

## Quality and Environmental Management in Aplicom Revision 3.3.2



ISO 9001

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# BUSINESS ACTIVITIES AND STRATEGY

**Aplicom’s mission is to offer telematics products and services that improve users’ operational efficiency and reduce their environmental footprint.**

In our day-to-day operations, we pursue our mission in accordance with our values and operating principles.

We believe that long-term cooperation with our partners and customers, based on trust, is the best way to run our business.

Openness and respect for each other are very important to us.

It’s obvious to us that we must take proper responsibility for our customers, each other, the quality of our products and services and the environment.

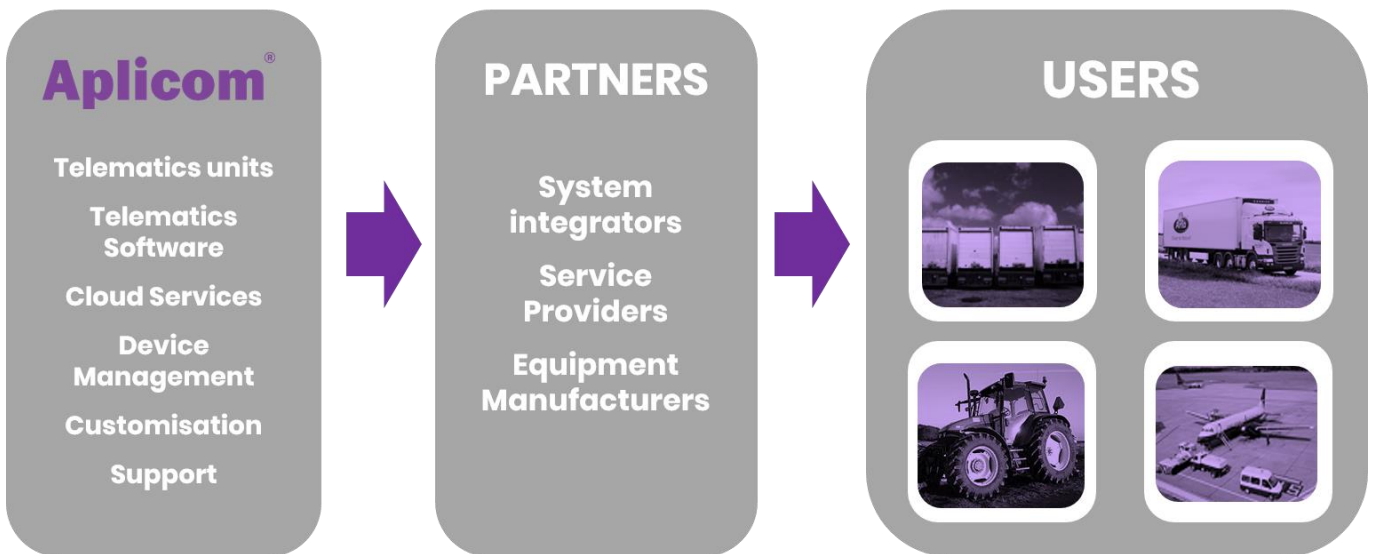
The details of Aplicom’s operating principles and corporate responsibility can be found in the document “Quality and Code of Conduct”.

## Business idea

Aplicom makes, develops and sells reliable and innovative telematics equipment, along with the software and service solutions that utilise this equipment.

## Strategic choices

Aplicom makes, develops and sells telematics equipment and related software primarily for the European market. This strategy is strongly oriented towards growth and a gradual expansion of the market area. Aplicom does not target special market segments but bases its business on networking and indirect sales to end users through skilled service providers, system suppliers and machinery manufacturers. Services and software are slowly but steadily growing in volume as the market demands it.



## Kuva 2. Aplicom sells its products and services through a network of partners

Aplicom’s equipment and software services are used in various commercial vehicle and machine applications, as well as in wireless telemetry not related to motor vehicles.

Central to Aplicom’s product strategy are open hardware solutions connected to software services,

reliability, professional product support and utilisation of the same basic solutions (platforms) in different application areas.

To an increasing extent, the products include ready-made hardware applications, software and cloud services, so that Aplicom's customers can integrate their devices directly with the functionality of the implemented system or service.

Aplicom's networked business model establishes and maintains long-term partnerships with system suppliers who act as resellers. It also develops strong relationships with product development partners, contract manufacturers and other equipment producers.

## **Values**

Aplicom's operations are guided by the following core values:

- 1. Open and fair co-operation**
- 2. Accountability**
- 3. Competence**
- 4. Continuous improvement**
- 5. Achievement**

We work openly and honestly with our colleagues and partners. In this way, we build the mutual trust that is the foundation of our success.

We are committed to taking responsibility for the service of our customers and our own operations, while showing respect for our colleagues, product and service quality and our environment.

Continuous improvement and competence development are part of our daily operations.

We always keep our goals in mind and work hard to achieve them.

## **Principles of Operation**

Aplicom's values guide the actions of its management and personnel. Aplicom's operating principles are a guideline towards concrete action. They are as follows:

- **Customer satisfaction is most important to us**
- **I am a trustworthy member of our team, taking care of my own work and helping others**
- **I am responsible for the quality of my own work**
- **I remember that good and sufficient communication is an essential part of my job**

## **Environment**

One of the key aspects of Aplicom's business is to reduce environmental impact.

In this spirit, we would like to take responsibility for the environment in all our operations, and to continuously develop what we do to minimise its effects on the environment. Our long-term goal is to make our business part of a sustainable circular economy that affects the environment as little as is reasonably possible.

We comply with environmental legislation and good practice.

By their very nature, our activities put almost no strains on the environment, but we still take care of the environment through simple, everyday actions.

We pay careful attention to our energy efficiency, strive to minimise our waste and sort our waste for recycling as much as possible. We encourage recycling through collection points that promote sorting, and work with a professional partner who takes care of our waste in recycling facilities. We always select environmentally responsible subcontractors and monitor their work. We take environmental factors into account when choosing components and materials for our products.

We use electronic communications to reduce travel, but when using vehicles, choose those with low emissions when available.

We strive to meet the requirements of environmentally-conscious customers regarding the materials contained in our products and their reporting.

We have identified the environmental issues that need to be taken care of in any environmentally responsible organisation. Aplicom's environmental policy, goals and objectives are based on these identified issues.

Based on these issues, we have put together an environmental development program, which is a concrete plan to promote environmental goals.

## QUALITY MANAGEMENT

Quality development is an integral part of Aplicom's processes and development work. In Aplicom, quality is a part of everyday operations and management. Quality is the tool by which to make Aplicom's products and services desirable and move the company in a more competitive direction. One key task of Aplicom's management and personnel is to continuously improve the quality of operations.

The CEO is responsible for our quality guidelines. There is also a Quality Director, who is a member of the management team and appointed separately. He follows and actively develops our quality system and its guidelines and keeps the management team and board informed of progress. The Quality Manager is responsible for the maintenance of quality system documentation and monitoring how the quality system operates, in cooperation with the quality management team and personnel assigned to various roles. The Quality Manager has the overall responsibility for the quality system, while each process owner must report on implementation, to ensure that the system documentation corresponds to real operations.

Every person in the company participates in the development of processes and is responsible for the quality of their own work in accordance with Aplicom's values and operating principles. Everyone is also required to take care of customers in such a way that the customer feels their needs have been met.

Our quality policy describes the core principles of our approach. Our employees follow it diligently.

We aim, through our core and support processes, to guide and develop company operations so that our customers receive the products they want and services when they need them. Through continuous monitoring, auditing and preventive measures, we intend to continuously improve and develop our processes so that our operations meet growing customer demands and needs. One key responsibility of the Quality Manager is to prepare and coordinate quality audits and communicate the results. The Quality Director ensures the availability and usability of audit resources.

Meetings of the Quality Management Group (in management reviews) mainly deal with issues related to quality, customer satisfaction, quality objectives and monitoring. In addition, internal and external audits, customer feedback, and personnel issues are always handled as needed. If necessary, process indicators and their development are also examined. The main responsibility for monitoring these lies with the management team. The company's strategy, market position, technology, product development situation, sales performance, legislative changes, resource needs, product compliance and handling of the biggest risks are reviewed at the company's management team meetings whenever necessary.

## Quality and environmental policies as part of our operations

The description of the quality system includes the company's quality policy, environmental policy, and process descriptions, as well as instructions and possible reference materials (manuals, operating instructions, standards, etc.). The activity-based organisational description is a key document related to the quality system.

The following quality policy describes the basic principles of our quality system, especially from the quality management point of view.

### APLICOM'S QUALITY POLICY

*In Aplicom, we want to ensure the satisfaction of our customers while maintaining profitable operations. Our products and services are top quality and priced competitively.*

*Based on open cooperation, our approach ensures that we understand our customers' goals in the best possible way. They get the maximum benefit from our expertise in an atmosphere of mutual trust and joint action. We use customer-oriented processes and encourage continuous development and improvement.*

*The workplace satisfaction of Aplicom employees comes from a combination of workplace development and participation in an organisation that shares and applies their values in their daily work activities. The fact that everybody's work and character is appreciated at Aplicom strengthens their commitment to quality in their duties. Continuous skill improvement and self-development is a big part of Aplicom's way of working.*

*Aplicom's high quality also places demands on our development partners, contract manufacturers and material suppliers. We choose the best possible business affiliates. In long-term cooperation, the development of quality is a mutual benefit.*

*We comply with all regulatory requirements in all of our operations in all of our market areas and geographical locations.*

*The way we operate is standard across our entire organisation, and all employees assist in its development. Ultimately, the CEO is responsible for implementation of quality policy.*

The following environmental policy describes the basic principles of Aplicom's quality management from the environmental point of view.

## **APLICOM'S ENVIRONMENTAL POLICY**

*The Aplicom environmental policy is the guideline for its environmental responsibility.*

*Aplicom's telematics solutions increase the productivity of their users' operations and reduce the negative environmental impact of industry and transport.*

*Care for the environment is one of Aplicom's core values. We develop our products and processes in accordance with the principles of the circular economy. We require our partners to do the same. Our goal is to minimise the amount of waste and use environmentally friendly materials. The recycling of materials is the responsibility of approved recycling companies and organisations. Our customers can return Aplicom products to an Aplicom factory or dealer in the EU.*

*Aplicom complies with all legal requirements in the countries in which its products are used. These regulations include the environmental directives RoHS, WEEE and the Batteries Directive 2006/66/EC.*

*In order to ensure quality management and continuous improvement, Aplicom's environmental policy is implemented using a certified environmental system.*