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FLEXCON CORPORATE

QUALITY MANAGEMENT SYSTEM (QMS)

MANUAL

NORTH AMERICA AND ASIA

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Section A

This section of the manual provides information needed to understand Flexcon's QMS and is available to all interested parties both external and internal.

Section B

Section B of this manual continues from section A for all internal interested parties within Flexcon. This section defines our policies, responsibilities and documentation path into the operation for each element. This section also defines the processes located at each site.

Section C

This section contains applicable Process Maps with their associated risk controls. (Process Maps and Risk Assessments are now located in SharePoint-ISO Controlled Documents-Process Maps-Risk Assessments as reference documents).

FLEXcon Corporate

QUALITY MANAGEMENT SYSTEM (QMS) MANUAL

Section A

External & Internal Interested Parties

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1.0 QUALITY POLICY

Flexcon's Quality Policy is established by the CEO & Chairman of the company. This document provides the framework for the Quality Management System (QMS). Flexcon's Quality Policy is controlled and communicated to all employees through the company's document control system (see 206-QMS-004A). Additional hard copy placement of the Quality Policy is determined by individual department managers with the goal of heightening employee awareness.

1.1 COMPANY BACKGROUND

Flexcon was established in 1956, starting small with only two employees. We made value-added products just a little better than our competitors and, as a result, we began to grow. Expansion continued, and various processes were added. The company operated under several names: Myles Processing, Vari-Coating, and Flexcon. Finally, all three were merged into one company: Flexcon Company, Inc.

We are a customer-oriented company that is growing into one of the country's leading suppliers to the promotional graphic films, packaging, holographic, electronic printing, durable markings, and performance products markets.

At Flexcon we firmly believe the key to our success has been the ability to offer customers the better of two worlds. We are able to offer customers the most varied in-stock product line in the industry, as well as maintaining the flexibility to respond to customer product needs. This willingness to adapt to the varying needs of individual customers has helped to transform many of yesterday's small accounts into today's industry leaders, thus ensuring future growth and security.

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1.2 <u>MISSION STATEMENT</u>

At Flexcon we focus on individual customer business needs; we combine our applications expertise with our polymeric materials technology to provide our customers with product identification, promotion, and bonding solutions.

Employees

We recognize that our employees are our most valuable asset and that they have made the company what it is today. We believe in equal opportunity for all, regardless of age, sex, race, religious preference, color, handicap, veteran status, or national origin. We will seek and equitably compensate the best people we can find and provide them with every opportunity to succeed in their jobs. We are a team and must always treat each other with respect. We instill a proper quality attitude by training of our employees in our Quality Improvement Process. We offer numerous benefits, including profit sharing, and continually strive to make Flexcon an attractive place to work. Ethical conduct and teamwork are our core values.

Customers

Customers are the focus of everything we do. Our responsibility is to satisfy our customers' needs at all times. We recognize that giving our customers the total services they require maximizes our relationship with them. We offer steadfast commitment to quality products and service, and we work in partnership with our customers to provide products, which conform to their requirements. Above all, we take care to nurture our reputation as an ethical, trustworthy company.

Suppliers

We recognize that maintaining good relationships with our suppliers is important, particularly in the areas of product development and business growth. We treat them fairly and equitably and expect the same in return.

Surrounding Communities and Environment

We recognize that we have obligations to the communities in which we do business. We conduct our business in a manner that promotes integrity and positive contributions to society. We always strive to be a good corporate citizen by providing employment opportunities, maintaining a clean, safe work environment, paying our taxes, and contributing in various other ways to the betterment of the communities we serve.

Industry

We act as leaders in our industry by participating in various trade organizations to better serve our customers and suppliers. Flexcon staff members have served in leadership positions in such organizations as: Association of Industrial Metallizers, Coaters and Laminators (AIMCAL); Flexographic Technical Association (FTA); Tag and Label Manufacturers Institute (TLMI); and National Association of Metal Engravers (NAME). We spend a great deal of time and energy presenting seminars and workshops on key industry issues.

2.0 Flexcon Quality Management System (QMS)

Our QMS is structured to meet the requirements of the ISO 9001:2015 standard.

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Management Principles

The ISO 9001:2015 Standard is based on the seven management principals. These principals form the foundation of Flexcon's Quality Management System (QMS).

1. Customer Focus

2. Leadership

3. Competence and Engagement of People

4. Process Approach

5. Improvement

6. Informed Decision Making

7. Relationship Management

ISO 9001:2015 Elements

Flexcon's Quality Management System utilizes the same element structure as the ISO 9001:2015 Standard with added elements to define the introduction into the QMS and the processes used at each company site.

1-3 Introduction

4. Context of Organization

5. Leadership

6. Planning for the QMS

7. Support

8. Operation

9. Performance Evaluation

10. Improvement

11. Processes Located at Each Site, Process Maps and Risk Controls (now located in SharePoint under ISO Controlled Documents Process Map & Risk Assessment Section as reference documents).

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2.1

FLEXCON SITES REGISTERED TO ISO 9001
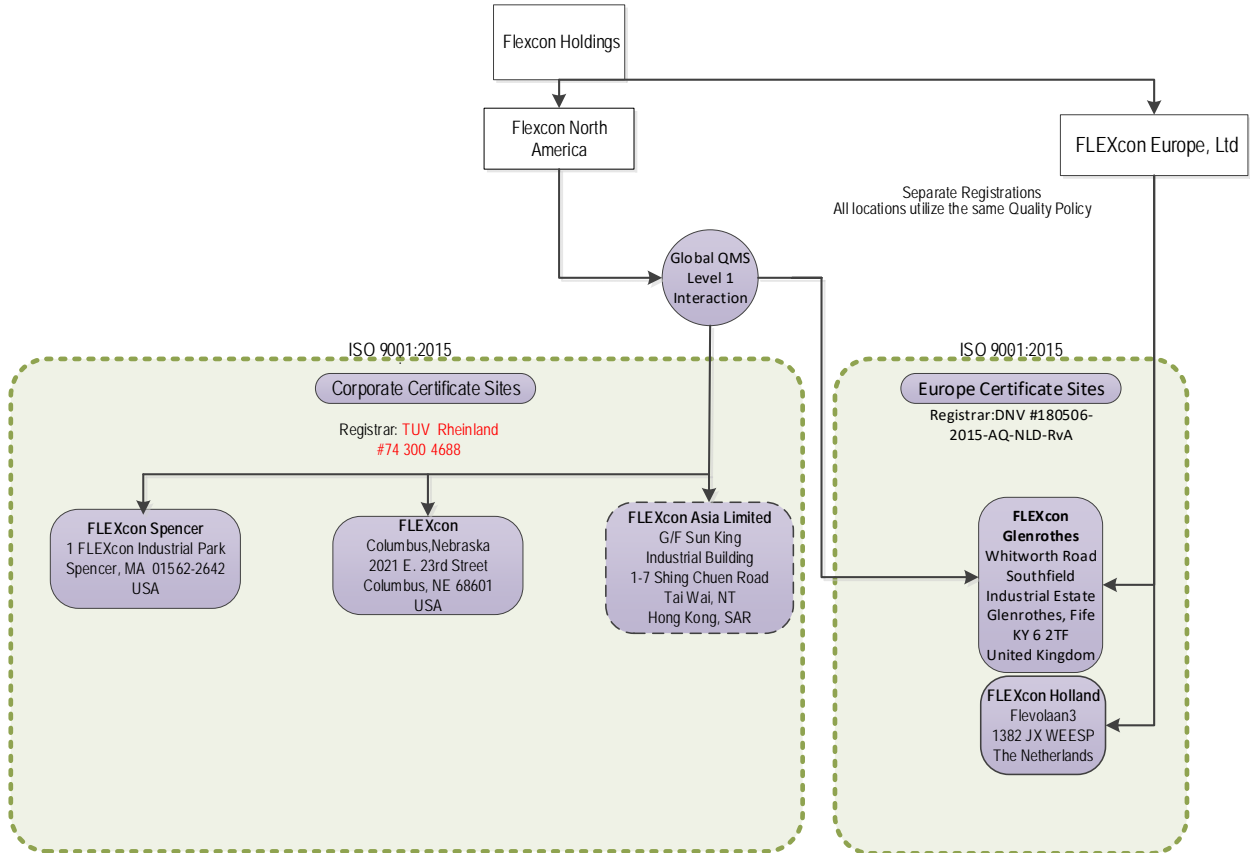
Original: E. Dolan 1/8/04, Revised R. Whitehead/D. McGee *10/6/2020*

2.2 Description of Document Hierarchy

Corporate QMS Manual — Level I

The Corporate QMS Manual for North America and Asia, Flexcon's top-level QMS document, is maintained by the Director-Quality for North America and is distributed electronically to all documented job functions in the QMS (managers and identified personnel). This manual describes the policies and responsibilities for those who manage the QMS, specifically addressing each of the elements of the ISO 9001:2015 standard. Specific job titles and documents are referenced in this manual.

Enabling Processes and Procedures — Level II

A QMS processes and procedures section is provided at the end of each major section of the Corporate QMS Manual. This section documents the connections between QMS requirements and the key processes that are implemented throughout the company. Responsibility is established for each process listed. Enabling procedures include the Quality Records List, and key procedures to support the Corporate QMS Manual. The

Director-Quality uses a secondary approval process to ensure the suitability of each listed process/procedure.

The QMS Process Diagram and QMS Department Process Maps — Level II

The Flexcon QMS Process Interrelationship Diagram is located within the Corporate QMS Manual. The associated Process Maps listed within the Process Interrelationship Diagram are now located in SharePoint under ISO Controlled Documents Process Map & Risk Assessment Section as reference documents).

QMS Procedures — Level II

QMS procedures are work instructions that apply to the entire company and are used to maintain the overall system (e.g. document control, internal audits, etc.).

KPI Boards — Level II

KPI Boards are distributed throughout Flexcon. These boards are used to communicate Flexcon's improvement objectives.

Quality Records — Level II

The quality records generated by the QMS procedures are located in the QMS files that are maintained by department managers or designee.
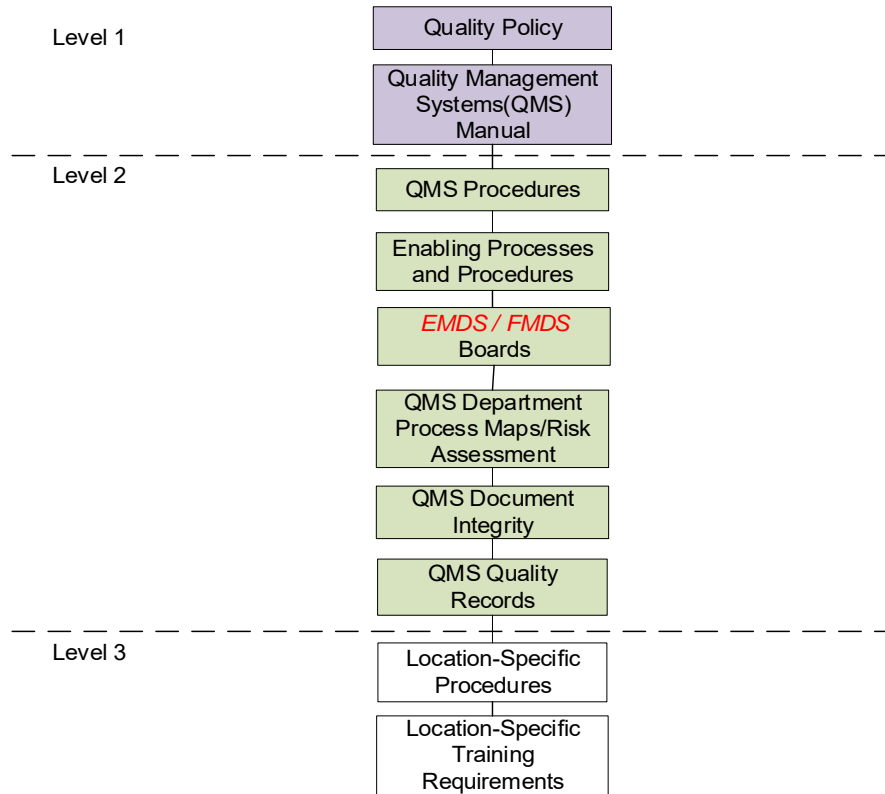
QMS Document Integrity — Level II

A hard copy manual of all enabling documents may be maintained by each department and includes department quality records.

Department Specific Procedures — Level III

Location-specific documents are work instructions that are maintained by each department. The department manager or designee controls these procedures electronically and maintains the originals.

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FLEXcon's Quality System Documention Hierarachy

Level 1
- Quality Policy
- Quality Management Systems(QMS) Manual

Level 2
- QMS Procedures
- Enabling Processes and Procedures
- *EMDS / FMDS* Boards
- QMS Department Process Maps/Risk Assessment
- QMS Document Integrity
- QMS Quality Records

Level 3
- Location-Specific Procedures
- Location-Specific Training Requirements

J. Mastalerz 10/10/94 *R. Whitehead/* D. McGee *3/25/2020*

3.0 Flexcon Quality Management System Implementation/Process Interactions

This manual defines Flexcon's Quality Management System (QMS) and is published, distributed, and maintained by the Director-Quality.

Flexcon is committed to fulfilling customer needs with quality products that conform to requirements. Top management is committed to the principles outlined in the Quality Policy, which forms the foundation of the QMS process. Every employee personally commits to our standard of performance and the process of continuous improvement.