

4.3 Scope

(Standard – ISO 9001: 4.3 & ISO 14001: 4.3)

Reliable Controls Corporation designs, develops, manufactures, markets, administers, and supports Internet-based building automation systems. RCC considers all external issues, internal issues, statutory requirements, regulatory requirements, and the requirements of "interested parties" in the provision of its products and services.

The QEMS consists of adherence and conformity to the Quality Management System (QMS) and Environmental Management System (EMS) and all the processes, procedures, work instructions, forms, standards, codes, regulations, and records that are documented and maintained throughout the organization.

This management system manual outlines the corporate policies, procedures, targets, and objectives required to implement the QEMS.

4.4 Integrated Management Processes

(Standard – ISO 9001: 4.4 & ISO 14001: 4.4)

Reliable Controls Corporation continually evaluates its numerous processes, methods, and performance indicators to continually improve and achieve effective operation of the organization. Both the structure of its QEMS and this manual are aligned with its key business targets.



5. LEADERSHIP

(Standard – ISO 9001: 5 & ISO 14001: 4.4.1)

At RCC, the leadership, commitment, and active involvement of senior management are essential for defining and maintaining an effective QEMS.

5.1 Leadership and Commitment

(Standard – ISO 9001: 5.1 & ISO 14001: 5.1)

The management group is committed to and accountable for the effectiveness of the quality and environmental management system. Using the ISO guidelines for management review, the leadership team meets every quarter to ensure the company vision, customer feedback, status of the QEMS, and overall performance are current and relevant. Records and actions of this information are communicated appropriately.

QEMS Coordinator Responsibilities

Executive leadership appoints a QEMS Coordinator. The QEMS Coordinator has the responsibility and authority for implementing and maintaining the Quality and Environmental Management Systems and reports to executive leadership on QEMS performance and its opportunities for improvement.

5.2 Customer Focus

(Standard – ISO 9001: 5.1.2 & ISO 14001: 5.1.2)

Customer requirements that can affect conformity of products and services are determined through close contact with all staff of the organization and ongoing proactive communications (online feedback, surveys, bi-annual dealer meetings, trade shows). All feedback from customers is logged and evaluated to ensure customer satisfaction. Corrective action is generated, when applicable.

5.3 Quality and Environmental Policy

(Standard – ISO 9001: 5.2.1, 5.2 & ISO 14001: 5.2)

The Quality and Environmental Policy is the strategic vision of the organization and serves to provide a framework for setting and reviewing The Context of the Organization (RCC-PROC-COOP) and Environmental Aspects and Impact (RCC-PROC-EAIP). Management at all levels understands the importance of communicating and explaining the Policy to all employees, visitors, and interested parties so that they become familiar with the policy and its intent:

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- *Protecting our environment through sustainable management practices and decisions that meet compliance obligations related to our business, and*
- *Providing a safe and healthy workplace.*

Through ongoing monitoring and improvement of our operational processes, we will earn and sustain the reputation of having the most satisfied customers in the building automation industry.



5.4 Resources, Roles, Responsibility and Authority

(Standard – ISO 9001: 5.1, 5.3 & ISO 14001: 5.1, 5.3)

Executive leadership ensures the availability of resources essential to the satisfaction of our customers and the continual improvement of the Quality and Environmental Management System. Examples of these resources include:

- A) Training and specialized skills
- B) Capital equipment and relevant tools
- C) Information systems
- D) Infrastructure
- E) Financial Administration
- F) Human Resources
- G) Technology

Identification, mitigation, and communication of any associated environmental impacts, health and safety hazards, or organization risk shall be considered at planned intervals to protect the welfare of all interested parties.

The continual development of RCC's knowledge base, documentation, and intellectual property that is integral to making factual decisions and stimulating innovation shall be managed accordingly. Identification, access, conversion, appropriate security, and confidentiality shall be maintained.

Natural resources such as electrical energy, water, and fuel are essential to operations under the control of the organization. RCC makes an ongoing concerted effort to conserve energy and resources as much as possible through preservation, conservation programs, and initiatives.

All roles, responsibilities, and resources necessary for realizing products and services and communicating the needs and expectations of customers, shall be defined, documented, and communicated in the Quality and Environmental Internal and External Communication Procedure (RCC-PROC-QEIECP).



6. PLANNING

(Standard – ISO 9001: 6 & ISO 14001: 6)

6.1 Objectives

(Standard – ISO 9001: 6.2 & ISO 14001: 4.3.3)

QUALITY OBJECTIVES

- To achieve a software impact **score of 2.5 or lower**. This will be achieved by:
 - Creating fewer bugs.
 - Catching bugs early.
 - Fixing bugs quickly.
- To achieve a dealer satisfaction score of at least **4 out of 5 stars**.
Surveyed biannually in May and November.
- To achieve an instructor-led training satisfaction score of at least **85%**

ENVIRONMENTAL OBJECTIVES

- To achieve an Energy Utilization Intensity (**EUI**) of **100 kWh/m2/yr.**, or lower for the headquarters site.
- To achieve **Net Carbon Zero** at 120 Hallowell by **2030**.

COMMUNICATING QUALITY & ENVIRONMENTAL OBJECTIVES

The management group strives to ensure that the strategic objectives are communicated in such a way that people in the organization can contribute. The management group reviews the company strengths, weaknesses, threats, and opportunities on an annual basis and revises them where applicable. Changes are subsequently communicated to all relevant stakeholders in the organization as outlined in the Quality and Environmental Internal and External Communication Procedure (RCC-PROC-QEIECP).

6.2 Risk Evaluation and Risk Management

(Standard – ISO 9001: 6.1.2 & ISO 14001: 6.1.2)

The organization has made efforts to include an evaluation of risk and the potential for risk into its strategic business planning and departmental planning with review instigated no less than once per year. The significance of RCC's risks and the associated impacts shall be evaluated under normal, abnormal, and emergency conditions based on three baseline criteria to aid professional judgment. The criteria are as follows:

- A) Probability – How likely the risk is to happen
- B) Impact – The impact of the risk on products and services
- C) Control – The controls RCC has put in place to manage the risk

Terms, definitions, and criteria to manage and evaluate risk are outlined in the Risk Management Procedure (RCC-PROC-RMP). Risk assessments are reviewed no less than once per year by each department of the organization and references to risk associated to the ISO 9001/14001:2015 standard is stored in the Reliable Controls e-Planning software platform.



6.3 Environmental Aspects and Impact, including Product Life Cycle

(Standard – ISO 9001: 6.1.2 & ISO 14001: 6.1.2)

The implemented Environmental Aspects and Impacts Procedure (RCC-PROC-EAIP), along with the Environmental Aspects and Impacts registry, identifies and evaluates environmental risks, opportunities, and the effectiveness of these actions. Environmental aspects are identified from our products, facilities, suppliers, process development, and services. When identifying environmental aspects, the following shall be considered:

- A) Emissions to air, land, or water
- B) Consumption of resources
- C) Wastes and by-products
- D) Reuse and recycling
- E) Materials, product, facility, and operations

ENVIRONMENTAL SIGNIFICANCE

The significance of RCC's environmental aspects and associated impacts shall be evaluated under normal, abnormal, and routine and non-routine conditions based on a series of weighted factors as a baseline to aid professional judgment, which includes:

- A) Likelihood (probability of occurrence)
- B) Control (how easy or difficult it is to control)
- C) Scale of impact (amount of consumption, emission, discharges per month)
- D) Applicability of legal and regulatory requirements
- E) Product lifecycle considerations

Each department shall identify the various environmental aspects of its respective area, including all operations, activities, and processes. Results are reviewed by QEMS manager and QEMS coordinator and communicated to responsible parties where applicable.

Any aspect with a significant impact score shall be addressed to prevent negative effects and apply environmental control. Records in the Environmental Aspect registry is used in part to help determine the Context of the Organization (e-Planning SWOT Analysis) and the companies Policy and Objectives (see Targets and Objectives Process Flow Chart – RCC-REC-TOFC)

6.4 Changes to the QEMS

(Standard – ISO 9001: 6.3 & ISO 14001: 6.3)

The QEMS Coordinator is the single point of contact appointed as the ISO management system representative. All changes and updates to the system are directed or consulted through this role to ensure that the integrity of the QEMS Document Library is planned, implemented, and communicated in accordance with ISO requirements. Departmental managers, with the assistance of the QEMS Coordinator, strive to ensure the QEMS is planned, implemented, and communicated on the departmental level.



6.5 Provision of Resources

(Standard – ISO 9001: 7.1.1 & ISO 14001: 5.3)

The Reliable Controls Corporation management group strives to provide the resources essential to the corporate strategy, achievement of the organizational objectives, the satisfaction of customer requirements, and the effectiveness of the QEMS. Status updates are reviewed during regularly scheduled executive leadership meetings (held multiple times per month).

6.6 Infrastructure

(Standard – ISO 9001: 7.1.3 & ISO 14001: no reference)

The Reliable Controls Corporation Headquarters comprises of an electronics manufacturing facility (North Wing) constructed in 1999, renovated in 2004, and a LEED Platinum certified annex housing R&D, marketing administration, and other support staff (South Wing). This contemporary facility proudly displays, utilize, and monitors the products we sell and endorse by a team of experienced and dedicated professionals, in order to maximize the efficiency and continually improve our products from within. Reliable Controls expanded in 2019 with the addition of a contemporary and modern space leased at 401 Garbally Road on the Selkirk Waterway to house the growing needs of the Software department. In 2020, an additional floor was renovated in the building to house the Firmware department.

6.7 Work Environment

(Standard – ISO 9001: 7.1.4 & ISO 14001: No Reference)

Reliable Controls Corporation provides and maintains a facility necessary for the operation of its people, processes, information, and technology.

Reliable Controls has programs and activities in place that contribute to a positive work environment including:

- Health and safety program (administered by the Health and Safety Committee),
- Emergency preparedness,
- Competitive wages and benefits
- Employee-sponsored social events
- Environmental programs (green cleaning policy) and
- Green transportation incentives

Management ensures that employees are provided with up-to-date tools and technology in a modern and collaborative work environment conducive to the conformity of products and services, including an Electro-Static Devices (ESD) compliant operations facility.

6.8 Monitoring and Measurement

(Standard – ISO 9001: 7.1.5 & ISO 14001: no reference)

Monitoring and measurement instruments are used in both Manufacturing and Research and Development at RCC and documented in the established and implemented Monitoring and Measuring Procedure (RCC-PROC-MMP). Instruments are identified, scheduled, reviewed and when required, are sent out to the manufacturer, or a certified manufacturer's representative, for calibration and verification. This has been detailed in the Test Equipment Calibration Process (RCC-PRCS-TECP).

Product testing and the resources required for it are trained and validated in-house, using

custom-made test beds and software. The Test Bed Maintenance Process (RCC-PRCS-TBMP)



7. SUPPORT

(Standard – ISO 9001: 7 & ISO 14001: 7)

7.1 Competence

(Standard – ISO 9001: 7.2 & ISO 14001: 7.2)

RCC personnel is assessed for competence based on appropriate education, training, skills, and experience. Personnel is aware of the relevance and importance of their activities and how they contribute to the achievement of organizational objectives. These objectives are determined by criteria specified in the Human Resources Management System (HRMS), documented procedures and as part of an annual employee performance review.

7.2 Awareness

(Standard – ISO 9001: 7.3 & ISO 14001: 7.3)

RCC under the strategic direction of the Quality and Environmental Management System has implemented and maintained an established Competence, Training, and Awareness Procedure (RCC-PROC-CTAP).

STAFF TRAINING

RCC emphasizes the involvement and training of all staff. Based on performance objectives and resulting competence requirements for existing personnel and management:

- Ensure that adequate training is provided to the employee and associated records retained,
- Ensure the awareness of significant environmental aspects and impacts, and health and safety hazards and risks of RCC operations and activities are considered,
- Pledge that introductory programs for newly hired employees are implemented.
- Ensure that training records are generated for all performed training. For new employees, or for additional training for present employees, an Individual Training Record must be completed. All training that staff has received to date is identified under performance on the HRMS, and
- Evaluate the outcome of training to ensure that the training objectives have been met (the training evaluation is performed as part of the employee performance review).

DEALER TRAINING

RCC requires that all Dealers installing Reliable Controls product be competent in their technical and sales abilities. As such, RCC offers comprehensive product training to its Authorized Dealer Network. This training can be conducted in-house or off-site by one of our employees through the training section of the Marketing department as well as using electronic learning methods. Dealers are considered competent after they have fulfilled Level 3 certification.

7.3 Communication

(Standard – ISO 9001: 7.4, & ISO 14001: 7.4.1)

RCC works closely with its customers, suppliers, clients, community and other interested parties to develop and implement effective channels for communicating pertinent



information. Internally, it is management's responsibility to communicate any changes to systems, policies, procedures, etc. to their direct reports as a commitment to leadership. RCC has implemented a Quality and Environmental Internal & External Communication Procedure (RCC-PROC-QEIECP) to outline these approaches.

7.4 Internal Communications

(Standard – ISO 9001: 7.4 & ISO 14001: 7.4.2)

Management throughout RCC support the strategic vision of the QEMS by establishing communication channels (e.g.: monthly newsletters, quarterly staff meetings, intranet, meeting minutes, email messages, bulletin board postings, company website, videos, and interactive learning modules).

7.5 External Communications

(Standard – ISO 9001: 7.4 & ISO 14001: 7.4.3)

To inform external interested parties about the Reliable Controls Quality & Environmental Policy and environmental performance, the following communication methods are available:

- Facility tours
- Websites
- Press releases
- Advertisements
- Social

7.6 Control of Documents

(Standard – ISO 9001: 7.5.1, 7.5.3 & ISO 14001: 7.5.1, 7.5.3)

Prior to release, all documents are reviewed and authorized, thereby ensuring that all department personnel has access to the most up to date versions of required documents. Further details of RCC's document system can be found in the established Documents Control Procedure (RCC-PROC-DCP).

7.7 Documentation Requirements

(Standard - ISO 9001: 7.5.2 & ISO 14001: 7.5.2)

Reliable Controls commits itself to the creation and maintenance of documents that are required by the ISO Quality and Environmental standards. These documents are, but not limited to, the Quality and Environmental Policy, Quality and Environmental Targets and Objectives (RCC-PROC-QETOP), QEMS manual, and all other required documents and records stored in the QEMS directory on the company intranet.

7.8 Control of Records

(Standard – ISO 9001: 7.5.3 & ISO 14001: 7.5.3)

Reliable Controls ensures that all records remain legible, identifiable, available, traceable, and accessible. Details of RCC's records system can be found in the established Documents Control Procedure (RCC-PROC-DCP).



8. OPERATIONS

(Standard – ISO 9001: 8 & ISO 14001: 7, 8)

8.1 Planning for Product Realization

(Standard – ISO 9001: 8.1 & ISO 14001: 8.1)

Production scheduling and inventory are based on sales forecasts, completed monthly.

To realize products and satisfy the requirements of customers and other interested parties, each department shall ensure that process inputs are defined and recorded as a basis to be used for validation of outputs. The significant or critical features of products and processes shall be identified to develop an effective and efficient plan for controlling and monitoring the activities within its processes.

In planning product realization, the following shall be considered:

- A) input and output requirements for the product.
- B) activities within the processes, documents, and resources specific to the product.
- C) required verification, validation, analysis of processes and products.
- D) identification, assessment, and mitigation of unintended changes and risks.
- E) environmental impact of the product in terms of use of natural resources, materials, and energy from inception to end of life; and
- F) records of the realization processes and resulting product conformance.

8.2 Operational Planning and Control

(Standard – ISO 9001: 8.1, 8.2 & ISO 14001: 8.1)

The documented Operational Planning and Control Procedure (RCC-PROC-OPCP), outlines the company commitment to operations and activities associated with significant environmental aspects consistent with RCC's QEMS policy and objectives. Targets and actions are to be carried out under specified conditions to control situations where their absence could lead to a deviation. Stipulated operating criteria are outlined in the procedure.

Types of implemented and maintained operational controls are procedures, manuals, signage, work instructions, forms, checklists, records, processes, and flow charts.

These methods may include planning of changes, mitigation of risks, quality control metrics, legal and other requirements, regular maintenance of equipment, health and safety, transportation of goods and handling and storage of goods.

Communication methods and information are relayed to customers, suppliers, contractors and other interested parties when necessary and outlined in the Quality and Environmental Internal and External Communication Procedure (RCC-PROC-EQEIECP).



8.3 Emergency Preparedness and Response

(Standard – ISO 9001: no reference & ISO 14001: 8.1, 8.2)

RCC has implemented the Emergency Preparedness and Response Procedure (RCC-PROC-EPRP) for the purpose of the identification of potential emergency situations and potential accidents that could have impacts on the environment, company culture and community.

The testing of emergency procedures is arranged annually by the Health and Safety committee. For the purposes of an accident or a potential emergency, the Emergency Drill Response Evaluation Form (RCC-REC-EDREF) serves as the record for these incidents and testing of these potential incidents and is maintained for future evaluation of conformity.

8.4 Customer Communication

(Standard – ISO 9001: 8.2.1 & ISO 14001: 8.2)

When potential jobs are being awarded, inventory quantities are considered in the forecasts by way of advanced communication from dealers and regional sales managers.

It is the responsibility of each RCC Authorized Dealer to determine the requirements needed to fulfill their contractual obligations, along with ordering suitable products that meet their specification. Reliable Controls receives and encourages continual feedback from its Authorized Dealer network on future needs, functionality, and requirements.

RCC's Research & Development department receives, monitors and implements feature request recommendations by Authorized Dealers as part of the research and development process.

Orders are communicated from the Authorized Dealer network primarily through the online ordering system on the RCC website. Dealers can include specific instructions at the time of order.

Note: Post-delivery activities are the responsibility of the Reliable Controls Authorized Dealer network. However, in support of their efforts, RCC offers a five-year warranty.

8.5 Requirements for Products and Services

(Standard – ISO 9001: 8.2.2, 8.2.3.1 & ISO 14001: no reference)

Each department shall ensure adequate understanding of the needs and expectations of RCC's customers or other interested parties before initiating any actions to comply with their process requirements for products and services. Consistent collaboration with customers and other interested parties shall be maintained to gain mutually acceptable business practices. This information shall include one or more of the following:

- A) Specific requirements for the product, including delivery and post-delivery activities,
- B) Contract, statutory, and regulatory requirements,
- C) Sector and end-user requirements, and
- D) Other requirements are determined by RCC.

Review, communication, and confirmation, including amendments to requirements specified in quotations and purchase orders, shall be made through contracts, email, letters, facsimiles, etc.

To define and maintain the methods of reviewing the product requirements, order agreement and monitoring requirements for customer satisfaction and communication of a customer-related process control standard are implemented and outlined in the Supplier Qualification and Monitoring Procedure (RCC-PROC-SQMP).



8.6 Design and Development

(Standard – ISO 9001: 8.3 & ISO 14001: 8.1)

RCC designs and develops specialized hardware and software products used for the building automation industry.

The Reliable Controls internal stakeholders works in collaboration with its Authorized Dealer network in the design and development of new products and product improvements. This ensures that the expectations of the Authorized Dealer Network, with respect to scope and quality, are being met.

Design planning, inputs, outputs, reviews, verifications, validations, and documented changes are captured in RCC's GATE Process (RCC-PRCS-GATE).

8.7 Supply Chain/Purchasing

(Standard – ISO 9001: 8.4.1 & ISO 14001: 8.1)

Reliable Controls Corporation determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external suppliers, based on their ability to provide processes or products and services in accordance with requirements. Reliable Controls Corporation retains documented information of these activities and any necessary actions arising from the evaluations.

Reliable Controls Corporation has implemented a Sustainable Purchasing and Green Cleaning Policy (RCC-POL-SPGCP) to control environmental aspects. Reliable Controls will align its purchasing decisions with its commitment to protect the environment. The company will source products and services that have a less adverse impact on the environment and our people as a priority.

8.8 Supply Chain/Purchasing Process and Control

(Standard – ISO 9001: 8.4.2 & ISO 14001: 8.1)

Purchasing processes include an ongoing vendor evaluation and requalification (Supplier Survey Form – RCC-REC-SSF) by the purchasing department. Verification of products and services include inspection, testing, and performance.

8.9 Supply Chain/Purchasing Information

(Standard – ISO 9001: 8.4.3 & ISO 14001: 8.1)

Reliable Controls Corporation ensures the adequacy of requirements prior to communication to our product and service providers. Engineering specifications, pricing and special instructions or requirements are listed on the purchase orders. Relationships with external providers and partners are monitored, evaluated along with continual communication with the aim of mutually improving the effectiveness and consistency of processes, products and services that add value and enhance the customer experience.



8.10 Control of Production and Service Provision

(Standard – ISO 9001: 8.5.1 & ISO 14001: 8.1)

Product manufacturing requirements are determined by sales forecasts and generated by the Great Plains Database (GP), which determines the production schedule for a three-month period.

It is the objective of RCC to ensure product delivery within four business days of order receipt. To meet this objective, a process stimulates raw material requirements, production kit scheduling, inspection, final testing, and assembly. This process is controlled and monitored in an electronic database that records all results, along with time and quality information.

Production, inspection, and testing procedures are maintained, as required, to meet quality objectives in an electronic manufacturing database. Where applicable, these processes consist of soldering standards which meet the *IPC-A-610 standards*.

8.11 Identification and Traceability

(Standard – ISO 9001: 8.5.2 & ISO 14001: No Relation)

Each and every product undergoes various stages of inspection and testing through to product realization. The results of these tests are recorded in an electronic database that can be traced back to a specific serial number. Monitoring and measuring of service provisions are regularly maintained and verified for traceability through the Supplier Qualification and Monitoring Procedure (RCC-PROC-SQMP) and the Monitoring and Measurement Procedure (RCC-PROC-MMP).

8.12 Customer Property

(Standard – ISO 9001: 8.5.3 & ISO 14001: 8.1)

RCC does not use any customer-provided property in the manufacturing of our products.

8.13 Preservation of Product

(Standard – ISO 9001: 8.5.4 & ISO 14001: 8.1)

Since integrated circuit boards are susceptible to electrostatic discharge, the handling of electronic components and production processes at RCC is conducted using Electrostatic Discharge (ESD) devices along with an MSD Chamber for moisture sensitive devices. Reliable Controls Corporation monitors, evaluates and maintains its legal, environmental, regulatory and certification standards necessary to meet product and service provision integrity. Any special handling requirements from the point of receiving raw materials to the delivery of finished goods, take into consideration and comply with the manufacturer's storage and assembly recommendations. Proper handling and testing of ESD equipment are outlined in the ESD Workbench Procedure (RCC-PROC-EWTP), ESD Tester Combo Footwear Verification Procedure (RCC-PROC-ETCFVP) and verification logs of ESD conformity stored on the corporate intranet.



9. PERFORMANCE EVALUATION

(Standard – ISO 9001: 9 & ISO 14001: 4.5.)

9.1 Monitoring and Measurement

(Standard – ISO 9001: 9.1, 9.1.1 & ISO 14001: 9.1, 9.1.1, 9.1.3)

The Monitoring and Measurement Procedure (RCC-PROC-MMP) is in place to address the ongoing improvement of RCC's activities, products, processes, and actions. The Evaluation of Compliance with Legal and Other Requirements (RCC-REC-ECLORF) provides evidence to the organization that RCC is in compliance with legal and other requirements that are applicable to its environmental aspects and could have an effect on significant environmental impacts.

Certificates of calibration are filed both as hard copy and electronically. An in-house calibration forms are completed for each device to be calibrated on site. The Calibration Log also has records of every calibrated device, along with its location and calibration interval. Equipment used as a reference is labeled "*For Reference Only*".

Documenting of information to monitoring and measurement performance, applicable operational controls and conformity with RCC's List of Operational Planning and Control (RCC-REC-LOPC) are assessed annually. Calibrated equipment is routinely scheduled, verified and all associated records are maintained. RCC ensures that all monitoring or measurement processes needed to ensure conformity of products and services are defined, planned and evaluated on a regular basis and no less than once per year.

9.2 Customer Satisfaction

(Standard – ISO 9001: 9.1.2 & ISO 14001: No Relation)

Customer satisfaction is measured through RCC staff communication with the Authorized Dealer network and through technical support and customer care analysis with the end user. The company measures customer satisfaction by inviting its dealer network to complete a training-based Dealer Satisfaction Survey. This allows the dealer to evaluate all aspects of Reliable Controls. The results of the survey are then compiled, analyzed, and shared with the dealer network at Interconnect meetings – the company's bi-annual global dealer meeting event. The Research and Development team also provides a Product Satisfaction Survey for our dealer network to assess our level of customer satisfaction and response to customer inquiries and requests.

Furthermore, the management team uses the Dealer Satisfaction Survey and Product Satisfaction Survey data to align the company's operational goals and objectives, grow its current product line, innovate new designs and evolve its process of continual improvement.

9.3 Analysis and Evaluation

(Standard – ISO 9001: 9.1.3 & ISO 14001: 9.1)

The analysis of data is a key component to making fact-based decisions. RCC collects relevant data from all sections of the organization and generates the data into Key Performance Indicators (KPI). The KPIs are analyzed to generate reports that are used by management at all levels to effectively understand how the business is performing. During the manufacturing process, the results of inspections and testing are recorded in an electronic manufacturing database and evaluated for continual improvement.



9.4 Internal Audit

(Standard – ISO 9001: 9.2.1, 9.2.2 & ISO 14001: 9.2.1, 9.2.2)

The internal audit schedule follows the requirements identified in the ISO 9001 & ISO 14001 standards and is outlined in RCC's Internal Audit Procedure (RCC-PROC-IAP). This Internal Audit Procedure includes the planning, the frequency, scope and maintenance of the audit program, the methods, responsibilities, and requirements for planning and conducting audits and the criteria and reporting of results.

The audit report includes (as a minimum):

- Date the audit and name of auditor,
- Main personnel contact,
- Department/section being audited,
- Individuals interviewed,
- Procedures/records reviewed, and
- Findings/comments – conformities, nonconformities, and OFIs.

Note: Auditors are qualified based on completion of an internal auditor training course, or through previous experience. Records of this training are maintained in an online database.

Internal auditors do not audit their own area of responsibility as this creates a conflict of interest.

Results of all audits are analyzed upon completion of audits to determine action items for review and discussion with managers and supervisors of their corresponding departments. Other concerned or interested parties may also attend at the discretion of the QEMS Coordinator or a member of the management team. Any non-conformances that arise and are mutually agreed upon by auditors and stakeholders are entered into the internal non-conformance database as outlined in the Nonconforming Corrective and Preventative Control Procedure (RCC-PROC-NCPCP).

9.5 Evaluation of Compliance

(Standard – ISO 9001: no reference & ISO 14001: 9.1.2)

The commitment of compliance to all applicable legal requirements and other requirements RCC subscribes to is established and managed by the Evaluation of Compliance Procedure (RCC-PROC-ECP) and by annual verification using the Evaluation of Compliance Form (RCC-REC-ECLORF). Results and actions of records are maintained and evaluated on a regular basis and no less than once per year.



10. IMPROVEMENT

(Standard – ISO 9001: 9.3.1 & ISO 14001: 9.3.1)

10.1 General

(Standard – ISO 9001: 9.3.1 & ISO 14001: 9.3.1)

Management review is accomplished quarterly in a formal management review meeting covering all the requirements of the ISO 9001 and ISO 14001 standards as outlined in the Management Review Procedure (RCC-PROC-MRP) as well as informally during regularly scheduled executive leadership meetings (held multiple times per month)

Meetings ensure the continuing effectiveness of RCC's QEMS in achieving the quality and environmental objectives and for carrying out planned activities.

10.2 Review Input

(Standard – ISO 9001: 9.3.2 & ISO 14001: no reference)

Inputs to RCC's executive leadership review include the assessment of:

- Customer satisfaction and feedback from relevant interested parties.
- The extent to which quality objectives have been met.
- Process performance and conformity of products and services.
- Nonconformities and corrective actions.
- Monitoring and measurement results.
- Audit results.
- The performance of external providers.
 - The adequacy of resources.
 - The effectiveness of actions taken to address risks and opportunities (see 6.1);
 - Opportunities for improvement.

External and internal issues that are relevant to the environmental management system.

- The needs and expectations of interested parties, including compliance obligations.
- Risks and opportunities.
 - The extent to which environmental objectives have been achieved.
- Information on the organization's environmental performance, including trends in:
 - Nonconformities and corrective actions.
 - Monitoring and measurement results.
 - Fulfilment of its compliance obligations.
 - Audit results.
 - Adequacy of resources.
 - Relevant communication(s) from interested parties, including complaints.
 - Opportunities for continual improvement.

Reviews also include follow-up on previous actions, and other pertinent data, which effectively indicate if the Quality & Environmental Policy and quality and environmental objectives are being achieved.



10.3 Review Output

(Standard – ISO 9001: 9.3.3 & ISO 14001: no reference)

Review output includes recommendations, decisions, and actions arrived at during the review and, where applicable, results are documented and managed as a corrective/ preventive action. Minutes from review meetings are retained.

The output from the management review includes any decisions and actions related to:

- The continual improvement of the QEMS and its processes and the continual improvement of RCC's products produced,
- Adequate resources must be addressed to meet the demand for overall continual Improvement,
- SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis results arising from the Context of the Organization (e-Planning), and
- Any implication of the strategic direction of the organization

10.4 Non-Conformity and Corrective Action

(Standard – ISO 9001: 10.2.1, 10.2.2 & ISO 14001: 10.2.1, 10.2.2)

RCC quarantines nonconforming products and materials to prevent further unnecessary processing. Records and actions of resulting non-conformances are stored in an electronic manufacturing database as outlined in the established, Nonconforming Corrective and Preventative Control Procedure (RCC-PROC-NCCPP).

Nonconforming product or materials are most detected as:

- Incoming product or materials from a supplier,
- During visual inspection,
- Through Hole defects
- During final inspection phase, or
- During testing.

RCC applies corrective and preventive action to the disposition and mitigates the risk and consequences of nonconformities and/or potential nonconformities. This process is detailed in the Non-Conforming Corrective and Preventative Control Procedure (RCC-PROC-NCCPP).

Any adverse effects or consequences to the environment require RCC to identify, correct, and take action to mitigate any further or possible impacts (including a deviation from a documented procedure that results in a nonconformance). Investigations into the determination of the cause(s) and any action(s) that prevent re-occurring nonconformity(s) from taking place in the future are taken into consideration. Recording of results and review of any corrective action(s) and preventive action(s) taken are appropriate to its magnitude and necessary changes are made to the QEMS.



10.5 Continual Improvement

(Standard – ISO 9001: 10.1 & ISO 14001: 10.1)

RCC continually seeks to improve the effectiveness and efficiency of its quality and environmental management system. The following facets of the QEMS are all used to achieve intended outcomes for products and services:

- Adherence to the Quality and Environmental Policy,
- Analysis of audit results,
- Risk-based evaluation and recorded results in the Risk Assessment Software,
- Environmental Aspects, Impacts and Product Life Cycle,
- Corrective and preventive action,
- Customer satisfaction data,
- Management reviews and staff feedback; and
- Other applicable key performance indicators.





***QUALITY & ENVIRONMENTAL
MANAGEMENT SYSTEM (QEMS)
Manual***

