

EnviTec Biogas



# Quality Manual

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For continuous quality improvement of their products and services and for systematic and company-spanning process optimisation EnviTec Biogas AG has introduced a quality management system. In addition to the advantages that result from better compliance with customers' requirements, this system also identifies and regulates relations and interfaces between processes.

Effective execution is ensured strategically by executives and managers and operatively by highly qualified employees.



## 1. Introduction of EnviTec Biogas

Measured against the electrical power installed and their sales figures, EnviTec Biogas AG is the leading integrated provider of biogas plants in Europe. The company covers the entire value chain for the production of biogas: This includes planning and turn-key construction of biogas plants in the same way as it includes commissioning. The company caters for both the biological and technical services and in addition offers complete plant management and operational management. Moreover, EnviTec also operates company-owned biogas plants. The company was founded in 2002 and has its headquarters in Lohne in the German Land of Lower Saxony. Currently the EnviTec group employs around 400 employees. The company is managed by a team consisting of four

persons. Olaf von Lehmden (CEO), Jürgen Tenbrink (CTO), Jörg Fischer (CFO) und Roel Slotman (CCO international) benefit from their common ground of long-term experience in the fields of plant construction, financing, project management business and sales as well as their know-how from the agricultural sector. Since July 2007 EnviTec Biogas has been listed as Prime Standard on the Frankfurt Stock Exchange [ISIN: DE000A0MVL58].

EnviTec builds biogas plants with an electrical output performance from 370 kW<sub>el</sub> for operation by agricultural holdings. In addition the corporation has gained a pioneering role with regard to construction of large-scale biogas plants. From the beginning EnviTec focused on standardisation of the plant construction (modular construction) and has thus achieved a top position in terms of technology and plant engineering. Modular construction allows for a larger degree in planning security as well as safe and efficient monitoring and maintenance of the plants. Another feature of the plants is the high quality and efficiency with an average plant utilisation amounting to more than 92 percent of nominal output. Moreover, refinement of biogas to obtain natural gas quality, which is a particularly beneficial business on the basis of the new German Renewable Energies Act and the German gas networks access ordinance, becomes increasingly important.

### 1.1 Declaration of Commitment and Release

The values communicated in this quality manual and in the other management system documents serve as a benchmark for continuous improvement of our processes. All employees and executive representatives are particularly called on to make their contributions for implementation of the management system and its underlying principles.

*BioEnergiepark Güstrow, 10,000 m<sup>3</sup> of raw biogas per hour or approx. 22 MW<sub>el</sub>*



### 1.2 Purpose and Scope

The present QM forms the basis of the quality management system of EnviTec Biogas. It serves for navigation and provides orientation on the management system and the general “continuous improvement processes” that the company feels obliged to. The basis for the company’s quality management system is the standard DIN EN ISO 9001:2008. Products and services comprised in the company’s scope include development and construction of biogas plants and after-sales activities.

### 1.2a Exclusions and Process Outsourcing

None of the requirements stated in ISO 9001:2008 are excluded.

The following processes are carried out as outsourced processes by external entities (4.1 of ISO 9001).

- Manufacturing of elements for tank construction
- Production of mechanical elements
- Processing of applications for approval

Specific regulations for integration of these outsourced processes with regard to organisation of construction and processing have been established. These include, among others, careful selection of suppliers, definition of templates such as production drawings and monitoring of the results, e.g. in the form of audits.



## 2. Corporate Orientation of EnviTec Biogas

Our quality policy represents the goals and promises of value of EnviTec Biogas.

### 2.1 Quality Policy

Competence, experience and innovative corporate culture have made EnviTec Biogas AG one of the world’s leading providers of biogas plants. Customers from the industrial and agricultural sectors rely on our services in the same way as profit-oriented investors. The goals we pursue in this regard are high availability of the biogas plants and increase of plant efficiency, above all.



These goals are founded on and represented by our quality policy that includes the following:

***Systematic identification and compliance with relevant requirements for the products and services. These mainly include***

- Customer requirements
- Statutory and legal requirements
- Internal requirements

***Continuous improvement of the products and services by means of***

- Ongoing standardisation of the plant components and modular construction
- Technical product innovation and constant further development

***Continuous improvement of process performance by means of***

- Comprehensive customer services including support through compe-

tence and know-how as well as active information policy

- Optimisation of know-how and specialisation through training and further education of the employees and through support and motivation of employees by means of developing quality awareness and delegation of responsibilities

***Permanent maintenance and improvement of the quality management system by means of***

- Role model function of the executives
- Implementation of and contributions to the management system by all employees
- Systematic analysis of company-specific benchmarks and parameters
- Involvement of employees in the continuous improvement process

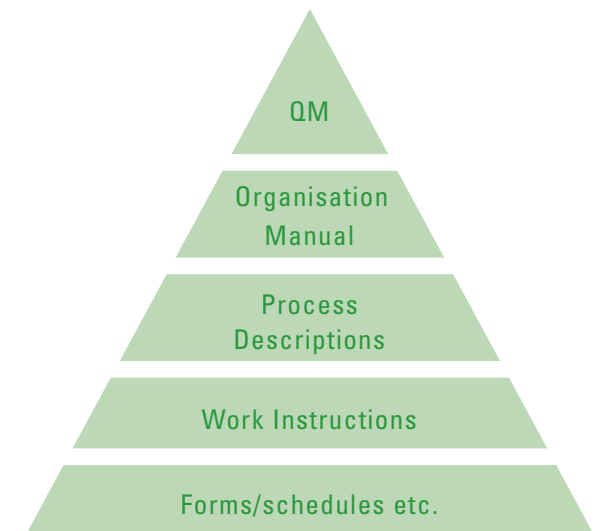
## 2.2 Customer Orientation

One of the basic aims of EnviTec Biogas is to obtain and maintain the trust and satisfaction of our customers. In order to achieve these goals the executives and every employee of the company must be familiar with the requirements and expectations of our customers. EnviTec mainly cooperates with national and international agricultural and agro-industrial customers and with owner-operator companies in the field of renewable raw materials. The basic needs and requirements of our customers are identified through customer surveys, among others. Moreover, customer expectations are defined and implemented within the framework of project management.

## 3. Structure of Management System and Process Management

Within the scope of the quality management system all processes of EnviTec Biogas are regulated in consideration of mutual correlation and interaction. In this way, we ensure systematic compliance with all requirements for the products, services and processes. The quality management system is effectuated in the form of the present superordinate QM (quality manual) and the further in the form of process descriptions and the subordinate further applicable quality management documents, such as work instructions and forms.

The structural applicability of the QMS documents is illustrated by the chart below:



## 4. Process Model of EnviTec Biogas

The processes are established according to the figure below. A differentiation is made between managerial processes, value-adding or core processes and support processes.

### Managerial processes (FP)

Processes that serve for direct control and management of the company.

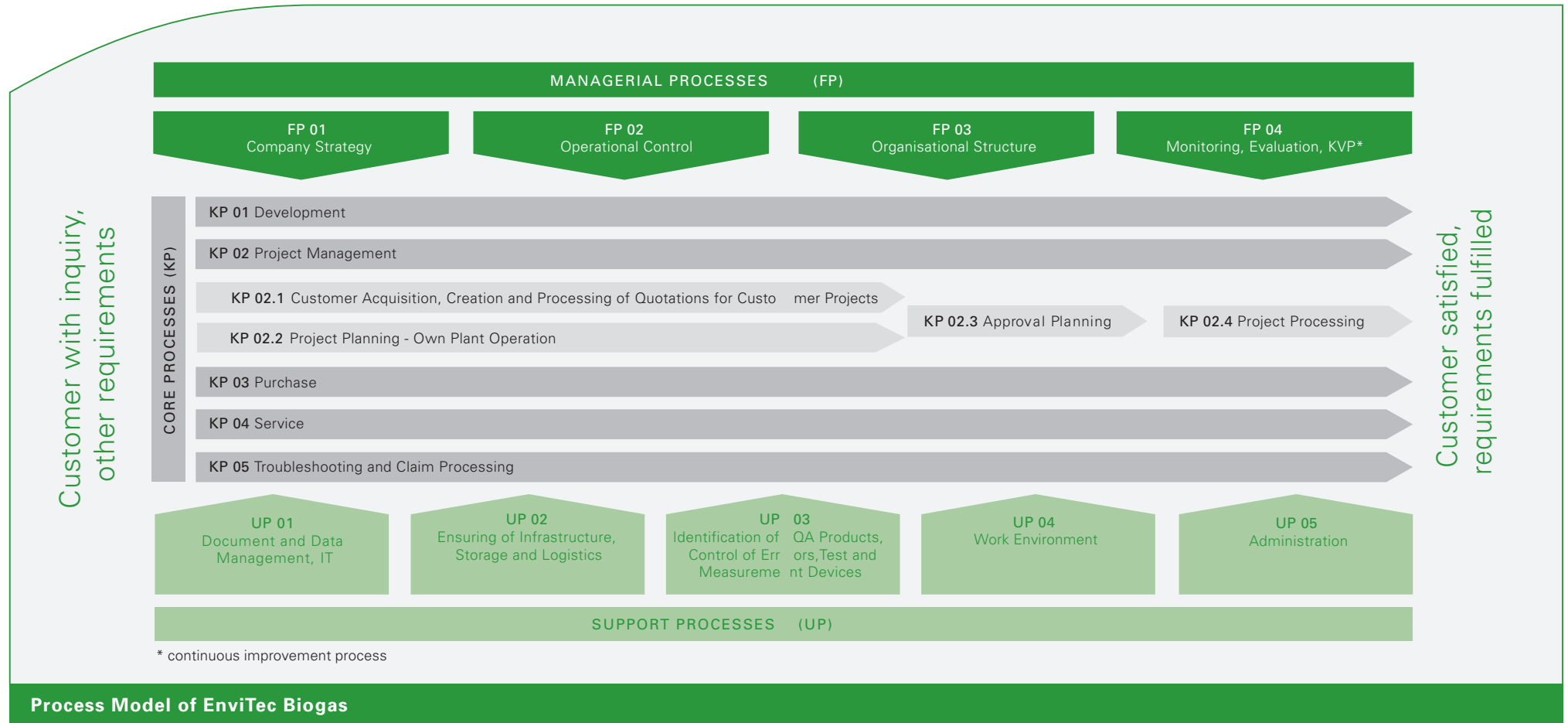
### Core processes (KP)

Processes that directly serve for performance of services (spanning any aspect from customer needs or statutory

requirements up to customer satisfaction and compliance with demands).

### Support processes (UP)

All other business processes of any nature that are essential for smooth and trouble-free operation of the company (internal services).



## 5. Organisation

The basis for the operational implementation of the quality management system and the processes is the organisation and definition of responsibilities, selection of appropriately qualified personnel as well as consistent maintenance and further development of qualification. The executives'

tasks, competencies and responsibilities as well as the general organisational structure and the organisational principles are clearly specified. Furthermore, a process owner is assigned to each process.

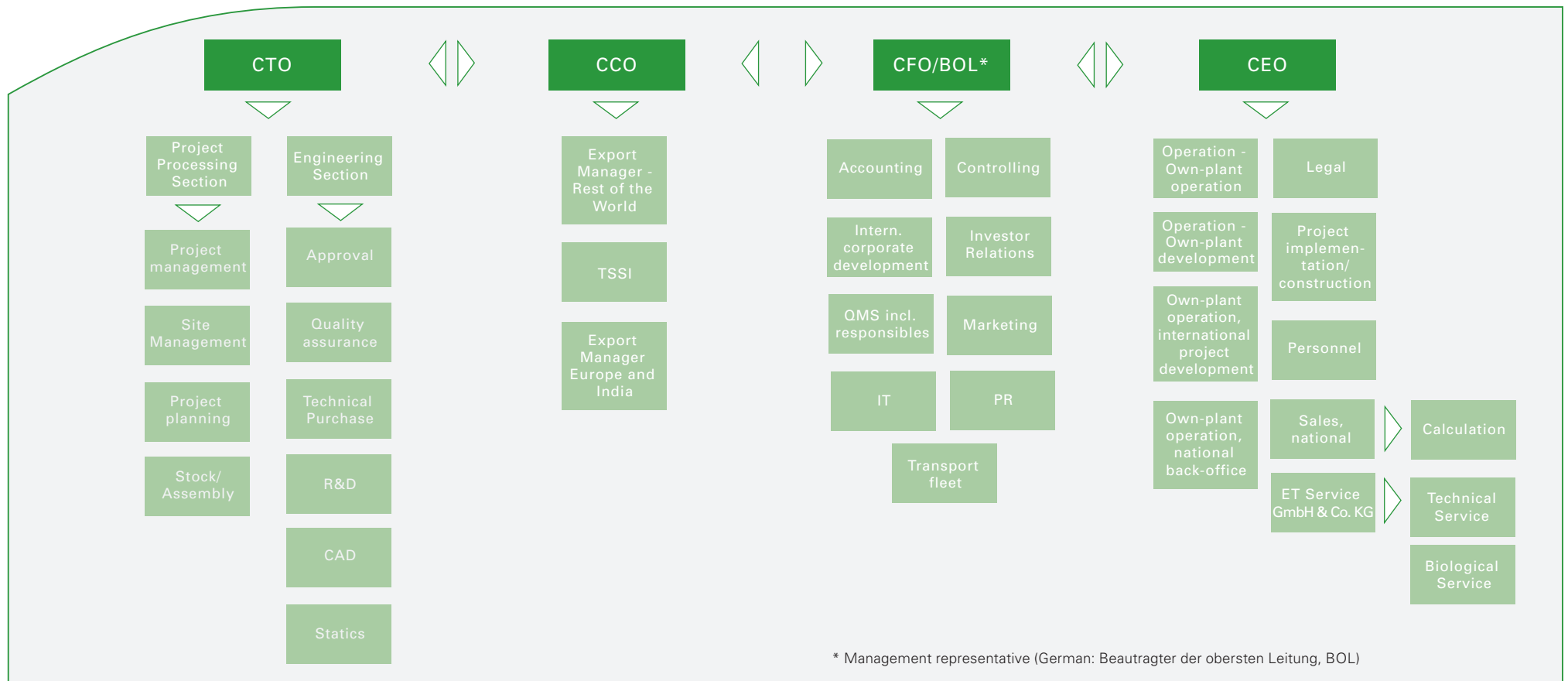
The organisational structure of EnviTec Biogas is illustrated in the organisational chart below.

## 6. Monitoring, Assessment, Continuous Improvement

The Executive Board appreciates the effective monitoring of products and processes and execution of measures for correction and prevention of errors as an essential instrument for implementation of their strategy, for the

achievement of goals, and for introduction and implementation of a process of continuous improvement.

In this context, customer feedback on the plant operation, and employees' insights and experience gained from operating processes and commissioning, among others, are the foundation for further improvement processes.



Organisational structure of EnviTec Biogas



## Other Information on the Quality Management System

All documents of the quality management system are made available to our employees via the intranet and/or through internal documentation structures.

The executives are obliged to ensure compliance with the requirements of the quality management system and to inform and train their employees accordingly. Access rights for modification of documents are clearly defined.

The exclusively valid versions of the QMS documents are those available on the intranet.

Any printed copies only are of informative nature and are not subject to change.

## Further Applicable Documents and Appendices of QMM

- All process descriptions and further applicable documents for the managerial, core and support processes
- Customer requirements, standards, laws and regulations

## **EnviTec Biogas AG**

### *Management:*

Industriering 10 a

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Boschstraße 2

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## **Appendix for 1.2 Purpose and Scope**

**The quality management system applies for the following branches and companies:**

### *German branches:*

EnviTec Biogas AG  
Management  
Industriering 10a  
49393 Lohne

EnviTec Biogas AG  
Sales and Processing  
Boschstr. 2  
48369 Saerbeck

EnviTec Service GmbH & Co. KG  
Biological and Technical Service  
Industriering 10a  
49393 Lohne

EnviTec Projektentwicklung GmbH  
Industriering 10a  
49393 Lohne  
(Scope of QMS: from customer acquisition to project realisation)

### *Branches abroad:*

Czech Republic branch:  
EnviTec Biogas Central Europe s.r.o.  
Průmyslová 2051  
594 01 Velké Mezíříčí

Italian branch:  
EnviTec Biogas Italia S.r.l.  
Via Bussolengo, 8c  
37066 Sommacampagna (VR)

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