

Integrated Management System





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IF WE STOP IMPROVING, WE'VE STOPPED BEING GOOD. *

Worldwide, our integrated management system supports collaboration between all the divisions and departments at Rutronik. It forms the elementary building block in the company's organization when it comes to economic, ecological and commercial decisions, implementing them and monitoring their success. Each division at Rutronik is committed to this management culture. We have been developing our management systems and gradually merging them into a comprehensive and integrated system since 1997. An annual audit is carried out by an independent certification body.

At Rutronik, customer satisfaction is always at the forefront of everything we do. Our goal is to not only meet the wishes of our business partners by offering the best possible services and excellent quality, but also to exceed their expectations. The continuous improvement of corporate performance at Rutronik is an integral feature of our processes, structures and systems. To achieve this goal we engage with and make use of the binding rules set out in the specifications of the standards for management systems. Striving for continuous improvement has become part of Rutronik's corporate culture and positively impacts the daily activities of its employees.

Quality is not a coincidence! The Integrated Management System and the management methodology on which it is based is our guiding principle for managing the company.

Through outstanding commitment and trustworthy cooperation, we are able to live up to our guiding principle "Committed To Excellence".

Thomas Rudel
CEO

Integrated Management System – More Than the Sum of its Parts

Integrated management basically means that various management systems have been combined to form an integrated overall solution: Methods and tools from different areas are integrated into a uniform structure. An Integrated Management System (IMS) assimilates thematically focused and certified management systems into a comprehensive, overarching system.

Integrated Management System

At Rutronik, the IMS currently comprises the systems Quality Management (ISO 9001), Environmental Management (ISO 14001), Occupational Health and Safety Management (ISO 45001) and Information Security Management (ISO 27001). Its functional capacity, however, goes far beyond meeting current legal requirements and complying with agreed norms and standards. We view the IMS as a central element of holistic corporate management. It is considered the elementary component in the organization of the company and the basis upon which decisions are made to achieve, implement and monitor the success of our business goals.

For Rutronik, the integrated system forms a framework of procedures and workflows that enables the systematic analysis and continuous optimization of business processes, effectively and efficiently. Further, significantly fewer resources are tied up – both at management and staff level – than would be the case with isolated, unconnected individual systems. Therefore, the Integrated Management System, in which the individual management systems follow the same logic, each with its own thematically relevant content, becomes a lean management tool geared towards continuous optimization.

This is possible due to the High Level Structure (HLS) published by ISO (International Organization for Standardization) in 2012. The HLS forms an overarching structure that provides binding guidelines for all management systems, regardless of their shifts in thematic content. This ensures that ISO standards are compatible with each other and easier to combine and audit together.

Management methodology

The management methodology is our guiding principle for managing the company. The processes, responsibilities and staff qualifications are established and controlled on the basis of the corporate strategy, customers' expectations, statutory requirements and the relevant applicable norms and standards.

The company strategy – derived from statutory requirements and customer expectations – results in company objectives, setting the stage for the company processes. Their purpose is to successfully market the franchised products and to make them available by the agreed deadline. The extent to which this is successful can be determined with the aid of internal controls and devices that we use to determine customer satisfaction (general feedback, supplier appraisals, complaints, sales growth, etc.). The Management takes on the task of evaluating the results of the internal and external audits, and on the basis of this, of correcting the deployment of resources, processes, objectives, and if necessary, strategies. Process and work instructions describe the processes and activities that are necessary for implementation. Carrying out this management methodology on a regularly recurring basis will result in optimization and continuous improvement.

Rutronik's IMS currently consists of four certified management systems, which are audited annually by an independent certification body.

The first system back in 1997 was the Quality Management System according to the then valid quality standard 9002. We have successively added other systems and merged them into one integrated system.



Quality Management (ISO 9001)

In 1997, Rutronik began by certifying its Quality Management System (QMS) in accordance with standard ISO 9002 which applied at that time. When the standard was reviewed in 2000, the company was able to carry out its certification according to ISO 9001:2000 just three months after publication of the final version.



Environmental Management (ISO 14001)

Compared to manufacturing companies or industries, such as the chemical industry, this area is not as relevant for Rutronik's operations. Nevertheless, we introduced and certified an Environmental Management System in accordance with ISO 14001 in 2002. Since then, its importance has increased steadily, not least due to the laws that impact our goods (e.g. RoHS, REACH, WEEE). We expect this development to continue. Moreover, the topic of environmental consciousness has – rightly so – been thrust into the public eye more than ever.



Occupational Health and Safety Management (ISO 45001)

Rutronik took the next step in July 2008 with Occupational Health and Safety in accordance with OHSAS 18001 (now ISO 45001). Compliance with the respective laws is a matter of course. We furthermore place the highest priority on the health and safety of our employees. In addition, we have successively expanded our efforts in the field of occupational safety to include the topics of health and prevention.



Information Security Management (ISO 27001)

The importance of information and data security has steadily and rapidly been increasing worldwide in recent years. Rutronik's ISMS (Information Security Management System) includes both a technical and an organizational system to protect the company's economic assets. The ISMS has been certified to ISO 27001 since July 2018.





The Quality Management System – ISO 9001

Meeting requirements

Quality is intuitively and commonly understood as a synonym for "good and first class", thereby connecting it with positive characteristics, excellency and superiority. Equally instinctively, we reject poor quality and do not want to be associated with low-quality services. In short: Quality is worth striving for. Nevertheless, it is difficult to find a universally valid definition. It therefore makes sense to approach quality from a different angle: If you do the right things in the right way with the right "tools", the result will most likely be right – thus achieving high quality. Generally accepted and tested procedures, documentation, norms and standards, ideally confirmed by an independent institute, can help in this regard.

Certification history

The ISO 9000 series of standards for quality management systems, introduced in 2000, originates from a British standard first published in 1979. This gradually evolved into ISO 9001, which is the most widely used standard in the world today. Since a binding definition of quality for all sectors and companies is neither possible nor meaningful, standard ISO 9000/9001 offers sufficient flexibility and covers the widest possible spectrum:

"Degree to which a set of inherent characteristics of a product, system or process fulfills the requirements of customers and other stakeholders." Here, every feature of a process or product must meet the quality requirements, exceeding a criterion does not compensate for shortfalls elsewhere.

ISO 9001 defines four pillars that guide the company's actions

Context of the organization

Companies need to continuously review all internal and external factors that are relevant to achieving their business goals and to make the necessary adjustments when relevant changes occur. Customer satisfaction plays a central role in this process.

Process orientation

All operational activities are understood as a combination of processes.

The process-oriented approach includes interactions, interfaces and responsibilities.

Continuous improvement

The overriding objective is the continuous improvement of the company's performance.

All processes are subject to a continuous improvement process (CIP) which is based on the PDCA cycle (Plan-Do-Check-Act).

Risk management

Within the framework of the Quality Management System, risks and opportunities are continuously identified, evaluated and prioritized.



Rutronik and the ISO 9000 series of standards

Rutronik introduced a Quality Management System in accordance with ISO 9002 back in 1997 and implemented all the necessary standard revisions without delay. However, our success is not simply due to our ability to consistently deliver products and provide services that meet all the relevant legal and statutory requirements. Rather, our customers and their requirements and aims are always at the heart of everything we do. At Rutronik, meeting and exceeding their expectations means guaranteeing top quality!

We have been addressing our customers' needs for more than 45 years. Rutronik sees feedback as a way to increase customer satisfaction. We know the standards and trends of the industry and are the ideal companion for our business partners, also when treading new ground.

ESD certificate

Components with increased sensitivity to electrostatic discharge require very special protection.

Therefore, all relevant warehouse processes are subject to extensive ESD protection measures (ESD: Electrostatic Discharge). These procedures and the EPA areas (EPA: ESD Protected Area) are audited annually by a specialized, accredited body and checked for conformity to standard IEC 61340-5-1. Further, potentials for optimization are jointly identified.



IECQ 03-1 Certificate of approval of distributor

This international certificate confirms that our operational warehouse processes meet the requirements of standards IECQ 01/ IECQ 03-1 (International Electrotechnical Commission). This applies, in particular, to the handling of moisture-sensitive components, also referred to as the dry-pack-packing system.

What about IATF 16949?

Rutronik is certified to ISO 9001. If you make a comparison between the standards ISO 9001 and IATF 16949, the extra requirements in IATF 16949 mainly relate to development, part approvals, series start-ups and production. As a distributor with no actual product development or production departments handling automotive components, it would be neither reasonable nor indeed possible to certify us to IATF 16949. Accordingly, our automotive product suppliers are certified to IATF 16949.

However, we assist our automotive customers in their Production Part Approval Processes – or with the initial sampling process as described by the VDA (Germany Automotive Industry Association) – by offering advice in selecting products and providing the required documents and evidence. Articles with automotive qualification are marked as such in Rutronik's Inventory Control System (ICS). Once the articles have been released for delivery, we ensure full compliance with the releases through the Rutronik article number. It generates a unique link between the customer article number and the supplier article number.

Supplier Management

Product quality – Evaluated and selected according to the needs of our customers

Rutronik's successful development is based on optimum product and service offerings that match and meet all the needs of our customers. Our suppliers are a key component in all this.

When selecting the right partners, Rutronik places particular importance on ensuring clearly defined criteria are met. Suppliers have to satisfy strict environmental, labor and ethical standards. Further, an evaluation is carried out on the basis of product-specific criteria, such as innovativeness, quality, availability and price.

The constant fulfillment of these criteria forms the foundation upon which trustworthy cooperation is built. Rutronik relies on long-term dependable collaborations in which business partners utilize market opportunities to share success together.

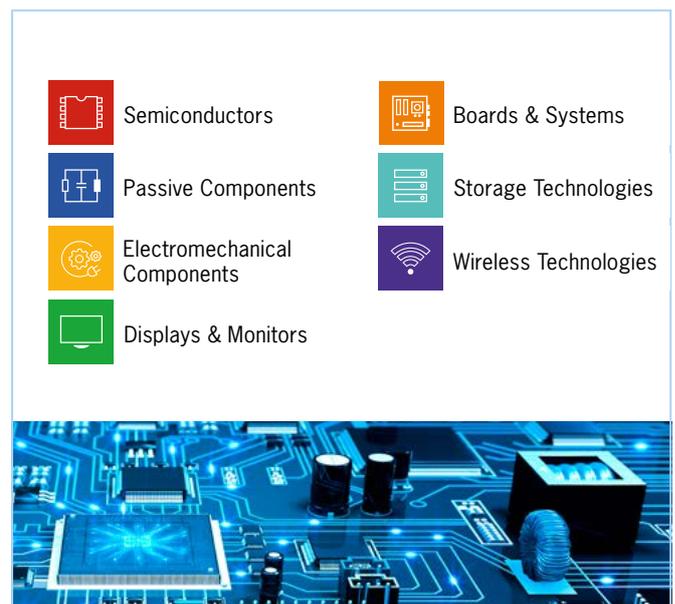
The development of these partnerships is regularly analyzed, assessed and jointly discussed as part of comprehensive supplier evaluations.

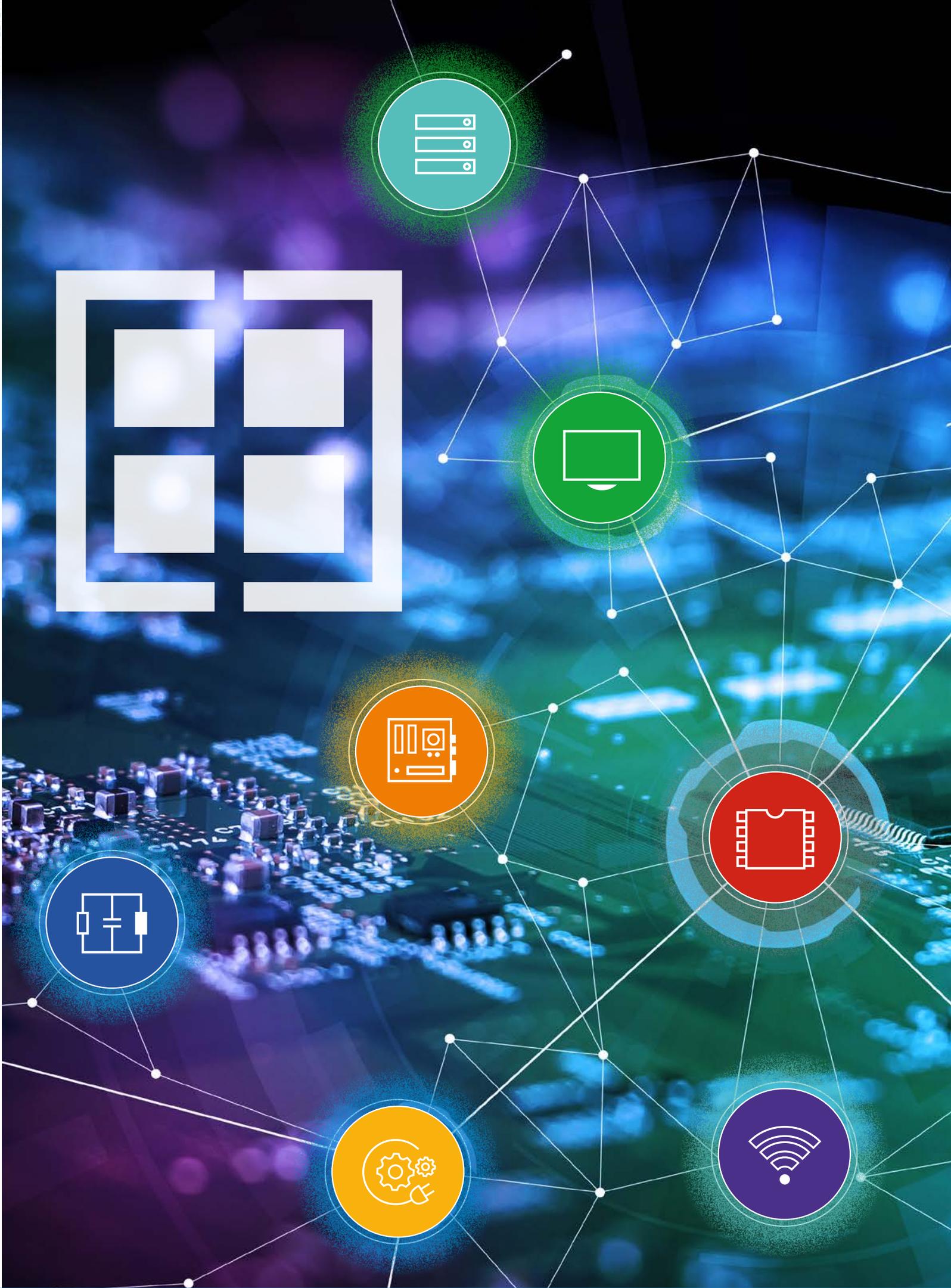
Cutting-edge portfolio

Our partners include leading suppliers with a portfolio full of innovative quality products. The product mix corresponds exactly to the usual composition of a printed circuit board. This enables Rutronik to meet the demand to the fullest extent and to offer coherent overall solutions.

According to the second-source principle, Rutronik lists two to three suppliers for each product or product group on the line card. This offers customers a wide choice and also ensures that they are on the safe side – even in times of allocation.

Within our global structure, product marketing, line management and field application engineers work hand in hand to achieve a common goal. Our experts find the right components for every application and always keep a keen eye on the quality criteria that is relevant to customers.





Supplier Assessment

All Rutronik activities are determined by one criterion: Customer satisfaction. Therefore, all suppliers are subject to further evaluations – in addition to the assessments mentioned under "Product quality". This involves a comprehensive assessment of performance along the entire supply chain. This analysis also includes various soft factors. Rutronik adopts a dual approach here: On the one hand, suppliers are evaluated by Rutronik and, on the other hand, we listen to and incorporate the feedback of our partners with regard to our own performance. This creates a comprehensive, transparent and systematic assessment that serves all the partners as the basis for continuous further development.

Suppliers

Quality is a crucial factor along the entire supply chain. This is the reason why Rutronik regularly conducts supplier evaluations. The assessment is based on clearly specified individual criteria from the areas of logistics, materials management, marketing and sales. The results are summarized and evaluated in a balanced scorecard.

The results are then discussed with our suppliers. These meetings are used to identify potentials for improvement. If necessary, an action plan designed to improve or optimize the identified issues is jointly agreed and implemented. Measures are then monitored in the relevant areas in close coordination and cooperation with quality management consultants.

Customers

As with suppliers, Rutronik's performance is also subject to regular assessment. We use these assessments as a tool to continuously increase customer value. The centralized Quality Management records the customer evaluations of Rutronik's performance "as a supplier" and informs the evaluated areas accordingly.

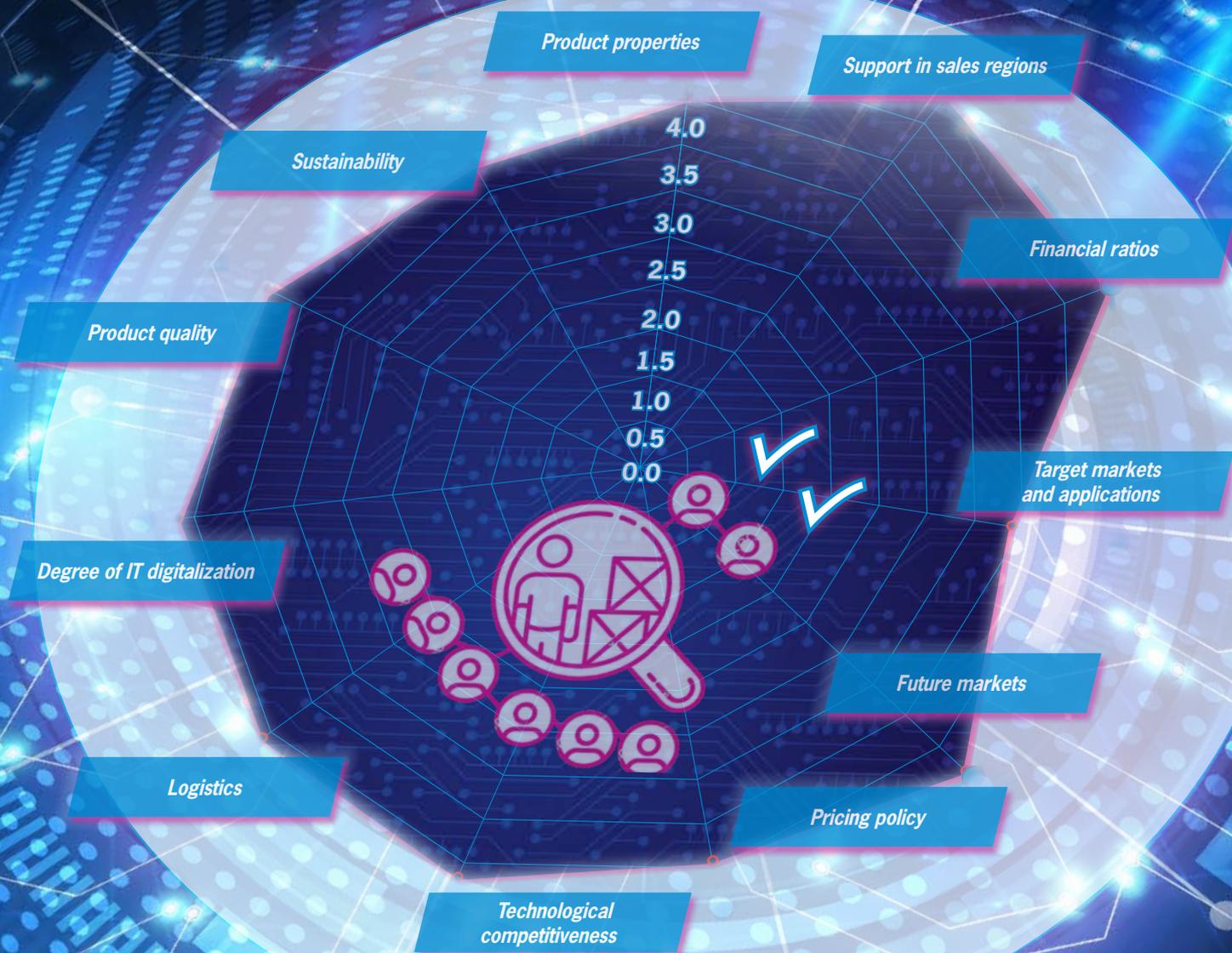
The results are the starting point for a process analysis. This leads to further steps and additional quality features within the framework of continuous improvement measures. This constant cycle of evaluation, analysis and improvement enables Rutronik to identify potentials for improvement and to further enhance quality through appropriate measures.

Supplier scorecard

Advantages

- Consistent and continuous improvement process
- Targets and target achievement can be reviewed
- Visualized basis for decision-making processes (top management)
- Monitoring and evaluating existing / new supplier partners
- Documentation
- Collective knowledge-based approach / Use of shared information





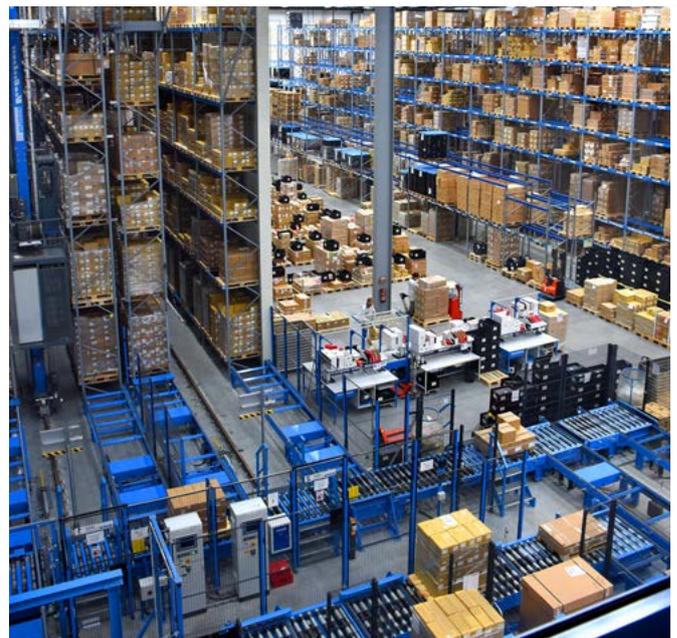
KEY INDICATORS FOR RUTRONIK'S SUPPLIER ASSESSMENT

Logistics

Rutronik has been driving forward the digitalization of procurement processes for many years. All process steps and their interaction are designed to be as efficient as possible. This ranges from the order or forecast management to shipping notification and invoicing.

Besides standardized data formats such as EDIFACT, VDA or SAP IDOC, Rutronik can also process other formats, e.g. Excel or text files. This means all our customers can benefit from electronic data exchange and thus from automated procurement processes. In addition, this results in an improvement in data quality.

Rutronik's modular logistics concept can be tailored to create solutions to actual requirements. The three basic systems, Delivery Schedule, Kanban and Consignment, are combined into one individual system through various parameters, combinations and additional services. The automated processes allow customers to reduce their procurement and warehousing costs, to simplify and accelerate their operating processes and to enjoy security of supply.



Combine to meet your specific requirements

Supply systems System support	DELIVERY SCHEDULE	KANBAN	CONSIGNMENT
Forecast	✓	✓	✓
Safety stock	✓	✓	✓
MIN/MAX	✓	✓	✓
EDIFACT	✓	✓	✓
Barcode label	✓	✓	✓
Batching	✓	✓	✓
Traceability	✓	✓	✓

Traceability

Traceability is the ability to identify all relevant information along the entire production and value chain of a product or a component. This provides companies with greater control over their production process and products.

Standard traceability

The traceability of delivered products to the supplier's data code or lot/batch number is not only a key customer requirement, it is also stipulated in standard ISO 9001:2015. Rutronik ensures the traceability of products by using a standard traceability program. Based on delivery note information, an automated analysis is triggered via the associated ERP booking records. This enables determination of both the associated inbound and outbound deliveries.

Rutronik traceability with extended functions

If these data are required in even greater detail, Rutronik offers an extended traceability function as an optional value-added service. The supplier's label information is scanned for each outbound packaging unit and documented in the system under a uniquely assignable identification number, the Rutronik PUID. This information can be accessed at rutronik24.com.

The screenshot shows the Rutronik 24 web interface for traceability. It includes a search bar for PUID, delivery dates, and a table of delivery data. Three callout boxes highlight key features:

- "Traceability" enables the retrieval of detailed supplier information
- Convenient download function in Excel format
- Further article information

PUID	Customer Part No.	Customer Order No.	Delivery Date	Manufacturer Part No.	Rutronik Order No.	PUID
Y210489424	08X.X.0.	08X.X.03.0000	20210128	C 3225CA180004PRTZ1	106830064	950
Y210489425	08X.X.0.	08X.X.03.0000	20210128	CA3225CA180004PRTZ1	106830064	950
Y210872338	08X.X.0.	08X.X.03.0000	20210210	CA3225CA180004PRTZ1	106875247	930
Y210773100	08X.X.0.	08X.X.03.0000	20210216	CA3225CA180004PRTZ1	106880968	1001
Y211068746	08X.X.0.	08X.X.03.0000	20210312	CA3225CA180004PRTZ1	106880968	1002
Y211068745	08X.X.0.	08X.X.03.0000	20210312	CA3225CA180004PRTZ1	106880968	1002
Y211068335	08X.X.0.	08X.X.03.0000	20210408	CA3225CA180004PRTZ1	106880968	1003
Y21048146	08X.X.0.	08X.X.03.0000	20210304	CA3225CA180004PRTZ1	106887022	781



Communicating PCNs / PDNs Transparently

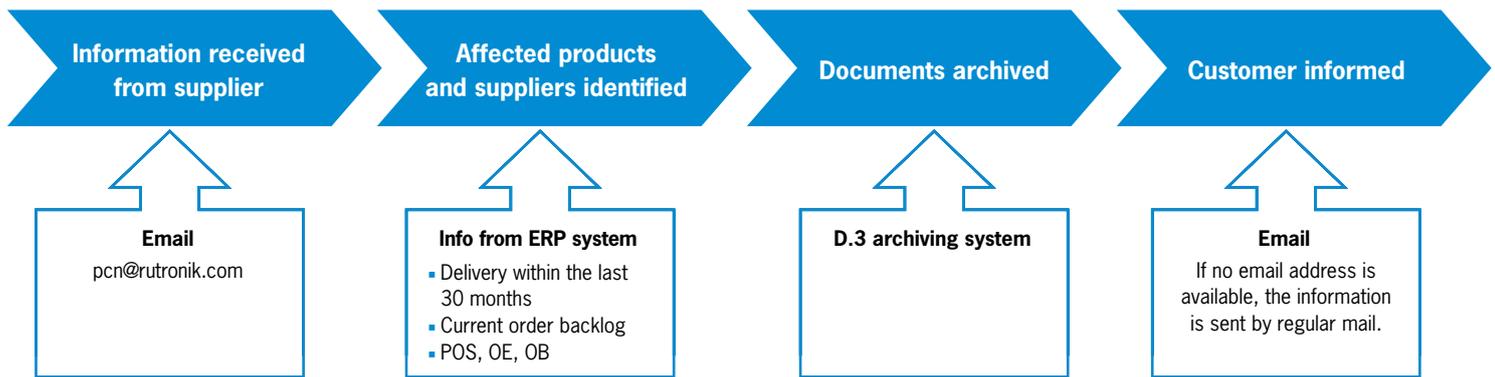
Product changes or product discontinuations have a potentially significant impact on supply chains and production processes. Therefore, the information policy on PCNs (Product Change Notifications) and PDNs (Product Discontinuation Notification) is of elementary importance. Rutronik demands that its suppliers at least comply with standards J-STD-046 and J-STD-048. This is the only way to provide all those involved with the necessary transparency and to allow them sufficient time to respond.

Incoming supplier information is prepared in a precisely defined and standardized process (see process description) and communicated to the customers concerned.

This includes identification of the articles specified by the supplier, i.e. the affected Rutronik article numbers are determined and the affected customers are analyzed in the ERP system. Rutronik then provides the customers with details of the affected article (customer

article no., Rutronik article no., supplier article no.). Further, the correspondence contains the contact details of the technical contact at Rutronik as well as a link to the original supplier PCN at rutronik24.com.

This link also provides access to the original documents of the supplier. Further information, such as a history of notifications at product level, is available at rutronik24.com.



smartPCN – The Digitalized PCN Process

Introduction of a digital standard for the automated processing of notifications of change and discontinuation is a logical step within the ongoing digitalization of industry. Use our service to receive this information in digital form. After activating the service, you will receive the smartPCN in addition to conventional notifications. The smartPCN contains an XML file (machine-readable) as well as the original supplier information. A digitalized, automated process guarantees a significant increase in efficiency and thus considerable time and cost savings.

Advantages

- Less effort and lower costs for PCN processing
- Inclusion of company-specific information, such as own part numbers
- Easy identification of multiple messages (duplicates)

Standardized format

The uniform structure and standardized contents make it much easier to find and comprehend key information.

Categorized contents

Enable simple pre-selection and prioritization of PCNs and product discontinuations – also automatically through rules.

Machine-readable format

Simple import and easy processing thanks to the XML format. Manual effort reduced by up to 75%.

Simple and flexible

Simple connection to ERP systems by mapping the xml tags. smartPCN can be generated and read directly from the ERP system.



Part Approval and Programming Service

Rutronik sees itself as an innovation partner. A strategic focus is placed on consulting and supporting customers in the development and production of innovative products. Within this context, part approvals play a central role. To ensure rapid part approval, Rutronik separately offers resources and storage locations.

PPAP

A special requirement to prove the quality of the components prior to large-scale production is the PPAP procedure (Production Parts Approval Process). Rutronik supports its partners by providing the supplier documents in the form of the required PPAP documents. A distinction is made between the various PPAP levels (see table).

To do so, Rutronik has implemented a central process that guarantees standardized processing and ensures central documentation.

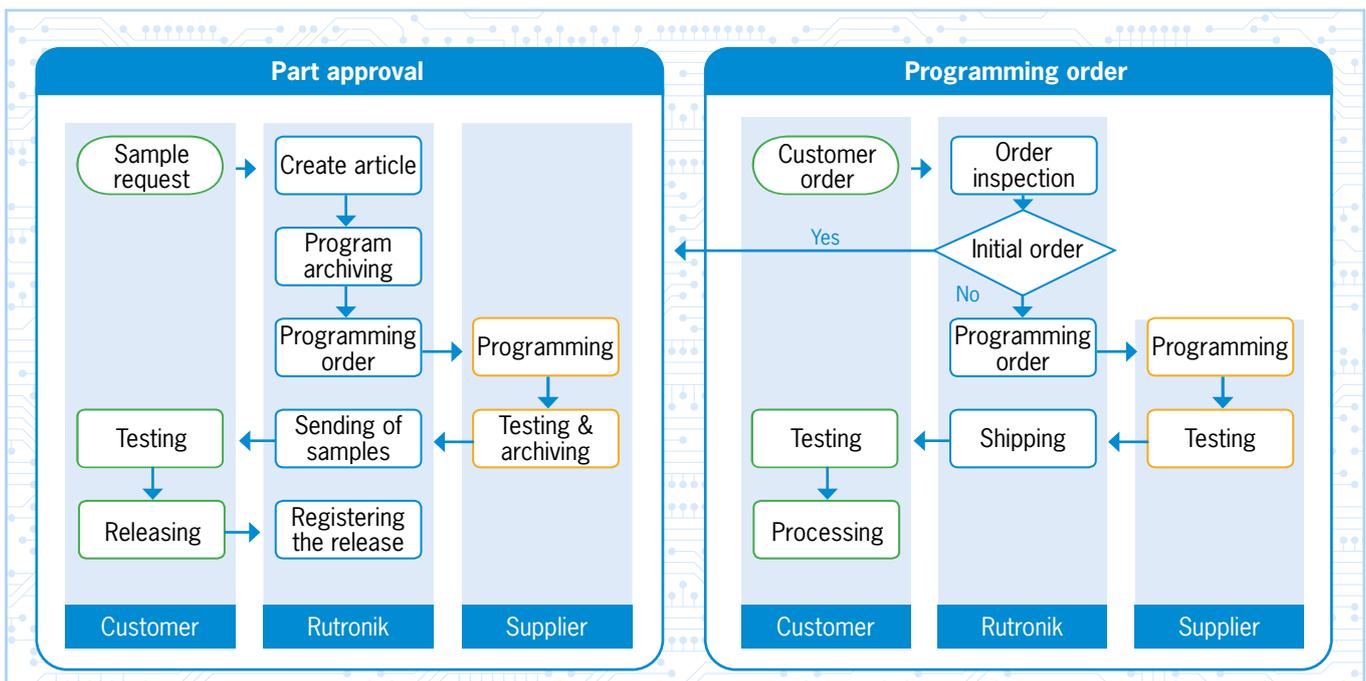
Level 1:
Only Part Submission Warrant (PSW)*
Level 2:
Part Submission Warrant (PSW)* with product samples and limited supporting data
Level 3:
Part Submission Warrant (PSW)* with product samples and complete supporting data
Level 4:
Part Submission Warrant (PSW)* and other requirements as defined by the customer
Level 5:
Part Submission Warrant (PSW)* with product samples and complete supporting data available for review at the supplier's manufacturing location

* PSW = Part Submission Warrant

Programming service

Additionally, Rutronik offers its customers a component programming service. This is based on the actual customer specification and the program as a file or master module.

At the initial sample phase, the article is given a new article number, with a unique reference to the unprogrammed article, as well as to the program and program version. Once the data has been archived, specifications and the checksum are transmitted to the suppliers for programming. The customer checks the sample. Approval from the customer is required before programming orders are accepted. Depending on the customer's brief, labeling, marking and taping can be part of the order execution.

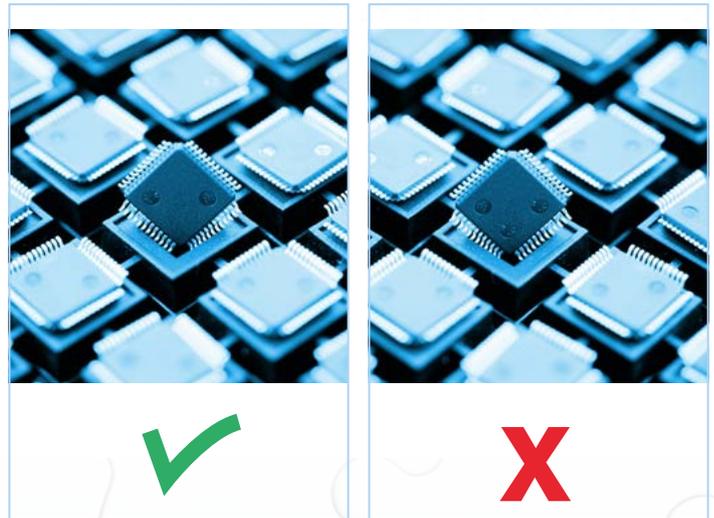


Counterfeit Products Excluded

Product counterfeiting does not stop at electrical components. Generally speaking, everything used in electronics manufacturing can be counterfeited. This is the reason why Rutronik, as a franchised distributor, only offers goods in its portfolio that have been purchased directly from the supplier or the associated sales organization. If desired, Rutronik can confirm the authenticity through a CoC (Certificate of Conformity) stipulated on the delivery note.

If the availability of certain components becomes critical, we offer our customers support in sourcing authentic ones. In this case, Rutronik acts on behalf of the customer, and final processing is carried out by the actual customer.

Our suppliers verify the authenticity of the products in advance based on the information available to them, such as the source of supply or label information.



Centralized Quality Management

Back in 2006, Rutronik decided to strategically focus attention of the entire company on quality as part of expanding the IMS and the individual management systems. Success and growth are only possible when tools and processes for increasing customer satisfaction are an integral part of all corporate activities.

Consistent global standard

The central organization of quality management was implemented at an early stage to support increasingly global operations. The goal was: No matter where in the world Rutronik customers are located, certified German quality standards shall apply there.

Quality management is embedded in the Integrated Management System and has a cross-divisional focus. Internal quality projects are aligned, controlled and implemented from a central point, but at the same time in a local context. This involves close cooperation with the project management team to flexibly adapt processes to the respective requirements and to continuously improve and standardize them.

Rutronik offers consistent quality management worldwide



Complaint Management as a Central Function

No company is happy about receiving complaints. At Rutronik, however, we see complaints as an opportunity to improve our performance and develop further. We see ourselves as a learning organization. Complaints are recorded by the centralized complaint management team and evaluated according to defined processes and standards. Specially trained employees (complaint management specialists) form the backbone of the complaint management team. On the system side of things, professional software is used (Siemens RQMS), which guarantees a uniform structure and procedure for each defect characteristic and ensures maximum transparency during the clarification process. Control of the necessary actions as well as their documentation and release processes are also mapped via the system.

In this sense, we distinguish between customer and supplier complaints:

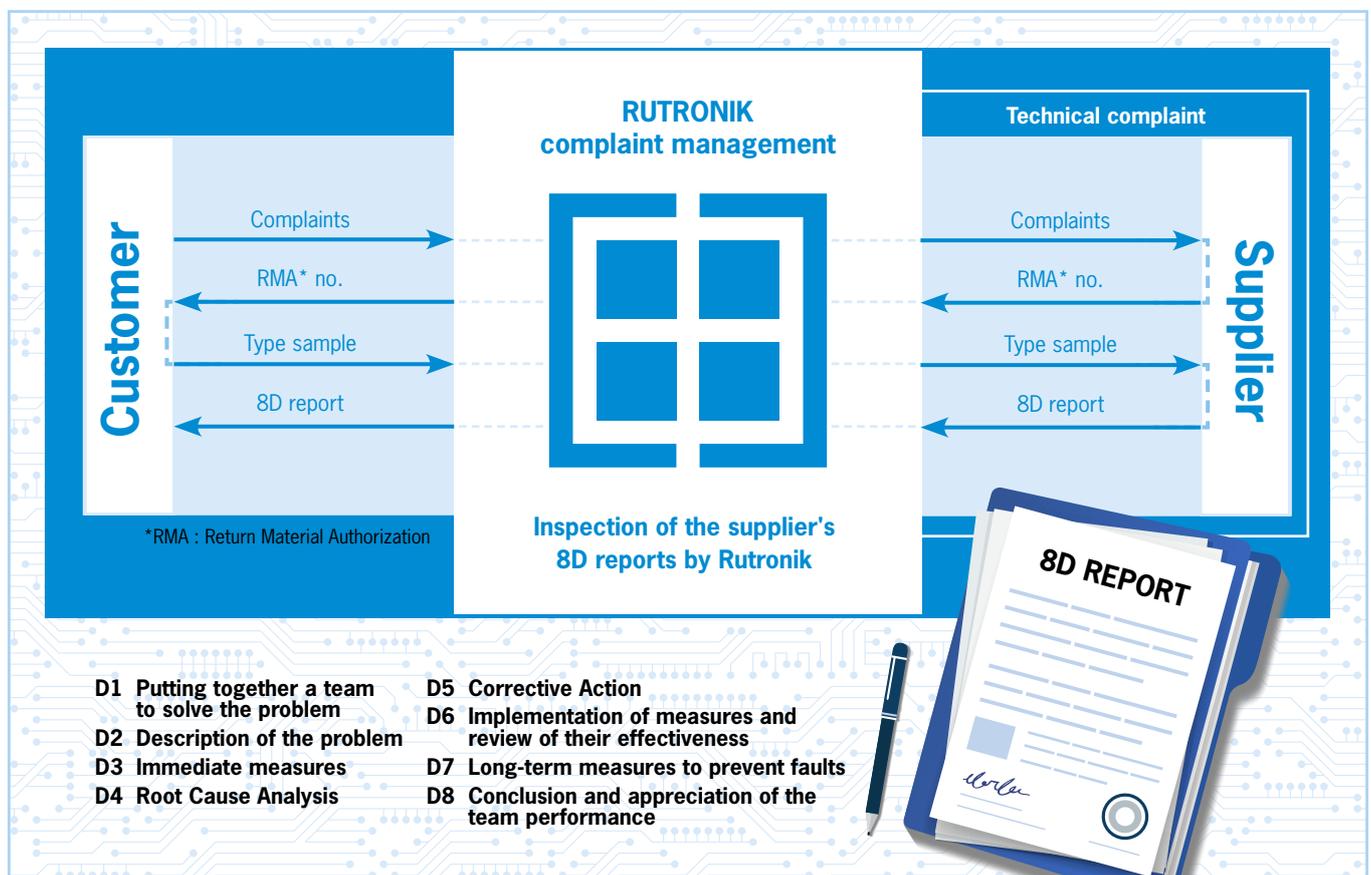
Customer complaint

Rutronik ensures maximum customer focus through standardized processes that enable the fast and thorough settlement of complaints. Two key indicators of customer satisfaction are the measurement of the turn around time and the quality of complaint processing (8D methodology).

Supplier complaint

As with customer complaints, supplier complaints are recorded and tracked at a central point. The main focus is on the consistent documentation, evaluation and assessment of the quality of the supplier's products as well as its delivery reliability in order to be able to initiate and implement corrective measures at an early stage. This is also essential for the strategic alignment and supplier development.

The complaint process





Environmental Management System

Committed to the environment – ISO 14001

Climate change is one of the most pressing concerns at the start of the 21st century. Environmental protection and the achievement of climate targets have become central issues – and rightly so. All of us – every individual and every organization – are called upon to contribute actively. The International Organization for Standardization (ISO) first published the international environmental management standard ISO 14001 in 1996. To ensure applicability to a wide range of companies and industries, a generally binding system of key performance indicators has not been implemented. Companies are required to establish an environmental program with clearly defined goals that corresponds to their business activities, to review this program at regular intervals and to continuously improve it.



Continuously improving

Just a few years after publication of the first ISO 14001 standard, Rutronik began setting up an Environmental Management System (EMS) that supports Rutronik in meeting all legal and statutory requirements while also taking into account the interests of all the relevant stakeholders. Our EMS was certified for the first time in 2002.

We continuously identify potential risks and keep coming up with an environmental program full of suitable measures. The top priority for Rutronik is to optimize its impact on the environment.

Specific requirements are:

- Reducing our environmental impact to a minimum
- Preventing the wastage of natural resources
- Reusing and recycling waste materials by means of waste separating processes
- Handling hazardous materials in a safe and responsible manner
- Helping our partners achieve their environmental targets



Conserving resources

Further, we consistently use renewable energy sources. In general, electricity generation from renewable energies is beneficial to society as a whole. This not only helps to conserve valuable resources, it also reduces harmful emissions.

Wherever possible, company-owned facilities are equipped with photovoltaic systems. Currently, the company produces about half of the electricity it needs itself.

One topic for the future is storage. Rutronik is currently examining the use of energy storage facilities to "store" the electricity generated for subsequent use.

Rutronik's cooperation with the non-profit organization "Arbeit für Menschen mit Behinderung gGmbH" (AfB) – Jobs for people with disabilities – is yet another contribution to conserving resources and reducing emissions.

AfB and Rutronik have enjoyed a strong relationship within the field of corporate social responsibility (CSR) since 2005. The organization refurbishes IT equipment no longer required by the distributor for reuse in the private sector. This conserves resources while helping to cut harmful emissions. In addition, this procedure has repeatedly made it possible to create a workplace for someone with a disability.

Trading goods

In addition to active environmental protection measures within the company, Rutronik uses its position as a link between customers and suppliers to raise our partners' awareness of pollutants and energy efficiency and to provide them with the best possible support. The demands placed on products due to strict environmental protection regulations have risen sharply in recent years. Buzzwords in this respect are the aforesaid RoHS, the EU chemicals legislation REACH and international regulations, such as the China-RoHS. We have in the meantime become quite familiar with topics like IMDS, Conflict Minerals and SVHCs.

Compliance with directly applicable laws is a matter of course. We have adopted the corresponding specifications into standard processes, thereby ensuring full compliance with their guidelines. But that is not where our efforts end. We have always strived to provide our partners with first-class support and knowledge. For instance, we began offering seminars on lead-free soldering in 2004.

In addition we view our broad band range as an aid in protecting the environment: The more it is possible to procure components via a single channel, the lower shipping costs will be and the more likely it will be that components can be harmonized optimally. We believe that we should have a positive effect on our customers' buying habits.



Occupational Health and Safety Management – ISO 45001

Effective prevention

Rutronik, like every employer, is obliged to protect its employees from harm. The goal is to reduce and, at best, prevent the risk of workplace injury and illness. To do so, companies must establish a functioning occupational health and safety organization that continuously addresses all aspects of occupational health and safety. The top priority is to prevent work-related injury and illness and, in general, to effectively protect employees from hazards and risks to their health. In 1999, OHSAS 18001 (Occupational Health and Safety Assessment Series) was created as a stringent, internationally recognized standard for occupational health and safety. ISO 45001, a standard for occupational health and safety management systems, was first published in March 2018 and has replaced the previously valid standard since March 2021.

Central element of the occupational health and safety organization is the risk assessment tool, which is used to evaluate risks at the workplace and to derive the necessary protective measures. The procedure flexibly considers various risk factors, such as the industry, activities, size and products of the company. In the event of safety-relevant changes, the risks posed by the working conditions are re-assessed and the measures adapted accordingly.

Safety is a matter of course

The occupational health and safety of our employees is a top priority at our company. For Rutronik, the applicable laws on occupational health and safety are just the starting point for more far-reaching measures – a matter of course for a future-oriented company.

We first implemented OHSAS 18001 in 2008. Since then, we have regularly received recertification. Particular attention was paid to establishing a continuous improvement process and integrating the Occupational Health and Safety Management System with the systems already implemented in the areas of quality and the environment.

The transition to standard ISO 45001 took place in 2019. The focus here was on pro-active health management integrated into corporate processes and the establishment of various communication and dialog channels. In general, all our offers are tailored to the respective work situation of the employees. The in-house suggestion system additionally offers employees the opportunity to contribute ideas and to point out possible risks and potentials for optimization. Direct contacts and contact options are available for all relevant topics. Furthermore, the issues of occupational health and safety are supported by in-depth communication campaigns on the Intranet and in the employee magazine.

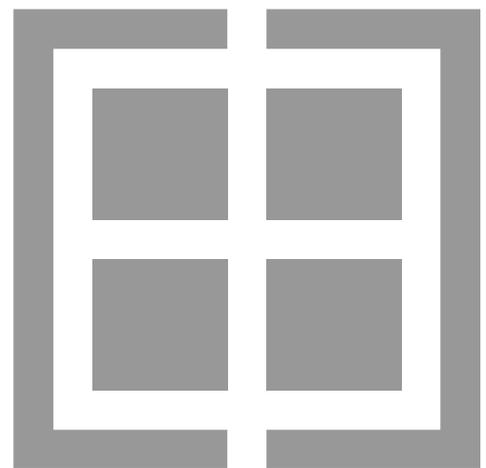




ISO 45001 places particular emphasis on both the physical and mental aspects of a person's health. Rutronik has implemented various initiatives in this area.

On the one hand, there are programs that promote an active healthy life and, on the other hand, the company offers a number of programs for the early detection and prevention of diseases in line with the well-known phrase "prevention is better than cure".

Moreover, various assistance programs help to reduce the burden on employees outside work, for instance if they have relatives or children who need looking after.



A company can only be successful and compete if correct and important processes and structures create a safe, low-risk and health-promoting working environment. A comparison with the statistics of the employers' liability insurance association, e.g. in the case of reportable occupational accidents, confirms that Rutronik is doing many things right.



Information Security Management System

Feel safe in a safe environment – ISO 27001

The importance of information and data security has steadily and rapidly been increasing worldwide in recent years. No wonder, since data are now considered to be the "oil" of the 21st century. Experts predict a tenfold increase in the volume of data generated annually worldwide to 163 zettabytes by 2025. In addition, there are fundamental changes ahead. While end users are the largest source of data generated worldwide, this proportion is expected to have diminished by 2025. Experts predict companies will generate 60% percent of the data in four year's time.

The reason for this is the rapidly increasing interconnectedness related to Industry 4.0, the (Industrial) Internet of Things (I) IoT and widespread smart connection systems. By 2025, there might be as many as 75 billion (I)IoT devices – about three times as many as in 2020. Although today, just under 1% of all networkable "devices" are currently connected to the Internet. At the same time, networking offers enormous future opportunities for many industries. The downside from an information security and data protection perspective is the obvious increase in vulnerability to faults and misuse.

ISO 27001 for Information Security Management Systems (ISMS) is based on a British standard first published in 1995. It was first launched as an international ISO standard in 2005. Several updates addressed the rapidly changing requirements within the field of information technology. In addition, harmonization was carried out with regard to its compatibility to other management systems such as quality, environment as well as occupational health and safety.

The goal of an ISMS, according to standard ISO 27001, is an integrated and individually tailored data protection concept that is continuously improved and developed. The standard specifies 14 categories: These include requirements for formulating and auditing basic guidelines, issues such as access controls, device security, rules for purchasing hardware, guidelines for supplier relationships and principles for fault management. Central to this goal is the dual focus of protection and security: On the one hand, it is about data and information and, on the other hand, it is about information and communication technology. What both aspects have in common is their extensive reach, which goes far beyond a company's IT department and hardware and software.

Long-term information security

For Rutronik, as a globally positioned company, information and communication technology plays a crucial role. All locations and divisions have access to a central system. Harmonized services, tools and processes guarantee a consistently high level of quality. Factors such as speed, availability and security are of central importance. In the course of the continuous digitalization of its business processes, Rutronik aligned systems and infrastructure as well as the organization of the IT department to these requirements at an early stage, besides introducing company-wide IT guidelines and continuously adapting them.

We have rigorously addressed the General Data Protection Regulation (GDPR) introduced in 2016. Our decision went far beyond the expected compliance with the GDPR. Instead, Rutronik opted for a comprehensive protection concept: Introduction of an ISO 27001-certified Information Security Management System. This covers more than all the aspects relevant to data protection. The ISMS firmly and permanently embeds the issues of information and data security in the structures and processes of the company. Together with the other management systems of quality, environment as well as occupational health and safety, it forms the elementary building blocks of the certified, integrated overall solution for managing Rutronik.

Information and data security are complex issues with an extensive scope of practice. Nevertheless, the processing follows a recurring pattern: Hazard identification, hazard assessment and hazard response. Thus, all divisions, departments, structures and processes are subject to continuous evaluation based on the criteria of availability, confidentiality and integrity (immutability). This establishes a holistic system of technical and organizational protective measures.





Certificate = Safety?

Rutronik's ISMS has been certified to ISO 27001 since 2018. But the "certified = safe" formula does not work this way. A seat belt is a reasonably good way to prevent injuries in a car accident. However, this only works if the seat belt is used! The same applies to information security: Even the safest certified systems and processes do not guarantee protection if a part of the chain is missing or can't be used because the prerequisites are missing: the users.

That is why Rutronik attaches particular importance to sensitizing employees to these issues and providing them with ongoing training. There are mandatory training courses on information security and data protection that must be repeated annually.

In addition, extensive information material is available on the Intranet. Employees are pro-actively informed about immediate potential hazards. Furthermore, information campaigns provide further knowledge and generate continuous awareness.

Always available

For the IT infrastructure, availability is the top quality objective. The success of Rutronik and its business partners depends crucially on the availability of data and services. The central computer center currently provides IT services to more than 1,800 employees at over 80 locations on 3 continents. The computer center and the network have a completely redundant design. This ensures ongoing production even when individual components fail or a computer center is completely destroyed. At the same time, we are stepping up our efforts in Business Continuity Management, among other things, by investing in preventive measures.

Information security and data protection must be understood as a dynamic interplay of different elements: The combination must be coherent, while the individual parts throughout the company need to intermesh perfectly. In an ever-changing world of increased interconnectedness and digitalization, the understanding of information security in connection with business processes and systems is all-important. During the development of processes, the security aspect must be taken into account. Specifically: Only safe processes are good processes.

Project Management

In general, project management is defined as "initiating, planning, controlling, monitoring and completing projects". Proximity to the PDCA cycle, which underlies the CIP embedded in the management systems, is quite obvious. The iterative four-step model results in the detection of weaknesses and the identification of potentials for improvement. Both demand changes. Every change means intervention in activities, processes and systems and can, in the broadest sense, be understood as an actual project.

Rutronik process management

Since 2015, Rutronik has had a project management system in place, which serves as a central organizational unit and reports directly to the CEO. This is where, projects, project-like plans and improvement initiatives are recorded at a central point and supervised from start to finish by specialized project managers. This results in a cross-divisional understanding of processes that recognizes correlations and interdependencies across departmental boundaries, always keeping a keen eye on the overall company and a particular focus on customer satisfaction.

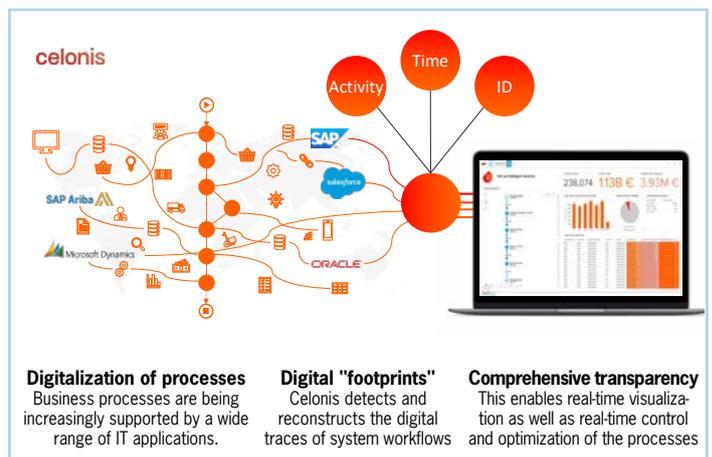
Process management and process mining

In simple terms, projects implement the company's plans through processes. Rutronik utilizes process management to control, implement and monitor the success of projects. It is the ideal tool to optimize non-performing business processes, to correct non-conforming processes and to implement new processes. However, this requires total transparency of processes and process interfaces across departmental boundaries. Unfortunately, this is not always the case due to the increasing digitalization of business processes and the complex dynamics involved, not just in the electronics market.

Rutronik has adopted a new approach to tackling this challenge: Process mining. This is a data-based approach to process management that bridges the gap to data mining. Business processes are reconstructed, visualized and ultimately analyzed on the basis of digital traces in IT systems. Rutronik puts the Celonis software to full use here.

The integrated approach of project and process management plays a decisive role in the continuous further development of corporate processes. This enables Rutronik to meet future requirements and further optimize its process and service quality. While never losing sight of its primary objective: Customer satisfaction.

Celonis – process mining



Continuous Improvement

Rutronik is continuously improving the efficiency and quality of its corporate performance. All processes, structures and systems are continuously analyzed, evaluated and further optimized. This results in products and services that offer our partners significant added value, thereby increasing overall satisfaction. This aspiration is firmly embedded within our company. From "small" undertakings to large projects – cross-divisional work is carried out throughout the company. Major topics are addressed with the support of the project management team.

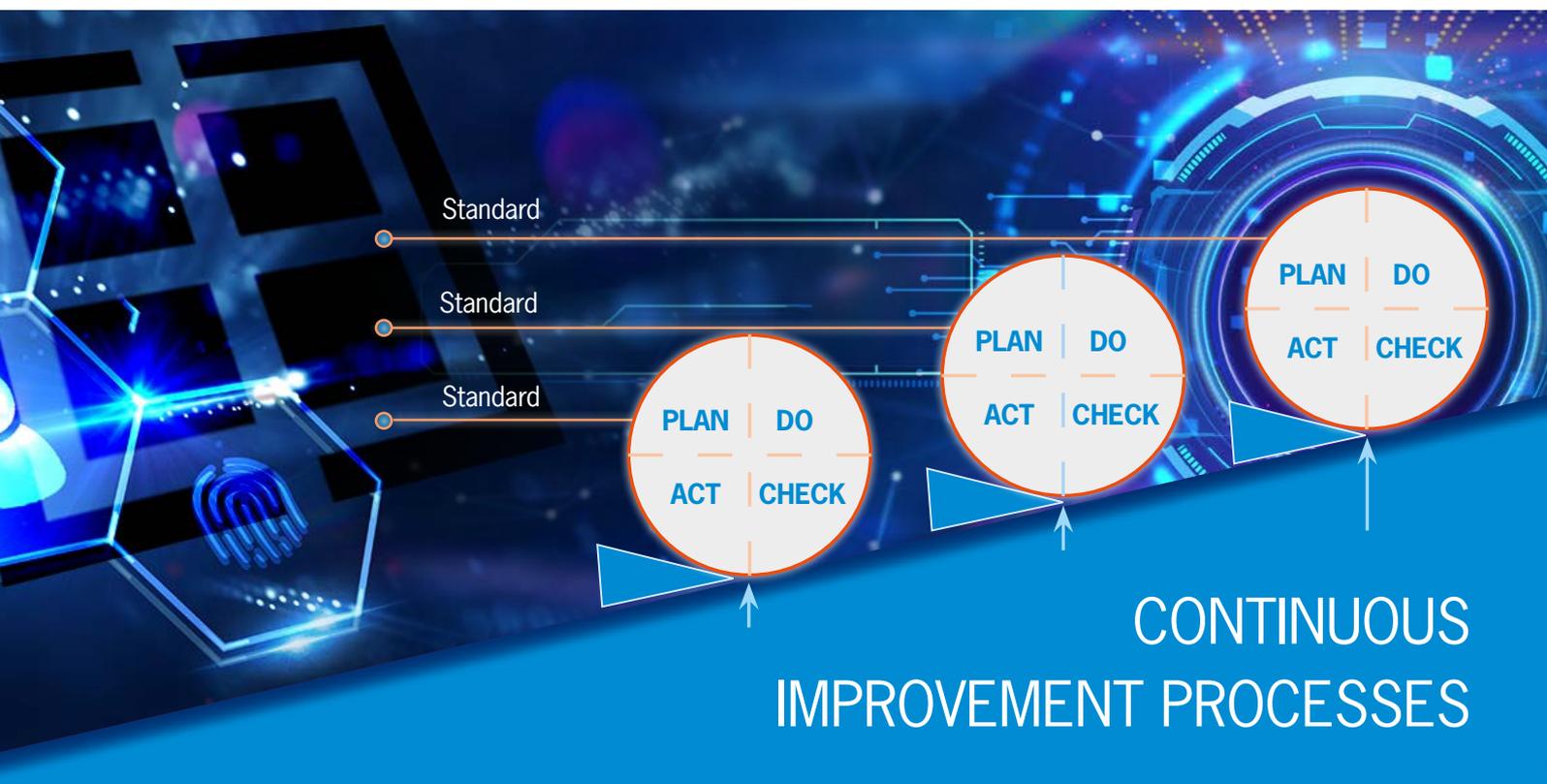
Working our way to excellence

Rutronik uses the Continuous Improvement Process (CIP) method. These CIP projects are also controlled from a central point at Rutronik. Thus ensuring close interaction when dealing with a range of interdisciplinary topics. This standardized methodology results in continuous improvements with sustained effects on the process and service quality. CIP is based on the iterative PDCA cycle as the central tool. The four phases – Plan; Do = execute; Check = verify; Act = action – are systematically done over and over again.

Processes are therefore continuously improved and result in a higher level of quality and increased customer satisfaction.

In-house suggestion system

Supplier and customer evaluations provide valuable information and suggestions within this context, as do complaint and quality management. Yet another important and strategic component is the in-house suggestion system. Involvement of our employees leads to a variety of new suggestions and approaches. There is definitely no limit to creativity here and lasting improvements in operational processes and services are achieved thanks to suggestions provided by our employees. It is precisely this combination of motivation, commitment and inventiveness, coupled with the experience of day-to-day business, that has proven to be an ideal tool for optimizing processes and services.



Contracts

Clear rules are the foundation for the smooth and legally compliant execution of complex business processes. By concluding distribution-specific contracts, we deliver practical solutions and define responsibilities in relation to our suppliers and customers. Besides regulating commercial activity, an operational basis for quality and logistics processes is thus realized, in particular, and the requirements of entrepreneurial risk management are taken into account. The Corporate Legal and Insurance division manages the entire contract process of the Rutronik Group. Globally harmonized standards, continuously adapted to current developments, apply in this case. Professional competence and state-of-the-art digital solutions ensure an outstanding approach to the handling of all legal issues.

Actively shaping standards

Quality Assurance Agreements (QAA) are an integral component of the standard contractual repertoire in supply relationships. That said, corresponding contract templates are generally tailored to production and development companies and take the requirements of the distribution industry into account only in exceptional cases.

As a result, Rutronik is active in the Competence Team Quality Management of the professional association of component distribution FBDi (Fachverband der Bauelemente Distribution e.V.). Through its endeavors, the team has developed a QAA template that reflects the typical requirements of the industry. Besides significantly reducing the need for clarification and turn around times in negotiations, it also guarantees greater legal certainty and reliability when collaborating with partners – yet another cornerstone of quality.



Competence of the Employees

Rutronik's strategy is firmly focused on quality and thus on customer satisfaction. Processes, procedures and activities follow all the binding specifications and are subject to a continuous improvement process. But even the highest quality systems and processes are no guarantee for success. This requires another integral element: The people who help to breathe life into the overall system. In our company, everyone is totally committed to our culture of quality. The corresponding skill sets of the employees are an important prerequisite in this respect. Rutronik therefore places a particularly high value on basic and further training. Each activity and each role is based on a competence profile that comprises the core skills required to do a great job. As such, employees are recruited in a targeted manner and it is possible to continuously check their level of knowledge and identify their specific training needs.

Continuously improving skills

All new employees, be it entry-level or experienced professionals, participate in an on-boarding program specifically tailored to their new role and individual requirements. This guarantees a uniform level of knowledge; a foundation upon which they can further develop their skills and knowledge. During annual appraisal meetings, employees and managers assess the current situation and identify the need for further training and upskilling.

Boasting over 100 seminars, webinars and eTraining courses, Rutronik offers a huge range of training opportunities.

The topics covered by the Rutronik Academy range from comprehensive IT and system training to technical training and personal development. The training sessions are conducted by specially selected external and internal trainers. In addition, numerous subject-specific eTraining courses are available via the Rutronik e-Academy online platform.

The offerings of the Rutronik Academy are also available to our partners.



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Industry 4.0



Future Mobility



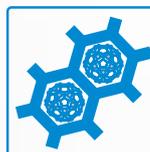
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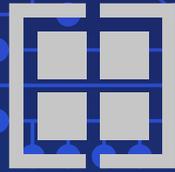


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The integrated management system (IMS) encompasses quality control, information security, environmental protection, occupational health and safety.




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