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Vaisala Management System Description

System description

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Introduction

This document describes the Vaisala management system: what it covers, how it is built, who is responsible for it, and where the related processes and documented information are found. It follows the high-level structure of ISO 9001: chapters 1 to 10 carry the same numbers as the clauses of the standard, and chapter 11 is an appendix.

1 Purpose and scope

The purpose of the integrated management system (IMS) for Quality, Environment, Health and Safety management is to ensure the safety of people, customer satisfaction, environmental performance, and compliance with applicable legal, customer and other requirements. The IMS also drives continual improvement and the achievement of business results.

The scope of the management system is the design, development, production, sales and service of instruments, systems, solutions and information for environmental and industrial measurement applications. The procedures described here apply to all Vaisala processes, functions and locations as applicable, whether they are certified or not. The scope of each certification and the sites it covers are stated in the certificates themselves. The ISO 27001 certified information security management system is also part of the integrated management system. It is not described in this document, but in the Vaisala Information Security Management System (VISMS) description, which is available on the Vaisala intranet.

The IMS is one common way of working that combines five standards, all certified by DNV.

- ISO 9001:2015 — Quality. Certified since 18 March 1993 (certificate 105673-2011-AQ-FIN-FINAS); follow-up audits annually by DNV.
- ISO 14001:2015 — Environment. Certified since 21 January 2003 (certificate 106099-2011-AE-FIN-FINAS); follow-up audits annually by DNV.
- ISO 45001:2018 — Occupational health and safety. Certified by DNV since 14 March 2019 (certificate 10000185793-MSC-FINAS-FIN).
- ISO 27001:2022 — Information security. Granted June 2025 by DNV (certificate C727213); described in the VISMS description.
- AQAP 2110 edition D — NATO quality assurance requirements. Certified by DNV since 22 December 2009 (certificate 113117-2012-AQ-FIN-SWEDAC).

Accreditations and approvals complement the management system certificates. ISO/IEC 17025:2017 calibration accreditation has been granted to Vaisala Oyj by FINAS since spring 2001 (certificates K008 and K068 for Field Service), with annual surveillance audits. The service centers of Vaisala KK, Vaisala BEI and Vaisala Inc (BOS) are accredited by their local national accreditation bodies. ATEX quality assurance is certified by Eurofins for selected products (reference VTT 09 ATEX Q 001). Known Consignor status granted by Traficom. Product, process and customer specific approvals such as UL, CSA and FM are maintained where required. Vaisala is not an FDA cGMP or EU GMP regulated company, and ISO 13485 does not apply.

2 Normative references

The management system is built on the following standards and guidance documents: ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2022 and AQAP 2110 edition D for the certified management system. Other standards apply to specific areas: ISO/IEC 17025:2017 and ISO 10012 for calibration and measurement; ISO 10007 and ACMP2100 for configuration and change management; and the ATEX directive and the EU Known Consignor requirements for the related approvals.

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3 Terms and abbreviations

Term	Meaning
8D	Eight disciplines, a structured problem-solving method
ATEX	EU directives on equipment and work in potentially explosive atmospheres
AQAP 2110	NATO allied quality assurance publication for quality management
ATON	Product data management system
BI	Business intelligence reporting
CDP	Global environmental disclosure system (formerly Carbon Disclosure Project)
DNV	Certification body that certifies the Vaisala management system
ECR / ECO	Engineering change request and engineering change order
EHS	Environment, health and safety
ESD	Electrostatic discharge
EU	European Union
FDA	US Food and Drug Administration
FINAS	Finnish Accreditation Service
FMEA	Failure mode and effects analysis
GMP / cGMP	Good manufacturing practice / current good manufacturing practice
IMS	Integrated management system; our internal name for the standards described here managed as one system
KPI	Key performance indicator
PDCA	Plan, do, check, act
QPR	The tool holding Vaisala process descriptions
Six Sigma	Data-driven method for reducing process variation and defects
Vintra	The Vaisala intranet
VISMS	Vaisala Information Security Management System; the ISO 27001 system described in its own document

4 Context of the organization

Our mission, vision and values are published on vaisala.com and Vaisala intranet and are reviewed and approved by the Leadership Team as needed. The context of the organization is reviewed annually as part of strategic planning.

4.1 Interested parties

Our most significant interested parties are customers and end users; our own people and others working for us; suppliers and other external providers; society and the environment; investors and owners; and the authorities that set applicable requirements. Their needs and expectations are considered in strategic planning, annual execution planning, project planning, product and service planning, supplier management, audits, surveys, feedback analysis, compliance evaluation, and other relevant forums, and are reviewed in Management Review.

4.2 The management system and its processes

The IMS covers how we manage our processes and who is responsible for them. It also covers risks, opportunities, compliance obligations, objectives, documented information, competence, communication, operational controls, performance, corrective actions and continual improvement. Quality, environmental, health and safety practices are built into these processes. They are not managed as a separate system. We work through described processes and aim for flow efficiency. Operational IMS activities are part of the work, not added on top of it. Safe, high-quality and

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environmentally sound features are designed into products and services early. Decisions are based on facts, and we improve continually.

Processes and their interactions are described in Process Portal and published through the intranet. Every process description states its owner, roles, responsibilities and revision information, and process descriptions are part of the management system. Additional procedures and work instructions are maintained in our document management systems.

4.3 Plan-do-check-act

The IMS follows the plan-do-check-act (PDCA) cycle, which also links the chapters of this document. Plan: we set objectives and determine the risks, opportunities and actions needed to achieve intended results (chapter 6). Do: we provide the resources and support needed and carry out the work as planned (chapters 7 and 8). Check: we monitor and measure processes, products and services against objectives and requirements, and report the results (chapter 9). Act: we correct problems, address their causes and improve our performance continually (chapter 10). Leadership (chapter 5) is at the center of the cycle. The same cycle is used at every level, from strategy and annual planning to everyday work and problem solving.

5 Leadership

5.1 Accountability and customer focus

The Vaisala Leadership Team is the top management of the company. It is accountable for the effectiveness of the management system and for ensuring that customer focus and customer satisfaction are maintained. The Director of Sustainability, Quality & Facilities supports the Leadership Team in defining and deploying the system.

5.2 Policies

Vaisala has three policies that set the principles for the integrated management system: the Quality Policy, the Environmental Policy and the Health and Safety Policy. All three are signed by the CEO and reviewed annually by the Leadership Team to confirm their continued suitability. The policies are published in full on vaisala.com and on the Vaisala intranet. Process owners and line managers are responsible for the activities that put the policies into practice, including communication.

5.3 Roles, responsibilities and authorities

The Leadership Team assigns the responsibilities and authorities needed to operate the management system and makes sure they are communicated and understood. The Director of Sustainability, Quality & Facilities is responsible for ensuring that the management system meets the requirements of the standards we follow and for reporting its performance to the Leadership Team. Global Quality maintains management system activities, while Operations Quality Control is responsible for manufacturing quality. Dedicated managers, an Environmental Manager and a Health & Safety Manager, provide focused competence. Process owners are responsible for the efficiency, compliance and continual improvement of their processes, and line managers for putting the management system into practice in their own teams. Responsibilities and authorities are described in process descriptions and job descriptions.

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5.4 Participation of our people

Everyone at Vaisala takes part in quality, environmental and health and safety work. Workers at all levels take part in the risk assessment of their own work and working environment, and in the investigation of incidents and nonconformities. Findings are communicated to everyone they may concern, including third party contractors, hired labor and part-time employees.

Employees are encouraged to report proactively and to suggest improvements. Quality observations, environmental issues, hazards, near misses and improvement ideas are reported through our IMS reporting and ticketing tools, and they are taken forward through the PDCA cycle. Everyone is expected to resolve issues at their source where they can, and to raise them where they cannot.

An occupational health and safety committee is established in offices where the matter has been deemed necessary or where required by statutory obligations; committees meet as needed, typically at least quarterly. The Health & Safety Manager takes part in safety walks, health and safety audits and safety related reviews, and the Environmental Manager and the Quality Managers take part in the corresponding reviews in their own areas. Employees and contractors have the right to refuse work that could harm their own or another person's health.

6 Planning

Planning ensures that we achieve intended results and prevent or reduce undesired effects. This is the plan phase of our PDCA cycle.

6.1 Risks and opportunities

The Vaisala risk management policy is approved by the Board of Directors and covers strategic, operational and financial risks, business continuity plans and insurance management; the Director, Compliance & Risk Management is responsible for corporate level risk management. Risks and opportunities are also addressed in the strategy and annual planning processes and in portfolio management, and risk management is built into operative processes through reviews, controls and specific analyses such as FMEA. Environmental impacts, risks and opportunities are identified and evaluated periodically, and significant environmental aspects are determined based on the impact assessment and applicable legal requirements. The most significant aspects relate to the greenhouse gas emissions of our value chain (Scope 3). Health and safety hazards are identified and risks assessed periodically, after significant incidents and before changes are implemented, and hazards are eliminated or controlled using the hierarchy of controls, with training and personal protective equipment provided as needed. Vaisala monitors global environmental, health and safety regulations actively and maintains documented information on compliance obligations and evaluation results.

6.2 Life cycle perspective

Vaisala applies a life cycle perspective when planning the management system and its processes. Quality, environmental, and health and safety requirements, impacts and risks are considered across the life cycle of our products, services and activities, from design and development, material selection and sourcing to manufacturing, delivery, installation, use, maintenance and end-of-life. The life cycle perspective also guides how we address our most significant environmental aspects, which arise in our value chain.

6.3 Planning of changes

Changes that affect the management system, its processes, products or services are planned and carried out in a controlled way. Before a change is implemented, its purpose and possible consequences are considered, including the

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effects on quality, the environment, health and safety, compliance obligations, resources and responsibilities. The processes for managing process, product and document changes are described in chapter 8.1.

6.4 Objectives

IMS objectives are set as part of the annual execution planning process. Managers and process owners deploy execution plans top-down through functions and processes to team and individual level as appropriate, supported by metrics. Progress is monitored bottom-up in the relevant managerial meetings and corrective actions are taken as needed. Statistical process control is widely used in manufacturing.

7 Support

7.1 Resources and competence

The Leadership Team approves the resources needed to maintain and improve the management system. Long-term competence planning is part of strategy and road mapping and cascades to unit and team level through execution planning. Individual development, objectives and role expectations are addressed in the annual performance management and talent management discussions, and job descriptions state the relevant responsibilities, competence requirements and authorities. Managers are responsible for having the right roles, people, and competencies in their teams. They are also responsible for ensuring that competence needs are identified, that the required training or other actions are completed, and that the effectiveness of those actions is evaluated as appropriate for the role and risk level. New employees receive the role-specific IMS information they need during onboarding, and new manager training covers management system responsibilities including process ownership, communication, reporting and follow-up. Supervisors, process owners and IMS representatives provide training in specific elements of the system, such as quality planning and control methods, environmental compliance procedures, and safety critical work such as working at height, hot work and electrical installation. Training offering is published in the learning management system; personal training records are held in MyLearning and team-specific records in team competence matrices, and personal records are confidential and handled under data protection requirements. The organizational knowledge needed to operate our processes and achieve intended results is maintained through process descriptions, documented procedures, work instructions, competence matrices, training records, lessons learned and expert networks, and is transferred during onboarding, role changes and offboarding.

7.2 Infrastructure and work environment

Vaisala provides and maintains the buildings, workspaces, equipment, utilities and information systems needed to operate our processes and to achieve conforming products and services. Site facilities are designed for the functions of each site. At Vaisala Oyj, facility maintenance and facility equipment such as air conditioning, pressurized air and water supply are managed by the Facility management team; other sites have a nominated person responsible for facility activities. Manufacturing tools and machinery are maintained according to maintenance plans by the Production Technology team, and critical equipment is identified. IT infrastructure, including networks, hardware and information security solutions, is managed by Group Digital Excellence (DxE).

Work environment conditions are controlled where they affect product quality, people or the environment. Temperature, humidity and pressure are monitored continuously in building management systems, and alarms trigger action when defined limits are exceeded. Clean rooms and calibration laboratories have their own monitoring systems with tighter specifications, and access to clean rooms is restricted. ESD controls are in use in all applicable production, storage and R&D areas, and personnel are trained in ESD requirements. Cleaning and pest control are outsourced and managed by the Facilities team, and service providers follow instructions agreed with Vaisala. Health and safety aspects of the work environment are addressed through the risk assessments described in chapters 5.4 and 6.1.

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7.3 Awareness and communication

Promoting awareness and providing communication channels — top-down, bottom-up and externally — is an essential part of driving improvement. Awareness activities ensure that employees understand the relevant IMS policies, objectives, process requirements, risks, hazards, environmental aspects, compliance obligations and reporting channels, and how their work contributes to intended results and continual improvement. The intranet IMS pages serve as the internal portal; management-led communication takes place in connection with strategy, resource planning and action plans; and development discussions, staff surveys, team briefings and organization meetings are further channels for internal communication. Internal and external communication needs are defined based on the topic, audience, legal and customer requirements, risks, interested parties and business needs, including what is communicated, when, to whom and through which channel. The Annual Report and vaisala.com are the main external communication channels, and environmental performance is also disclosed through CDP. Communication on the effectiveness of the management system is formally handled in Management Review.

7.4 Documented information

The Documented Information Management Procedure defines the rules, document lifecycle, roles and retention times for documented information, and separate instructions cover how documents are created and updated. Every controlled document has a clear title and purpose, an owner, a current version and date, evidence of approval or review, one official storage location, and defined records where the process creates them. Each type of documented information has its own system: process descriptions in our process description tool, controlled documents and records in our document management systems, product documentation, versions and product structures in our product data management system, and competence, reporting and performance records in the corresponding tools. The main systems and the records they hold are listed in chapter 11. Work instructions are shown electronically so that the latest approved version is always in use. Records are retained according to type and content; archiving is mainly electronic.

7.5 Monitoring and measuring resources

Monitoring and measuring equipment used to verify product, process or service conformity is calibrated or verified either in an ISO/IEC 17025 compliant manner or according to ISO 9001 and ISO 10012. Equipment data, calibration records, history and re-calibration dates are held in our calibration management system, and intervals are determined by the Calibration and Testing Maintenance team on the basis of calibration data. Test and calibration stations check calibration validity automatically before work can start, and every measuring device carries an identification label showing its calibration status. New equipment is entered into the same system with its parameters and interval, validated, and approved for intended use by the product or process management. Out-of-tolerance findings trigger the non-conforming product process and a corrective action request.

8 Operation

Operational activities turn our plans into action. This is the do phase of the PDCA cycle. Controls are defined within the individual processes and lower level procedures. They ensure that work is carried out as planned, that products and services conform, that applicable requirements are met, that quality, environmental, health and safety risks are controlled, and that nonconformities and deviations are detected. When non-conforming products, suspected product issues, service issues or process deviations are identified, they are controlled through relevant operational processes, such as the Non-Conforming Product and Quality Hold processes, to prevent unintended use or delivery.

Vaisala applies a life cycle perspective in operational planning and control (see chapter 6.2). Operational controls are defined by the relevant business units, group functions, process owners and managers based on applicable requirements, risks and opportunities, and on Vaisala's ability to control or influence the activity or life cycle stage.

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8.1 Requirements, development and change

Applicable requirements from customers, other interested parties and legislation are identified and reviewed in the relevant processes. For products and services, identification, verification and validation of requirements is managed through the Product process, including specification, review, change management and customer communication. Product and service development follows the Product Process described in QPR, with defined steps, resources, inputs, outputs and verification and validation points; software development follows the same main elements with variation at procedure level.

Change is managed at several levels. Process changes are managed by process owners according to the process excellence framework, and process descriptions and the procedures that complement them are updated accordingly. Product changes, covering products, product documentation and product structures, follow the ECR and ECO processes of the Product Process. Other operational changes, such as changes to services, software delivery, facilities, supplier or contractor arrangements, EHS controls, tools, IT systems, work methods and responsibilities, are managed by the relevant process owners and managers. They are planned and reviewed based on applicable requirements, risks and opportunities, and documented where needed. Changes to controlled documents are managed through the Documented Information Management Procedure using version control, approval and change logs.

8.2 Identification and traceability

All products, materials, parts, assemblies, manufacturing instructions and test criteria are identifiable through item and document codes throughout manufacturing and after delivery. Materials and parts are visually tagged or physically segregated in production, and all assemblies and products carry a visible product code. Product specific traceability requirements are defined and implemented during product development; critical items are traced with unique identification where necessary. Assigned serial numbers are printed on product labels or stored electronically and recorded together with the test and calibration records for that unit. Where traceability is required for services, projects, software, maintenance, calibration, field service or other operational activities, relevant records are maintained to identify the work performed, responsible persons, applicable requirements, results, approvals and any required follow-up actions.

8.3 Externally provided processes, products and services

Vaisala has set global requirements for its partners to ensure the quality, sustainability and consistency of purchased goods and services. These requirements and the Partner Code of Conduct are published on vaisala.com, and we require our suppliers and partners to apply the same principles we do. Quality problems with purchased goods are handled through the Supplier Corrective Action process. Controls for externally provided processes, products and services are defined based on their impact on quality, environmental, health and safety, compliance and continuity requirements. This applies to both direct and indirect suppliers and service providers, including materials, components, outsourced processes, calibration, logistics, facility services, maintenance, cleaning, waste and e-waste services, chemicals, gases, hazardous materials, contractors and other specialist services where relevant. Required controls may include supplier approval, contracts or purchase requirements, competence or certification requirements, permits, insurance, service records, inspection records, performance monitoring, incident reporting and corrective actions. Contractors and service partners are engaged for long-term assignments such as facility services and for short-term specialized work such as installation projects. Long-term contractor employees receive information on the hazards and risks of their work at Vaisala and training in our emergency and safety procedures; short-term contractors are informed of hazards, risks and safety procedures and trained as necessary. All contractors must follow Vaisala instructions and report incidents to their contact person.

8.4 Emergency preparedness

Each Vaisala location has a site-specific emergency plan describing procedures and responsibilities in cases such as injury, fire, chemical spill, power outage or severe weather. Emergency plans are tested regularly and updated

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whenever circumstances change. Every area has nominated safety officers, emergency instructions are available to all employees on the intranet, and emergency and evacuation drills and fire drills are carried out periodically. In leased locations, Vaisala emergency arrangements are aligned with landlord or building emergency plans where available. Physical security of our sites protects people and assets using layered, risk-based measures. Security arrangements are defined for each site based on a security risk assessment, and physical security procedures are documented.

9 Performance evaluation

This is the check phase of the PDCA cycle. KPIs are defined and monitored by management and maintained in the BI reporting system and shared on the intranet. Quality metrics cover both customer-facing and internal process and product quality, environmental metrics measure our significant environmental aspects, and health and safety metrics derive from our objectives and targets. Process owners report process performance according to the process excellence framework, customer feedback and complaints are collected and analyzed, and compliance obligations are evaluated and the results documented. DNV carries out annual follow-up audits to maintain the ISO 9001, 14001, 45001, 27001 and AQAP 2110 certificates, and FINAS performs annual surveillance of the ISO/IEC 17025 accreditation; certificate validity can be verified through the DNV certificate checker.

9.1 Internal audit

Internal audits verify that our processes and sites meet the requirements of the standards we have implemented, and that findings are managed until closure. The internal audit program is proposed by the global IMS team and approved by the Leadership Team. It is established three years at a time, evaluated annually and adjusted when needed. Every core process and site in scope is audited at least once every three years. Audit selection also considers process criticality, the time since the previous audit, earlier results and trends, risk evaluation, and any frequency required by special approvals such as ATEX. Annual audit programs are planned during the last quarter of the preceding year.

The Internal Audit Process Owner manages the program globally, lead auditors plan and lead the audits in their own areas, and auditors carry out the local audits. Qualification requirements are defined for both auditor roles, auditors do not audit their own work, and technical experts may support an audit without issuing findings. The program follows the guidelines of ISO 19011. Audits and findings are recorded in our reporting tool, graded, and followed up until closure by the auditee and auditor; results are analyzed by the auditors together and reported to the Leadership Team as scheduled.

9.2 Management review

Management Review is conducted over the year as an integral part of Leadership Team and other managerial meetings, facilitated by the Director of Sustainability, Quality & Facilities; IMS topics are escalated from functional to upper level as needed.

10 Improvement

The purpose of continual improvement is to improve our performance and capability, to reduce risks and to fully engage the capacity of our people. This is the act phase of the PDCA cycle, and it also covers the management of corrective actions and nonconformities.

10.1 Nonconformity, correction and corrective action

When a quality, environmental or health and safety issue is discovered, action is taken to contain it and to make the necessary correction and corrective action, so that it does not affect the safety of people, the environment, or our own or our customers' activities. Systematic problem solving methods such as PDCA, 8D and Six Sigma are applied, and

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corrective actions are intended to eliminate root causes for good. Key routes for handling issues include the Sustain Process, the Supplier Corrective Action process, the Corrective Action Request process and, where relevant, the Quality Campaign process for proactive customer communication and field actions.

Safety hazards and near misses, incidents and injuries, spills and other environmental issues, quality issues and nonconformities, customer complaints, improvement ideas and outdated or unclear documents are all reported through our IMS reporting and ticketing tools. Each report is recorded, reviewed, assigned as appropriate and followed up; causes and corrective actions are addressed. Corrective action effectiveness is evaluated after implementation where applicable, to confirm that the action has addressed the cause and reduced the risk of recurrence. If the action is not effective, further action is defined.

10.2 Continual improvement

Continual improvement is driven by inputs from strategy and annual planning, performance evaluation including process performance, audits, customer and stakeholder feedback, reported issues, risks and opportunities, and improvement ideas.

Continual improvement is applied at every level of the organization. The annual strategy planning process is the highest level of improvement activity and keeps us aligned with changing customer needs, legislation, standards and technology. Business areas and functions set their improvement targets there, and the targets are deployed to individual level and followed up through performance evaluation.

Improvement does not have to wait for a problem. Everyone is encouraged to improve their own work proactively: to question ways of working that no longer serve their purpose, to simplify, and to raise ideas even when nothing has gone wrong. Improvement ideas are handled in the same way as reported issues, using the PDCA cycle as the common tool: plan the change and its expected benefit, try it out, check the result against what was expected, and then act by standardizing what worked or trying another approach. Managers are expected to make room for this work, to support the ideas their teams raise and to give feedback on what happened to them.

11 Where the information is kept

System	What it holds	Typical records
Process Portal	Global process descriptions, owners, roles, revisions	Process descriptions
Vintra (intranet)	Publishing layer, local pages, guidance and links	Communication material
Product data management system	Product and versions, product structures	Approved documents, ECR and ECO records
Document control system	Controlled documents, process documentation, and record retention	Records with defined retention
Calibration management system	Measuring and test equipment, intervals, history	Calibration records
Issue tracking system	Change requests and development work	Change records
MyLearning	Training offering and personal training records	Training records
MyObservation	Reporting of issues, hazards and improvement ideas	Cases and corrective actions
BI reporting	IMS key performance indicators	KPI reports

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