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<th>Description of Change</th>
<th>Page No</th>
<th>Effective Date</th>
</tr>
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<tr>
<td></td>
<td>Manufacture issue 01</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CONTENTS

1 OVERVIEW
  1.1 The Company

2 POLICY
  2.1 Policy
  2.2 Objectives

3 BUSINESS MANAGEMENT SYSTEM
  3.1 Business Management System Scope
  3.2 ISO 9001 Scope & Exclusions
  3.3 Purpose
  3.4 Process Interactions
  3.5 Other Documentation

4 RESOURCE MANAGEMENT
  4.1 Provision of Resources
  4.2 Human Resources
  4.3 Infrastructure
  4.4 Work Environment
  4.5 Organisation Chart
  4.6 Responsibilities

5 MANAGEMENT REVIEW

6 TERMS AND ABBREVIATIONS

7 CROSS REFERENCES

TABLES & FIGURES:
  Table 1 – Table of Amends
  Figure 1 - QMS Triangle; Figure 2 – Process and Procedure interaction
  Figure 3 - Flowchart to illustrate the interaction of ION Science Ltd's' Processes
1 OVERVIEW

1.1 The Company

Ion Science Limited (ISL) began trading 1st January 1989 as a private limited company manufacturing 'one off' machines and instruments for the leak testing market. In 1999 the senior management changed and then the business re-focused on developing and manufacturing standard products for the gas detection industry. The company’s purpose was then defined as Decision with Vision. What this means to us is developing innovative solutions using gas/chemical sensing solutions so a user of our equipment can measure what they could not previously.

The business core values are to treat every person who comes into contact with us, fairly with utmost respect and thoughtfulness, to create an environment that means all our people consider a fun place to work within the boundaries we set ourselves, to embrace change so we can continue to develop as individuals in a growing business and to ensure we strive to make all decisions and actions irrespective of size or nature carried out in responsive and timely manner.

From 2012 the senior management team decided to focus our business further and concentrate on the Petro Chem market where we feel we can deliver a market leading position.

The company manufactures a range of intrinsically safe products which have an essential need of best quality practices from the design and development process through to the implementation in manufacturing including partnering with first rate suppliers and our sales channels. To achieve this we rely on all our people being highly trained and to understand the needs of an effective business management system using the system outputs to further improve processes, products and services so that the system evolves with our needs.

2 POLICY

2.1 Policy

This Business Management Systems (BMS) Policy Statement has been established in line with our company Vision, Mission and Values and our business strategy.
Commitment

It is ION Science Ltd.'s policy to design, develop, implement and maintain a Business Management System which supports our business and which meets the requirements of ISO 9001 (Quality Assurance), ISO-IEC 80079-34 (Explosive Atmospheres Part 34), Atex Directive 94/9 EC Requirements and to all other relevant legal and client requirements. Whilst not Certified against ISO 14001 (Environment), OHSAS 18001(Health & Safety), ISO 17025 (Calibration) we also strive to meet the requirements of these standards in all aspects of our activities.

Structure and Implementation

Our policy for maintaining our Business Management System is based on the fundamental principles of measuring and planning for continual improvement in the service we provide, quality of product, care for the environment and the health, safety, welfare for all our staff and all other areas of our business. This is achieved by establishing objectives and measuring performance and supporting KPI’s.

Assurance & Continual Improvement

We maintain a robust effective internal audit program. Using the outputs to identify and implement improvements and training to meet our business continual improvement plan.

We will continually review the suitability of our policies, procedures, and working practices by actively encouraging our customers, employees, sub-contractors/suppliers and any person(s) working under the company's control to be involved in reviews to ensure our Business Management System remains appropriate to the nature, scale and impacts of the company’s activities, products, services and risks.

Communication

This policy is available and communicated to all employees working on our behalf. The policy is reviewed annually by top management for suitability and effectiveness in achieving our goals and objectives.

The Directors will report on performance and review the effectiveness of this Policy and of our Health and Safety performance at Management Review Meetings.

Signed

Director

A current signed and dated copy of this Policy Statement is displayed on staff notice board
2.2 Objectives

Measurable objectives, aligned with the Business Management Policy are defined, maintained and monitored. These are set and reviewed at the Management Review Meeting. Objectives are identified in document MS-MA-002 and are held within the ‘Manual’ folder on the computer.

3 BUSINESS MANAGEMENT SYSTEM

3.1 Business Management System Scope

The Business Management System is a company-level system that applies to all areas of the business including that of research, product design, development, order fulfilment (procurement, manufacturing, assembly, testing and distribution), marketing, sales, customer services and human resources.

3.2 ISO 9001 Scope and Exclusions

The design, development and manufacturer of gas leak/detection and flow measurement instruments and equipment.

There are no exclusions from ISO 9001 requirements.

3.3 Purpose

The purpose of our Business Management System (BMS) is to support our activities so that our products, services and interactions are consistent, effective and which provides a mechanism for continual improvement.

The BMS describes the minimum standards and the required processes that are designed to conform to ISO 9001 and other standards such as IECEx OD/005/ ISO/IEC 80079.

This Manual defines the scope, process interactions (see 3.7) and references the procedures. A cross-reference table at the end of the Manual maps the ISO9001 and ISO/IEC 80079 clauses to our documented Business Management System.

The structured documentation of the Business Management System (BMS) identifies what activities are carried out in the business and provides a baseline from which we can identify improvements and implement best practices. The documented management system is in a hierarchical structure. It comprises the following documentation:

Part 1: Business Management System Manual which includes our Corporate Policy, objectives, scope and exclusions including references to appropriate Processes,
Procedures and records.

Part 2: Describes our Processes. Each process takes inputs and converts them into added value outputs in order to meet customers’ needs and expectations. Every business process is aligned to deliver our business goals and is linked to monitored outputs, which are used to monitor our achievements. Each process has an owner who has the prime responsibility for ensuring that their process achieves each process objective however, as processes cross departmental and organisational boundaries, everyone involved with a process has to have a clear understanding of how their individual outputs can affect the overall effectiveness of the process and thereby the overall success of the business.

Part 3: Describes Procedures and the controls applied to our Processes. These documents detail how a particular task is carried out. These may be represented in the standard format of a documented procedure or they may be a form or check list, which clearly defines the steps to take to complete a task and record the results.

Part 4: Includes forms, work instructions, records, customer’s orders etc. The use of these documents may be referred to in our Processes and Procedures. Records of various types are created by the completion of forms. The majority of these forms are produced in house and are listed within the Document Register. Forms may be completed electronically or on paper, as determined by the process or procedure.
3.4 Process Interactions

The following flowchart shows the process interactions. The key processes are grouped by colour.

![Flowchart to illustrate the interaction of ION Science Ltd’s’ Processes](image)

3.5 Other documentation:

Customer Quotations and Contracts

Quotations are prepared to detail the specific requirements of a client and also to detail any discount or preferential rate applied. Contracts, when required, set out how specific customer requirements will be met.

Employment contracts

All permanent members of staff receive and sign to the terms stated in their employment contract. ION Science Ltd subscribes to a specialist company which provides advice about changes in employment legislation.
There are specific tasks that require competence to be demonstrated before personnel are allowed to carry them out unsupervised. Each person receives an Induction file when they join the company which will contain details relating to the employees training plan.

4 RESOURCE MANAGEMENT

4.1 Provision of Resources
The company will endeavour to ensure that personnel have the correct resources, e.g. equipment, computer system and appropriate training in order to undertake their work activities. Required resources are recorded within each written process.

Resources, infrastructure and work environment are checked regularly during internal audits and their suitability confirmed.

4.2 Human Resources
Resources
We firmly believe it is imperative that we recruit the right people for the right job. The recruitment process is clearly defined in the process for Recruitment HR-PR-001.

Other resources to support personnel will be managed to ensure that the workplace, environment, equipment and supporting systems are appropriate and adequate, supporting employees delivering customer requirements. Such resources will include those required for cleaning, maintenance, inspection repair and/or replacement.

Competence Training and Awareness
It is the policy of ION Science Ltd that all personnel are fully competent i.e. have the right skills, knowledge, training and experience to enable them to undertake their roles and responsibilities relating to customer requirements in a professional and effective manner. Other attributes such as attitude will also provide evidence of competence.

Our training system is designed to ensure that staff receives adequate induction, supervision, information and training in order to develop a comprehensive understanding of their area of work.

Staff will also be provided with appropriate training in order they may also develop an understanding of other departmental procedures which are integral activities for meeting customer satisfaction.

The competence of employees is monitored through performance reviews (probationary and annual), INSPIA Reports, customer complaints and positive customer feedback. Training and performance reviews are undertaken clearly described in the process for Induction of new staff, Employee Appraisal and General Training Requirements HR-PR-001.

Training needs are identified, monitored and recorded in the employees training records maintained in their employee file.
4.3 Infrastructure

The building, workspace and utilities provided for employees of ION Science Ltd have been assessed and are appropriate for the work undertaken.

Process equipment (both hardware and software) and all supporting services such as transport, communication and information systems conform to statutory requirements.

4.4 Work Environment

The company goes to great lengths to ensure that the work environment is safe and fit for purpose.

The work environment i.e. temperature, noise levels, lighting are appropriate and are guided by Health and Safety statutory requirement and are laid out in the Health and Safety Manual Policies and Procedures.

Within all working areas of the company, adequate office equipment is made available to ensure that the through-put of work can be achieved without effect on employee health and well-being. This includes; workbenches and other work areas, computers, printers, photocopiers, email arrangements, desks, chairs and other amenities. Other factors such as temperature, humidity and noise are managed to maintain a comfortable working environment for staff.

The company insists on all employees conducting themselves in a safe manner at all times within the premises especially within the production area where risks are deemed higher. Arrangements have been made to ensure that tools and equipment are checked with the stated periodicity and the results of those checks documented.

4.5 Organisation Chart
A fully detailed Organisational Chart outlining departments, current staff titles and names is maintained by our HR department.

4.6 Responsibilities
Below are descriptions of some of the key functions and responsibilities in relation to the maintenance and continual improvement of the BMS.

4.6.1 ION Science Technical Board of Directors
- Delegate the role of Management Representative to competent personnel.
- Delegate the role of ATEX Representative to competent personnel.
- Chair Management Review meetings, selecting key quality and business measures to evaluate
- Define the ION Science Business Management System and allocate funds and other resources for supporting programmes in liaison with the Business Leadership Team

4.6.2 Senior Management Team
The ION Science Business Leadership Team is comprised of at least one Director plus a representative from each business department. The Senior Management Team is responsible for:
- Setting ION Science’s Strategic Business and Business Objectives
- Setting and communicating ION Science’s Business and Business Policy
- Ensuring customer requirements are developed and achieved while enhancing customer satisfaction
- Reviewing business organisation performance to quality and customer satisfaction goals
- Liaison with the Board of Directors to determine the resources required for the effective running of the business and support processes
- Ensures customer satisfaction objectives are established and regularly reviewed
- Ensures that Management Reviews of the Business Management System are conducted
- Attendance at Management Review Meetings
- Sets ION Science’s Business System Framework and Strategy
- Ensure effective implementation of the business strategy planning process
- Ensure effective implementation of the recruitment process
- Ensure effective implementation of the training and performance review process
- Ensure effective implementation of the purchasing process
- Reviews ION Science’s Business Management System for suitability, adequacy and effectiveness
● Ensuring the promotion awareness of customer requirements to all employees of ION Science Ltd

4.6.3 Quality Management Representative (Quality Manager)

The definitions of all compulsory responsibilities as identified within ISO 9001 are covered in this section. The Management Representative is responsible for:

● Ensuring processes needed for the Quality Management System (QMS) are established, implemented and maintained.

● Reporting to top management on the performance of the QMS and advising on improvements required.

● Ensuring that regular Management Review Meetings are undertaken in accordance with the requirements for the Standards for which ION Science are Certified.

● General administration of the quality system documentation.

4.6.4 ATEX Representative

The Atex Representative is responsible and has authority for specific requirements as identified by ISO 80079-34. These are:

● The effective co-ordination of activities with respect to equipment intended for use in explosive atmospheres

● Liaise with the issuer of the Ex certificate (when not issued by the manufacturer) with respect to any proposed change to the design defined in the EX certificate and the schedule drawings

● Liaise with the Quality Manager where any changes are made or introduced regarding equipment intended for use in explosive to allow for the verification of the business system.

● Where changes to the Business System are ‘substantial’, informing the body responsible for the verification of the system relevant to the type of protection

● Authorising, where appropriate, initial approval and changes to related drawings

● Authorising any concessions made

● Informing our customers of any specific conditions of use and any schedules of limitations

● Ensuring that the current status of specifications given in the Ex certificate and identify any changes and the effect to the product.
4.6.5 All Personnel

The responsibilities of all employees are as defined in the relevant process maps and company procedures. As a minimum, all members of staff are individually responsible for the quality of their work as well as responsible for the timely implementation of corrective actions and preventive actions passed to them. All non-supervisory staff have authority based upon competence to perform various tasks. Evidence of this competence is maintained in the individual’s training record.

In the event of personnel absences, authority reverts to the source of delegation as defined by the organisation chart, unless limited authority and responsibility are delegated to other personnel via email.

4.6.6 Business Management Systems Consultant

The Business Management System Consultant is responsible to the Quality Manager and Directors for the following management responsibilities:

- Preparing, conducting and managing the internal audit programme.
- Contribution to, and where required attendance at Management Review Meetings and external audit visits.
- Advising, if requested to do so, on best practice for maintaining and continuous improvement of the Business Management System.
5 MANAGEMENT REVIEW

A formal Management Review (MR) of the Business Management System is conducted at least annually preferably every six months with minutes of meetings being produced. The purposes of such reviews are to assess the suitability, adequacy and effectiveness of the BMS. Where identified, improvements and changes will be made to include Policy and Objectives. The Managing Director is the Chairman at Management Review meetings. An Emergency Management Review (EMR) meeting will be convened should specific problems arise which need immediate resolution. In such cases, the full agenda of scheduled meetings is suspended.

A Management Review Agenda (MRA) template will be used for Management Review meetings to ensure all areas of the BMS are addressed.

Minutes (MRM) and other records from review meetings will be maintained for 3 years.

6 TERMS AND ABBREVIATIONS

The terms and descriptions used in this Manual are mostly defined within ISO 9000:2005 Fundamentals and Vocabulary.

Additional definitions for terms and descriptions which are not covered by ISO 9000 i.e. terminology specific to ION Science Ltd activities will be identified as appropriate throughout the BMS and supporting documentation.

INSPIA – ION Science Ltds’ own process for recording nonconformities and feedbacks leading to corrective and preventive actions being undertaken and the initiating of improvements.

7 CROSS-REFERENCES

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<td>5.1; 5.4.1</td>
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<td>MS-PR-002 Internal Audits</td>
<td>8.2</td>
</tr>
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<td>MS-PR-003 Management System Review</td>
<td>5.6; 8.4</td>
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<td>4.2.3</td>
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<td>4.2.3; 4.2.4; 5.2; 5.5.1; 7.1; 7.3; 7.5</td>
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<td>Order Receipt and Processing</td>
</tr>
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<td>SM-PR-008</td>
<td>Order Receipt - Upgrades</td>
</tr>
<tr>
<td>SM-PR-007</td>
<td>Validation of Product Specification</td>
</tr>
<tr>
<td>DE-PR-005</td>
<td>Project Management</td>
</tr>
<tr>
<td>SM-PR-005</td>
<td>Customer Satisfaction</td>
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<td>DE-PR-001</td>
<td>Design Controls</td>
</tr>
<tr>
<td>PD-PR-003</td>
<td>Goods Received and Storage</td>
</tr>
<tr>
<td>PD-PR-002</td>
<td>Purchasing</td>
</tr>
<tr>
<td>PD-PR-007</td>
<td>Despatch</td>
</tr>
<tr>
<td>PD-PR-008</td>
<td>Returned Instruments</td>
</tr>
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<td>Assembly</td>
</tr>
<tr>
<td>PD-PR-005</td>
<td>Test and Calibration</td>
</tr>
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<td>Calibration and Maintenance</td>
</tr>
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<td>Human Resource</td>
</tr>
<tr>
<td>IT-PR-001</td>
<td>IT Systems Management</td>
</tr>
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<td>Credit Control</td>
</tr>
<tr>
<td>AC PR 002</td>
<td>Purchase Ledger</td>
</tr>
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<td>AC PR 003</td>
<td>Supplier Payment Run</td>
</tr>
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<td>AC PR 004</td>
<td>Pro-forma Invoice Payment</td>
</tr>
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<td>AC PR 005</td>
<td>Straight Invoicing</td>
</tr>
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