Quality Management Customer Survey Information

10/06/2020

ELMA ELECTRONIC INC.

CUSTOMER SURVEY INFORMATION

Quality Management Customer Survey Information

1. Introduction
2. Company Scope
3. Elma USA
4. Facilities
6. Organization Chart
7. Quality Management
8. Quality Policy
9. Main Process Overview
10. QA System Process Overview
11. Elma's Counterfeit Materials, Prohibition of Pure Tin & Conflict Metals Policy
    - 11.1 Counterfeit Materials Avoidance Policy
    - 11.2 Prohibition of Pure Tin
    - 11.3 Elma's Conflict Metals Statement
12. Business Classification
13. Actual Topics of Interest (RoHS, WEEE, BDE)
14. Additional Information

Quality Management Customer Survey Information

1. INTRODUCTION

Elma Electronic Inc. receives numerous quality questionnaires with similar questions from customers wanting to acquire general information.
The primary purpose of this informative document is to provide the information needed by the customer while reducing processing time. This document will be updated on a yearly basis.

2. COMPANY SCOPE

Elma is a leading manufacturer of electro-mechanical components and systems for the Telecommunications, Medical, Industrial control, Instrumentation and Defense industries.

Elma offers an extensive line of VME, VME64X, VXI, Compact PCI (CPCI), Advanced TCA (ATCA) enclosure and chassis for 19" rack mount use. In addition to our systems products, our innovative selection of Eurocard, IEEE1101.10 and front panel components (LEDs, knobs, test points, etc) is the most comprehensive in the industry. Elma also manufactures a premium line of rotary switches and encoders.

Elma's leading quality level is reached through training of all employees and following of systematic procedures per ISO 9001:2008 & AS9100 standards to which Elma has been certified.

3. Elma Electronic Inc.

Elma USA Locations & Contact Information

Elma Electronic Inc: Fremont, CA – USA Headquarters

44350 Grimmer Blvd.
Fremont, CA. 94538

Main Phone:	510-656-3400
Main Fax:	510-656-3783
Enclosures & Components Phone:	510-656-0606
Engineering Fax:	510-656-7525
Direct Dial Phone:	510-656-3400
Email:	sales@elma.com
Website:	www.elma.com

Quality Management Customer Survey Information

Elma Electronic Inc.: Horsham -PA
235 Gibraltar Road
Horsham –PA 19044
Phone: 215-956-1200
Email: sales@elma.com

Optima Stantron
2305 Newpoint Parkway
Lawrenceville, GA. 30043
Phone: 770-496-4000
Fax: 770-496-4041
Email: sales@elma.com

Elma Electronic Inc. – Fact sheet
Business Classification: Small Business
Bank Information: Wells Fargo Bank
Phone: 650-855-0128
Fax: 650-855-6638
ABA-Nr.: 121000248
Swift-Code: WFBIUS6S
Acct. # 4187-49-2442

Federal Identification Number:13-3276071
California Identification Number:1293729
Resale Numbers:CA: SR CHA 21-793084
MD: 07500303
MA: 13-3276071
Cage Codes:76096
NAICS Codes:334111, 334112, 334118
SIC Codes: 3571, 3575 and 3577
Dun & Bradstreet Number /
Central **C**ontractor **R**egistration:80-754-7740
Quality Standard:ISO 9001:2008 & AS9100C

Affiliation: 100% owned by Elma Electronic AG, Switzerland

Founded: Elma Electronic AG Switzerland: 1962
Elma Electronic Inc.: 1985

Quality Management Customer Survey Information

4. FACILITIES

Elma Fremont

Facility:	70,000 sq ft
Production:	10,000 sq ft
Warehouse:	20,000 sq ft
Total Employees:	**144**
Administration & Marketing:	19
Sales:	8
Engineering:	29
Production Management:	6
Materials & Shipping:	17
Manufacturing:	57
Quality Assurance:	8
Shifts:	2

Elma Horsham

Facility:	24,000 sq ft
Production:	10,000 sqft
Shifts:	1
Total Employees:	**23**
Manufacturing:	6
Quality:	5
Materials & Shipping:	3
Engineering:	6
Sales:	3
Admin/Mktg:	0
Shifts:	1

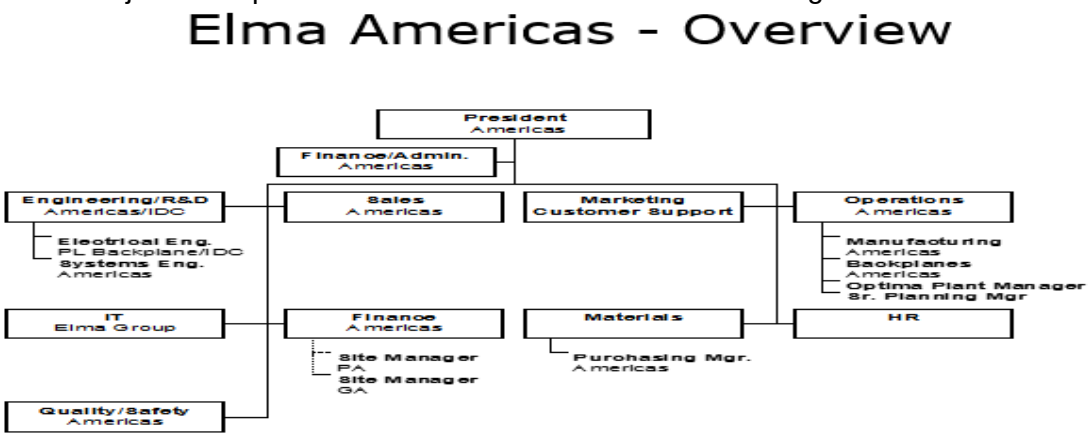
Quality Management Customer Survey Information

5. OFFICERS

President:	Shan Morgan
VP Finance:	Rene Epli
Sr. VP-Engineering:	Ram Rajan
VP Operations:	Badri Rajan
VP Marketing & Customer Support	Boris Micha

6. ORGANIZATION CHART

The responsibility, authority, and the interrelation of personnel who manage, perform, and verify work-affecting quality are listed on the organizational chart.
Specific responsibilities are defined in job descriptions. Human Resources maintain both organizational chart and job descriptions.



Each department manager is responsible to ensure that adequate resources are available for all activities that impact quality. Adequate training is provided for all employees for management, performance of work, and verification of activities including internal quality audits. All personnel at Elma Electronic have the organizational freedom and authority to identify and record any problems and to initiate action in order to prevent the occurrence of any nonconformities relating to product, process, and quality management system. All personnel also have the organizational freedom and authority to initiate, recommend, or provide solutions through designated channels.

Quality Management Customer Survey Information

Executive management of Elma Electronic Inc. has designated the Quality Management Manager as the management representative. The management representative has the authority and responsibility for ensuring that a quality management system is established, implemented, and maintained in accordance with ISO 9001:2008 & AS9100 standards. The management representative also has the authority and responsibility for reporting on the performance of the quality management system to Elma Electronic management.

The QA Manager in this capacity reports directly to the President of Elma Electronic Inc.

7. QUALITY MANAGEMENT

Elma Electronic Inc. maintains a documented process based quality management system. The documented quality management system includes written procedures which are designed to meet the requirements of the International Standard Organization, ISO 9001:2008 standard, AS9100C standard and the company's quality policy. It is intended to insure product conformance to customer requirements as well as to national and international standards. The quality manual includes or makes reference to the quality management system procedures, processes and measurements used in the quality management system. Elma Electronic Inc. defines quality objectives and monitors all significant processes to drive continuous improvement throughout the organization.

The company's quality philosophy involves a "do it right the first time" approach rather than inspecting quality into the product at a later stage. This is done by practicing the culture of the manufacturing personnel taking primary ownership of Quality at all stages in the manufacturing process.

CERTIFICATE
OF REGISTRATION

This is to certify that

Elma Electronic Inc.

44350 Grimmer Boulevard, Fremont, California 94538 USA

The above organization has been audited in accordance with the requirements of AS9104/1:2012. QMI-SAI Canada Limited (SAI Global) located in Toronto, Ontario, Canada is accredited under the Industry Controlled Other Party (ICOP) scheme. The certificate is issued at the accreditation location in Toronto, Canada.

operates a

Quality Management System

which complies with the requirements of

ISO 9001:2015 + AS9100D

for the following scope of certification

Design, manufacture and distribution of computing solutions, enclosures, high performance backplanes, electronic boards and rotary components.

Certificate No.: CERT-0107539
File No.: 007442
Issue Date: November 27, 2017

Original Certification Date: November 29, 2011
Certification Effective Date: November 28, 2017
Certification Expiry Date: November 27, 2020

Nicole Grantham
General Manager SAI Global Certification Services

AS9100D

SAI GLOBAL

Quality Management Customer Survey Information

8. QUALITY POLICY

Executive Management of Elma Electronic Inc. has established the following Quality Policy:

Awareness
Commitment
Improvement (through Process)

By this we mean,

“Awareness” of the importance of quality is a key element in our daily activities at ELMA. We strive for excellence by practicing completeness, accuracy, timeliness and by meeting expectations and requirements in all our assignments.

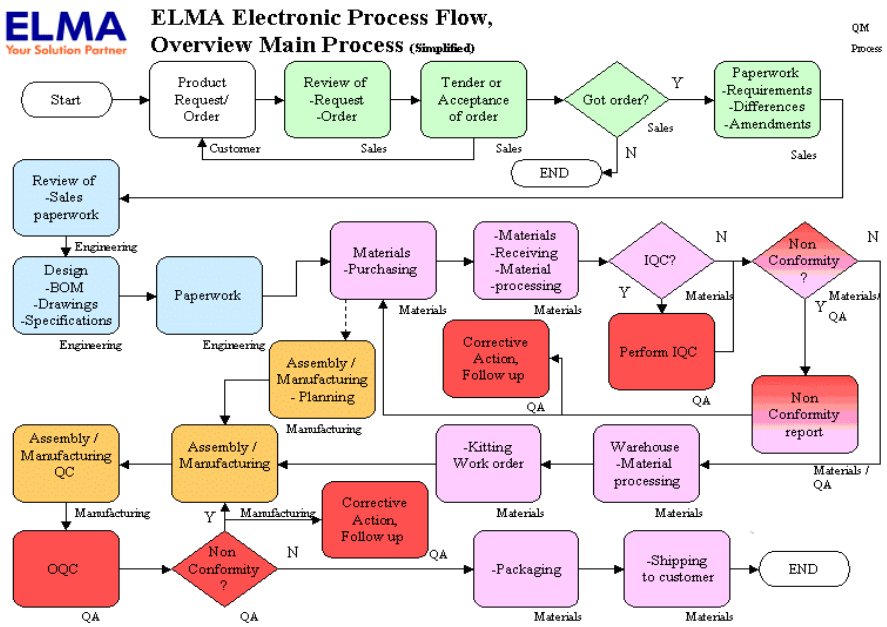
We show “**Commitment**” to quality in whatever we do. ELMA’s philosophy is that customers are our first priority and customer satisfaction is achieved at all levels. Only a satisfied customer is a long-term customer. It is our goal to provide our customers with reliable and economical products and solutions.

We understand that quality is a living matter. We continuously aim for better quality by “Improvement (**through process)**”. We encourage improvements and suggestions for improvements from our employees and business partners.

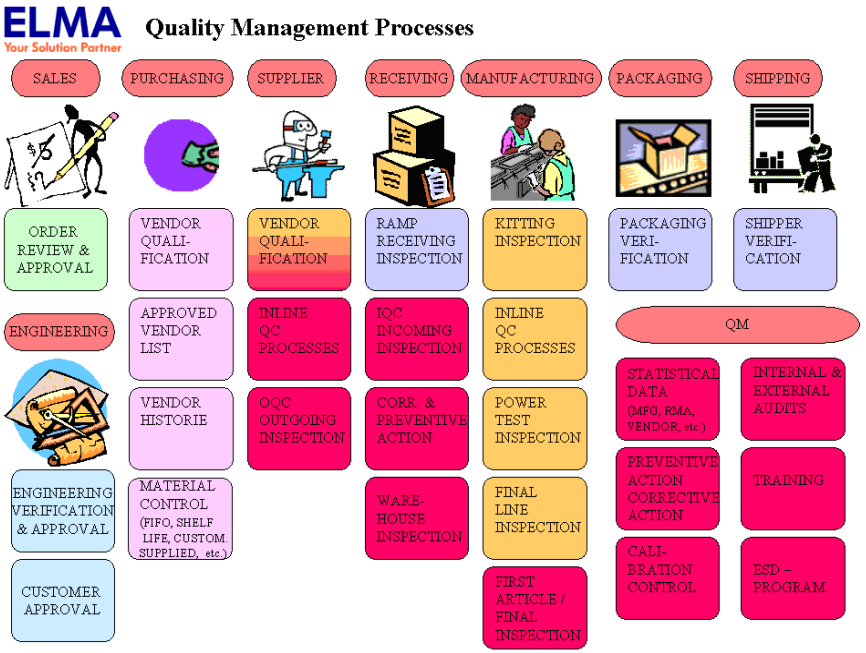
Elma’s quality policy is displayed in various locations throughout the facility.

Quality Management Customer Survey Information

9. MAIN PROCESS OVERVIEW



10. QA SYSTEM PROCESS OVERVIEW



Quality Management Customer Survey Information

11. ELMA'S COUNTERFEIT MATERIALS, PROHIBITION OF PURE TIN & CONFLICT MINERALS POLICY

11.1 Counterfeit Materials Avoidance Policy

ELMA
Your Solution Partner
www.elma.com
sales@elma.com

AS 9100

ELMA Electronic Inc.
44350 Grimmer Blvd
Fremont, CA 94538
Phone 510.656.3400
Fax 510.656.3783

Date: 5th Oct 2020

Counterfeit materials avoidance policy

Elma Electronic Inc over the years has always had a robust procedure to prevent counterfeit materials. This has been implemented by ensuring that all purchases of electronic components used in the assembly of electronic enclosures are sourced only through OEMS or authorized distributors.
Since 2014 Elma is a member of GIDEP and the incoming inspection process for electronic components is in line with AS5553.

Prior to procuring material from non-franchised sources (in extreme situations as explained below), Elma will notify the customer and obtain written permission. Customer may choose to supply the required material themselves or authorize Elma to procure the material from an unauthorized factory source. At no time will Elma procure any material from any unauthorized source without the customer's approval.

The following requirements is flowed down on all purchase orders

- Material purchased from a non-franchised distributor or broker is **NOT ALLOWED** due to the possibility of counterfeit material
- During extreme situations such as manufacturer's allocation of product which causes material shortages and material is only available through a non-franchised distributor or broker, the ELMA buyer must be notified prior to purchasing any material.
- ELMA must be notified if the source of material supplied to ELMA becomes the subject of a legal or counterfeit issue.
- Any applicable flow down requirements specified on the Purchase Order including Customer requirements shall flow down the supply chain.
- All pertinent records must be retained for a minimum of five (5) years unless otherwise specified on the purchase order.

Sincerely

Badri Rajan

Badri Rajan
Vice President – Operations
Elma – Americas

Liz Richardson

Liz Richardson
Director – Materials

Quality Management Customer Survey Information

11.2 Prohibition of Pure Tin

ELMA
Your Solution Partner
www.elma.com
sales@elma.com

ELMA Electronic Inc.
44350 Grimmer Blvd
Fremont, CA 94538
Phone 510.656.3400
Fax 510.656.3783

Date : Sept. 04 2015

Subject – Quality clause pertaining to Prohibition of pure tin / Bright tin finish

Dear Customer,

ELMA Electronic Inc would like to take exception to the above Quality clause that may be referenced in your Purchase orders due to reasons explained below

Most bulk component manufacturers for items like resistors, capacitors ,etc are now ROHS compliant and therefore supply components with tin finish on leads that get soldered onto PCB . These components are used on key products like backplanes, power supplies, custom boards that are an inherent part of the enclosures we supply to meet various program requirements in the military industry .

The enclosures that we build are mainly COTS items with some amount of customization based on individual customer and program needs . The enclosure by themselves are made out of either Aluminum or Steel with appropriate finish and do not have any tin content. All soldering that is done on the PCB's are leaded and do not contain any tin.

Given the above situation we are not entirely compliant with the pure tin/bright tin prohibition clause and we hereby request that the above clause be waived or deemed as' taken exception to' when ever it is stated on your purchase order

Our sales department will be sending you a copy of this letter when we accept any PO that continues to have this clause . We trust this will serve as adequate documentation for your records and is mutually understood to be sufficient from a contractual standpoint.

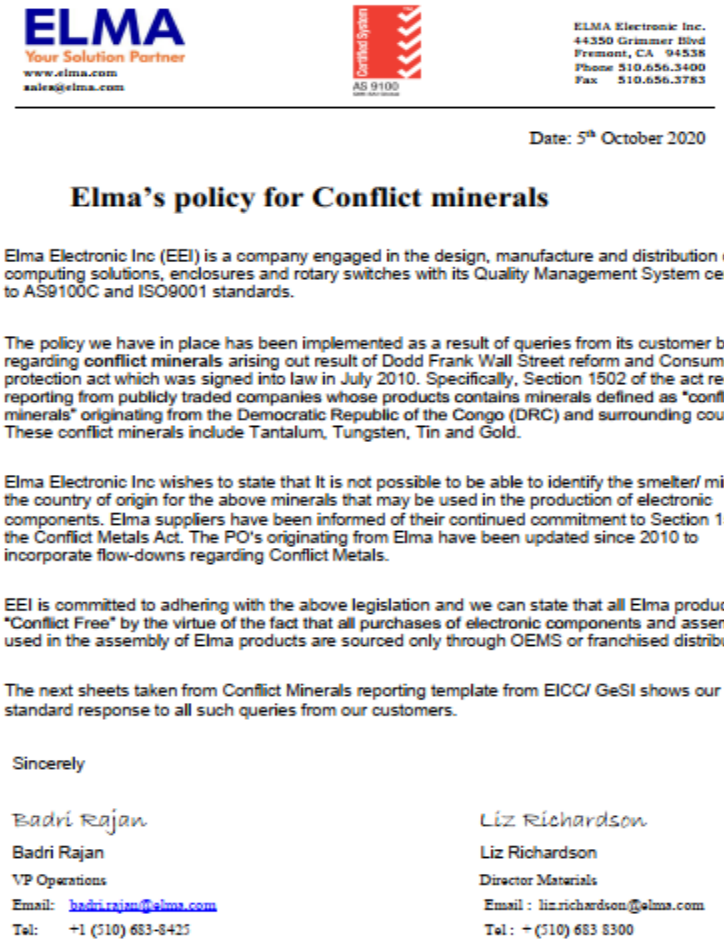
We greatly value your business and appreciate your understanding in this regard

Sincerely
Badri Rajan

Badri Rajan
Vice President - Operations
ELMA Electronic Inc

Quality Management Customer Survey Information

11.3 Elma's Conflict Minerals Statement



ELMA
Your Solution Partner
www.elma.com
sales@elma.com

AS 9100

ELMA Electronic Inc.
44350 Grimmer Blvd
Fremont, CA 94538
Phone 510.656.3400
Fax 510.656.3783

Date: 5th October 2020

Elma's policy for Conflict minerals

Elma Electronic Inc (EEI) is a company engaged in the design, manufacture and distribution of computing solutions, enclosures and rotary switches with its Quality Management System certified to AS9100C and ISO9001 standards.

The policy we have in place has been implemented as a result of queries from its customer base regarding **conflict minerals** arising out result of Dodd Frank Wall Street reform and Consumer protection act which was signed into law in July 2010. Specifically, Section 1502 of the act requires reporting from publicly traded companies whose products contains minerals defined as "conflict minerals" originating from the Democratic Republic of the Congo (DRC) and surrounding countries. These conflict minerals include Tantalum, Tungsten, Tin and Gold.

Elma Electronic Inc wishes to state that It is not possible to be able to identify the smelter/ mine or the country of origin for the above minerals that may be used in the production of electronic components. Elma suppliers have been informed of their continued commitment to Section 1502 of the Conflict Metals Act. The PO's originating from Elma have been updated since 2010 to incorporate flow-downs regarding Conflict Metals.

EEI is committed to adhering with the above legislation and we can state that all Elma products are "Conflict Free" by the virtue of the fact that all purchases of electronic components and assemblies used in the assembly of Elma products are sourced only through OEMS or franchised distributors.

The next sheets taken from Conflict Minerals reporting template from EICC/ GeSI shows our standard response to all such queries from our customers.

Sincerely

Badri Rajan
Badri Rajan
VP Operations
Email: badri.rajan@elma.com
Tel: +1 (510) 683-8425

Liz Richardson
Liz Richardson
Director Materials
Email : liz.richardson@elma.com
Tel : +(510) 683 8300

Quality Management Customer Survey Information

12. BUSINESS CLASSIFICATION

Elma Electronic Inc. is classified as:

- ☑ Small Business Concern
- ☐ Minority-Owned Concern
- ☐ Women-Owned Concern
- ☐ Large Business Concern

Definitions:

Small Business Concern (SBC):

A small business is a concern, including its affiliates, that is independently owned and operated, is not dominant in the field of operation in which it is quoting on contracts, and can further qualify under the criteria concerning number of employees, usually 500 or less, average annual receipts, or other criteria, as prescribed by the Small Business Administration. (See Code of Federal Regulations, Title 13, Part 121, as amended, which contains detailed industry definitions and related procedures.)

Minority-Owned Concern (MBC):

Per National Supplier Development Council (NMSDC), a minority-owned business is a company that is at least fifty-one percent owned, managed and controlled by one or more minority persons. For the purpose of this definition, a minority person is Native American, Black American, Hispanic American, Asian Pacific American, or Asian Indian American. The term Hispanic American includes U.S. citizens whose origins are from any Latin America country in South America, Central America or the Caribbean. The term Native American includes American Indians, American Eskimos, American Aleuts and Native Hawaiians. The term Asian Pacific American includes U.S. citizens whose origins are from Japan, China, the Philippines, Vietnam, Korea, Samoa, and Guam, the U.S. Trust territories of the Pacific, Northern Marianas, Laos, Cambodia and Taiwan. The term Asian Indian American includes U.S. citizens whose origins are from India, Pakistan and Bangladesh.

Women-Owned Business Concern (WBC):

A business concern that is at least 51% owned by a woman or women who are U.S. citizens and who also control and operate the business.

Large Business Concern (LBC):

A company that does not meet the criteria for one of the definitions (1 through 3) of business concerns set forth hereinabove.

Quality Management Customer Survey Information

13. ACTUAL TOPICS OF INTEREST (RoHS & REACH, WEEE, BDE)

The European Union has adopted or will adopt several environmental directives, which impact future manufacturing processes of electrical and electronic equipment.

Elma Electronic Inc., Your Solution Partner, is committed to compliance to all applicable laws and directions including RoHS, WEEE and BDE directives.

Environmental and health concerns are not limited to the European Union and may be adopted by other countries or states.

We assure that all necessary steps will be taken to fulfill the directives in time to provide complaint solutions.

Elma is providing solutions for your environmental compliance needs.

Quality Management Customer Survey Information

13.1 REACH / RoHS Certificate of Conformity (*only applicable to components made in Europe*)

Elma Electronic AG Hofstrasse 93 Postfach CH-8620 Wetzikon

ELMA
Your Solution Partner

To our customers

Declaration of Conformity

Wetzikon, June 26th, 2014 ZUA/HPW

The present Declaration of Elma Electronic AG refers to the EU directives and the national legislation listed below.

RoHS (**R**estriction **o**f the use of certain **H**azardous **S**ubstances) is the Directive on the restriction of use of certain hazardous substances in electrical and electronic equipment. All Products Elma Electronic AG conform to applicable from July 1, 2013 RoHS II Directive 2011/65/EU – this without recourse to the exceptions permitted.

We ensure that substances such as lead (Pb), mercury (Hg), cadmium (Cd), Hexavalent Chromium (Cr VI, polybrominated biphenyls (PBB), polybrominated diphenyl ethers (PBDEs), are not above the specified concentration in our products.

Additions to other "worrying substances"

We use nickel (Ni) as an element of surface treatments on some of our products. The concentration in ppm of the element (Ni) is dependent on the product and its mass.

For some rotary switches we use as an alloy of beryllium (Be) copper. Here we can only declare on the product concerned, the concentration in ppm also.

The RoHS status of our products is mentioned on our quotations as well as delivery documents.

REACH (**R**egistration, **E**valuation, **A**uthorisation and **R**estriction of **Ch**emicals) is the European Chemicals Regulation on Registration, Evaluation, Authorisation and Restriction of Chemicals – in order to improve the protection of human health and the environment form Chemical Hazards. Similarly, under the Directive falls compulsory registration of chemicals, but not finished products.

Elma Electronic AG is a manufacturer of enclosures and components for the electronics, basic system and rotary switches. It follows that we are not obliged to register our products under the REACH directive.

The raw materials we are using, we procure mainly in Europe – either directly from manufacturers or importers accredited. These companies are obliged to register the chemical used in the materials. In which we procure raw materials from outside Europe, we ensure the appropriate suppliers register their chemicals according to the current "list of candidates" from ECHA in the EU. Supplier of products in EU & EEA area containing one or more of the listed substances in concentration > 0,1% (w/w), the information currently available to them, within 45 days of receiving of the request, must forward to their customer and end users.

We confirm that we ensure the implementation according to the chemicals legislation (EC), dated by June 1, 2007.

Elma Electronic AG
Marketing
Hofstrasse 93 Postfach CH-8620 Wetzikon
Office +41 44 933 41 11 Fax +41 44 933 44 01
sales@elma.ch

CofC_REACH_RoHS_Others_2014_06_26_E.doc 1/2

Quality Management Customer Survey Information

14. ADDITIONAL INFORMATION

Elma Electronic Inc. provides programs for:

Environmental
Health
Safety

Elma Electronic Inc. is an equal opportunity employer.

For more information (e.g. Quality Manual, RoHS) please visit Elma's website www.elma.com.

Contact:

Suki Shergill
Supervisor QA
Phone: 510-683-8476
Email: suki.shergill@elma.com

Carmen Theumer
Manager QA
Phone: 510-683-8438
Email: carmen.theumer@elma.com