

# Description of MarCon gruppen AB:s



## Quality, Environment and Health & Safety Management system

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## Introduction

### Quality development

Swedish companies have a long tradition of quality, which we aim to preserve.

Delivering the **right** quality is an increasingly important means of competition, both here in Sweden and in the international market.

Ensuring the **right** quality has much more than just market benefits. It improves collaboration within the company, makes production run more smoothly, reduces costs due to quality issues and – perhaps most important of all – increases the motivation of employees, since they have more responsibility and clearer authority.

Quality is not primarily about working methods; it is more an attitude of mind and a way of life. Quality is something you only get from people who are motivated, who can see the big picture, who realise the importance of detail and the value of getting things right first time. This must go hand in hand with the requirements of society, the environment and the individual.

### Goal

You don't get something for nothing. We have always tried to live up to our customers' requirements and expectations, but have we really done so?

Over the years we realized that we need an effective tool for improvement – a tool for evaluating and measuring our own performance.

The result is a quality system that actively focuses on continuous improvement.

### Quality policy

It is a matter of honour that MarCon Gruppen AB should carry out every assignment to the right level of quality that satisfies the *customer's requirements and expectations*.

Our goal is to give the customer value for money at all times!

In other words to carry out assignments with *the right technology, the right approach and the right cost* in the following business areas:

- Technical Assignments (MarCon Teknik AB)
- Civil Engineering (Svensk Sjöentreprenad AB, Frog Marine Service and SVENTAB)
- Ship related services (Frog Marine Service)
- Dredging (Svensk Sjöentreprenad AB,
  
- Marine Resources (Svensk Sjöentreprenad AB)
- Renewables (MarCon Wind Power AB)

## Quality system

The approach to quality taken by MarCon Gruppen AB is summed up by what we call the **3E system**, which stands for:

- the right **E**ducation.
- the right **E**quipment.
- the right **E**xecution.

Our system is certified and complies with the requirements of new ISO 9001:2015.

“Utmärkelsen Svensk Kvalitet” is a Swedish quality assessment process that has also helped guide us through its fundamental values and broad view of quality.

## Orientation

This document describes the approach that MarCon Gruppen AB takes to quality assurance on every project with which the company is involved.

The description gives a general picture of the functional and organizational ability of MarCon Gruppen AB to carry out assignments to the right level of quality.

This document gives guidelines for internal quality assurance and a description of the processes that are required to carry out quality assurance.

## Scope and application

For MarCon Gruppen AB, quality assurance encompasses all systematic measures of a descriptive, controlling or verifying nature that are taken to ensure that the working products of MarCon Gruppen AB fulfil its customers' quality requirements.

Quality assurance encompasses design, development, production, installation and servicing of the working products of MarCon Gruppen AB.

Quality assurance also includes the safeguarding of resources in the form of employee training and the maintenance of machinery and equipment.

Quality assurance is applied to all processes.

## References/definitions

This document is based on the requirement elements of new ISO 9001:2015.

The term “deviation” is used in the same sense as the term “defect” in the General Conditions of Contract (AB 04).

The term “client” refers to the party who commissions the assignment, i.e. the customer of MarCon Gruppen AB.

The term “external supplier” as used in new ISO 9001:2015 refers in this case to MarCon Gruppen AB or its suppliers and subcontractors.

## Company Profile

MarCon group Vision is "We shall have the most satisfied customers within our line of business".

MarCon group business concept is "We offer rational and cost effective solutions in the subsea and marine projects".

"Leading player with local ties" is our position. It testifies to our commitment to combine strengths and resources with proximity to customers and knowledge of their circumstances and conditions.

Our Core Values are: Accountability, Reliable and Urging.

Our reputation is: "Knowledgeable, flexible and professional with a positive spirit."

Our Customer Promise is: "We do what we say".

" Marine Operations Expertise " is the backbone of all the we work.

## Management responsibility

### Quality policy for MarCon group

It is the ambition of MarCon Gruppen AB to carry out and ensure that each assignment meets the level of quality that correctly matches the *customer's needs and expectations* and the applicable requirements.

Each completed assignment and contact with customers provides information essential for the continuous development and improvement of our quality system.

The goal is to carry out customer assignments with *the right technology, the right approach* and *the right cost* in the business areas of Civil engineering, Ship related services, Dredging, Marine recourses, Towing & Tug handling and Technical Assignments.

*Quality* exists only in the form of *right or wrong*, not high or low.

*High or low* refers to the *standard*, and a low standard can still be the right quality.

### Quality system

The above policy shall we achieve by SS-ISO 9001:2015 and what we call the 3 U:na. 3 U stands for: the right to **education, the right equipment and the right execution.**

These points should be included in all companies ' main processes and at all stages of quality assurance consisting of:

- 1) **External and internal relationships.**
- 2) **Administration.**
- 3) **Workshop and warehouse.**
- 4) **Designs and operational work.**
- 5) **Customer satisfaction and evaluation.**

## Customer Satisfaction-Measurement

Measurement of customer satisfaction is done by the established routine of the Marcon group's internal auditor. The auditor decides on a specific sample of the entire group's customers, who is subsequently interviewed personally.

## Quality Objectives

MarCon Group's objectives are:

We are going with competent and committed staff create a well-designed and resource-efficient production that generates customer satisfaction and high retention rate

- We're going through the required reputation "knowledgeable, flexible, and professional with a positive spirit" and good marketing and good reputation to get 20 new customers during year.
- We will carry out the assignments with the right quality that meets the customer's needs and expectations and thereby measure customer satisfaction at least 40 times a year
- We shall have the right equipment and right maintenance, and by this reduce unscheduled repairs by half. We want employees to take more personal responsibility for our materiel. Our core values: Responsibility, Reliable and driving.
- We will actively work to train our employees so they will work well in their roles
- Monitoring objective: We're through good planning and proper execution prevent complaints.

## MarCon Gruppen AB has the following Environmental policy:

It is the ambition of the MarCon Group to carry out and ensure that each assignment takes into account the needs of society, the environment and the individual.

Each completed assignment and contact with customers provides information essential for the continuous development and improvement of our environmental management system.

The goal is to identify and minimize environmentally harmful processes and the handling of environmentally harmful substances, and thereby reduce any negative environmental impact in our work.

## Environmental Management system.

Laws/regulations and constraint lists affecting activities at our workplaces are in the book: "*Environmental management systems-Regulations and limitations.*" Kept by HSSEQ.

## Environmental Objectives.

MarCon Group's environmental targets are:

- Comply with all applicable laws and regulations.
- Meet customer demands for the environment.
- Ourselves make demands from the environment to our suppliers.
- Create awareness and understanding of environmental issues within firms.
- Reduce our impact on the external environment

## Environmental aspects

From the identified environmental aspects, management has chosen to work with the most significant environmental aspects:

- Reduce our consumption and risks when handling chemicals,
- Reduce any significant environmental impact through careful risk analysis at all our workplaces,
- Establish clear procedures and processes in the event of environmental impact,
- Reduce our emissions from vehicular traffic by ensuring that all equipment is in the workplace and coordinating transport

## Health and Safety Policy

Employee health and safety are important values for MarCon Group AB. The aim of our work environment is to create a physically, mentally and socially healthy and stimulating workplace for all employees. A good working environment also creates the basis for a sustainable economy in the company.

In our daily work, each employee show personal responsibility for health and environment. It is for each individual to comply with regulations, instructions and procedures. Each employee has an obligation and a responsibility to be alert to and promptly report any safety risks or incidents that may be a threat to a healthy work environment.

An open attitude and discussions with all involved in the company's important to have a safe working environment and give everyone an opportunity to develop within the company.

Fulfilling the law is a minimum requirement in our work environment. It is in the interest of the company to maintain a higher standard than this. Prior e.g. decisions on new investments or changes in operations, the safety issues are discussed, risks assessed and the consequences evaluated in conjunction with all employees. Measures are then taken, to ensure as far as possible to prevent negative impacts and minimize risk.

The objectives of our work environment are:

- We will consider the workplace Health and Safety issues already at the planning stage
- We will actively work to minimize occupational related injuries and diseases
- By focusing on orderliness, safety and health, we will create high satisfaction and a good working environment at our workplaces and increase our ability to prevent illness
- During 2017 and further, we will work to ensure that our employees are the sectors most security-conscious

## Organization

### Responsibility and authority

The operations of MarCon Gruppen AB are based on four areas:

- Technical Assignments (MarCon Teknik AB)
- Civil Engineering (Svensk Sjöentreprenad AB, Frog Marine Service and SVENTAB)
- Ship related services (Frog Marine Service)
- Dredging (Svensk Sjöentreprenad AB)
- Marine Resources (Svensk Sjöentreprenad AB)
- Renewables (MarCon Wind Power AB)

To support quality assurance the company has appointed an internal quality auditor who will share responsibility with management for updating the quality system.

The internal auditor will provide management with advice and recommendations, and will promote the implementation of quality assurance measures through an employee forum.

All projects carried out on behalf of customers by MarCon Gruppen AB take the form of projects run by self-governing teams with an appointed quality representative. This quality representative has both the authority and the operational responsibility to ensure the project is conducted in line with the customer's requirements.

### Resources

Unless otherwise stated, the quality representative has ultimate responsibility for planning, managing, implementing and documenting quality assurance for the assignment.

On larger assignments a supervisor is appointed for quality assurance and has responsibility for quality planning, management, documentation and evaluation.



## **Board and Internal auditor**

Chairman of the board is Jörn Ryberg.

The internal auditor Johan Holmberg is together with the board responsible for ensuring that a satisfactory quality-, environment and Health and Safety system is maintained.

## **Management review**

Management will hold an annual meeting concerning improvement measures for the quality and environmental management system.

At this meeting any deviations will be summarized, preventive measures will be formulated and corrective measures will be evaluated.

New quality, environmental and Health and Safety targets will be set up based on these results.

## **Quality, environmental and Health and Safety management system**

The quality, environmental and Health and Safety management system of MarCon Gruppen AB encompasses the technical, organizational and administrative routines that are required to prevent deviations from arising in the company's processes.

The Quality and Environmental management system meets the requirements of 9001:2015, ISO 14001:2015 and ISO 45001

The quality, environmental and Health and Safety management system encompasses manuals, routines and project-specific programs.

Day-to-day work is guided by quality-assured routines that are based on effective self-inspection at the time of execution.

The basic principle is that each person takes responsibility for ensuring that his or her work is done correctly.

The various elements of the quality system operated by MarCon Gruppen AB are documented in the following documents:

- The business manual of MarCon Gruppen AB.
- Description of MarCon Gruppen AB quality, environmental and Health and Safety management system (this document).
- Project-specific quality and environmental plans.

## **Contract review**

For each assignment a written agreement is normally drawn up between the client and MarCon Gruppen AB, with reference to the General Conditions of Contract (AB 04).

The exception is assignments of an urgent nature, for which special routines are described in the business description.

A contact appraisal is carried out at the start of each assignment. This stage has a critical role in the execution of the assignment.

During the contract appraisal a complete understanding must be reached between the client and MarCon Gruppen AB of the requirements and expectations (including those assumed) that relate to the implementation and financial aspects of the assignment.

The contract appraisal should, in summary:

- ensure agreement and understanding
- clarify specifications, scope of assignment, quality requirements and environmental requirements
- specify dates and payment requirements.

## **Purchasing**

The purchasing routines of MarCon Gruppen AB for Control of externally provided processes, products and services apply to suppliers and any subcontractors. These routines, which cover purchasing, product information, traceability, treatment of defective products, corrective measures and preventive measures, are described in the purchasing manual contained in the business manual.

## **Handling of quality documents**

All relevant information about an assignment is collected, archived, evaluated and reported on completion of a project.

This includes documents that describe the results of working activities and consist of reports, information, work descriptions, purchasing documents, reports from inspection programmes, certificates, records and documented measures taken in the event of deviations.

## **Internal quality audits**

During the year the internal auditor carries out an assessment of all the company's processes that are described in the business description. These audits involve a systematic examination of the quality system routines in relation to the standard.

Such audits involve:

- identifying deviations and implementing solutions.
- updating all affected quality documents.
- initiating measures to prevent deviations from the specified requirements.
- keeping further treatment of deviation events under control until shortcomings or unsatisfactory situations have been corrected.

The results of these audits must be documented and reported to all concerned.

## **Training and Competence**

Documented training routines for all employees are described in the business description.

Necessary competence based on appropriate education, training or experience is defined. Documented information as evidence of competence is available.

## Organisation

MarCon Gruppen AB is the parent company of the group that consists of Svensk Sjöentreprenad in Malmö AB, Frog Marine Service, SVENTAB, Svensk Sjöentreprenad in Stockholm, MarCon Wind Power AB and MarCon Teknik AB (MTE)

Group management consists of Jörn Ryberg and Kenneth Andersson.

Chairman of the Board, Managing Director of Marcon group and Managing Director of MarCon Wind Power AB is Jörn Ryberg.

CEO of Marcon gruppen is Kenneth Andersson

Managing Director of Svensk Sjöentreprenad AB in Malmö and Frog Marine Service in Göteborg is Bill Söderberg.

Managing Director of SVENTAB and Svensk Sjöentreprenad in Stockholm-Härnösand and is Royne Wretling.

Chairman of the Board Marcon Teknik AB is Jörn Ryberg.

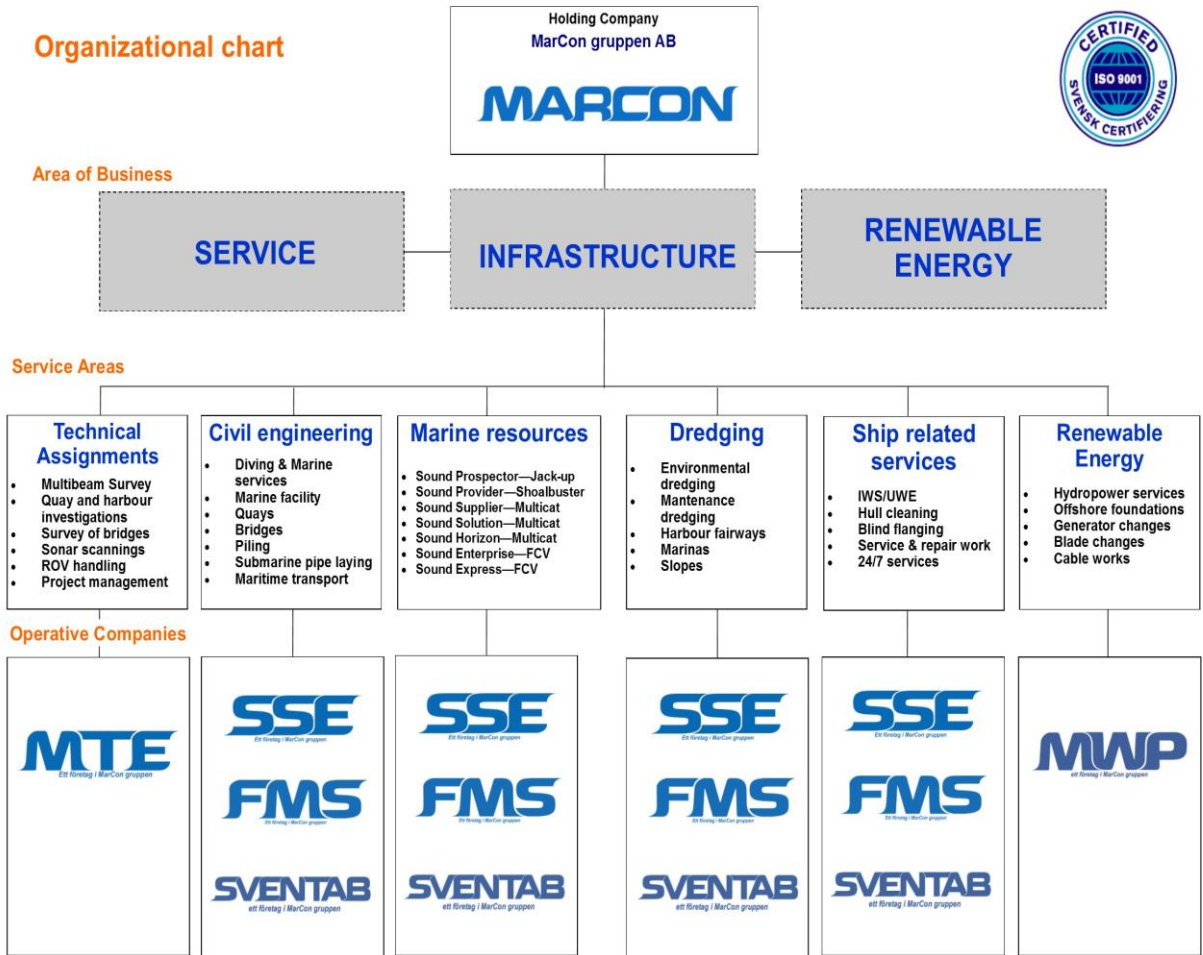
The organization chart for the Macon Group includes persons accountable for every support function, operational area and other processes.

Calculations and tender preparations as well as various planning in connection with operational procedures are performed in cooperation between project management and worksite management.

Operational procedures are carried out by the self-governing teams in each operational area. Each team has a quality representative who has accountable for the workplace.

All aspects of the business are guided by the company's quality policy and overall approach to quality, which we describe in our quality and environmental management system and in manuals based on SS-EN ISO 9001:2015, ISO 14001:2015 and ISO 45001

***It is the ambition of the organization to safeguard the customer's expectations and requirements, and ensure that the customer always receives an end product of the right quality.***



**SCAB Svensk Certifiering**

# Certificate

UTFÄRDAT TILL  
ISSUED TO

## Marcon-Gruppen i Sverige AB

Including following companies  
Marcon Teknik AB, Ängelholm & Malmö  
Svensk Sjöentreprenad i Malmö AB, Malmö, Ängelholm, Sölvesborg & Kalmar  
Frog Marine Service, Göteborg  
Marcon Wind Power AB, Ängelholm  
Stockholms Vattenentreprenader AB, Stockholm & Härnösand

Svensk Certifiering Norden AB intygar härmed att ledningssystemet har granskats och uppfyller kraven i:  
Svensk Certifiering Norden AB certifies that the management system has been reviewed and complies with:

# ISO 9001:2015

Certifieringens omfattning och villkor framgår av certifieringsbeslutet.  
Details of scope and the range of the certificate are defined in the certification decision.

**Ledningssystemet omfattar:**  
The management system covers:

Teknisk uppdragsverksamhet, marin service, sjöarbeten med marina resurser, undersökningar av fartyg genom fartygsdykeri, muddring, försäljning av specifika fundament till havsbaserad vindkraft samt utveckling och försäljning av dataprogram med marin anknytning.  
Technical Assignments, civil engineering, marine contracting and supply of marine resources, survey of ships with ship related services, dredging, sales of specific foundations for offshore wind energy as well as development and sales of computer software with marine connection.

  
Michael Persaud, CEO

SVENSK CERTIFIERING NORDEN AB

<p>Certifikat nummer: 9001-0790 Certificate number: Ursprungedatum: 26 Aug 1996 Date of origin: Utfärdandedatum: 5 Aug 2019 Issue date: Giltighet till: 28 Aug 2022 Expiry date:</p>			
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Svensk Certifiering Norden AB, Kanalvägen 2B, SE-184 41 Åkersberga, Sweden +46 (8) 540 878 20 info@svenskcrtifiering.se  
Validity of the certificate contact: www.svenskcrtifiering.se

## Correspondence between ISO 9001 and 14001 Appendix 3

Cross reference to ISO 9001: 2015 (Quality Management systems) and ISO 14001: 2015 (Environmental Management System)

ISO 9001:2015		ISO 14001:2015		MarCon group
Procedures of ISO 9001		Equivalent to ISO 14001		Fulfillment
4.2	Understanding the needs and expectations and its context	4.2	Understanding the needs and expectations and its context	Yes
6.1	Actions to adress risks and opportunities	6.1	Actions to adress risks and opportunities	Yes
6.2	Quality objectives and planning to achieve them	6.2	Quality objectives and planning to achieve them	Yes
7.2	Competence	7.2	Competence	Yes
7.5.2	Creating and updating	7.5.2	Creating and updating	Yes
7.5.3	Control of documented information	7.5.3	Control of documented information	Yes
8.4	Control of externally provided processes, products and services	8.1	Operational planning and control	Yes
8.7	Control of nonconforming outputs	8.1	Operational planning and control	Yes
9.2	Internal audit	9.2	Internal audit	Yes
10.2	Nonconformity and corrective action	10.2	Nonconformity and corrective action	Yes

### Our Management System fullfill the requirements in ISO 14001:2015

2019-08-12

MarCon group AB HSSEQ

Johan Holmberg

**Content Marcon Group Management System according to ISO 45001****Operations Manual, Chapter H Systematic Work Environment**

- The conditions of the organization
- Leadership and employee involvement
- Planning
- Support
- Operation
- Evaluation of performance
- Enhancements
- Working Environment Plan
- Working Hours Act
- Delegation
- Ergonomics
- Hot work
- Sorting
- Organizational and social work
- SAM on Marine Resources
- Protection and Work Environment Inspections
- Systematic Fire Protection Work
- Safety Data Sheet
- Safety Manual
- Annual evaluation of the Systematic Work Environment System

**Our Management System fullfill the requirements in ISO 45001:2018**

2019-08-12

MarCon gruppen HSSEQ

Johan Holmberg