



EOC Group SHEQ Customer Guide

Certifications

To ensure the highest quality of our products & services and to strive for continuous improvement to meet our customers' expectations, as well as to comply with applicable regulations, EOC has implemented several management systems and is certified to different standards.

Overview certifications EOC Group

Product / Plant	Compounds	Latices	Emulsions	Adhesives	Poly-urethanes	Surfactants	Textile Chemicals	Thermo-Plastic Elastomers
Belgium (2 plants)								
ISO 9001:2015	✓	✓	✓	✓	✓	✓	✓	/
ISO 14001	✓	✓	✓	✓	✓	✓	✓	/
ISO 45001	✓	✓	✓	✓	✓	✓	✓	/
GMP EFfCI (Evergem)	/	/	/	/	/	✓	/	/
RSPO	/	/	/	/	/	✓	/	/
Italy								
ISO 9001:2015	✓	/	/	✓	/	✓	/	/
RSPO	/	/	/	/	/	✓	/	/
Poland								
ISO 9001:2015	/	/	✓	✓	/	/	/	/
Portugal								
ISO 9001:2015	/	/	✓	✓	/	/	/	/
The Netherlands								
ISO 9001:2015	✓	/	/	✓	/	/	/	/
Spain								
ISO 9001:2015	/	/	/	✓	/	/	/	/
Turkey								
ISO 9001:2015	✓	/	/	/	/	/	✓	✓
United Kingdom								
ISO 9001:2015	✓	/	/	✓	/	/	/	/
China								
ISO 9001:2015	✓	/	/	✓	/	✓	/	/
ISO 14001	✓	/	/	✓	/	✓	/	/
GMP EFfCI	/	/	/	/	/	✓	/	/



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India (2 plants)								
ISO 9001:2015	✓	✓	✓	✓	/	/	/	/
Thailand								
ISO 9001:2015	✓	/	✓	✓	/	/	/	/

A copy of our **certificates** can be downloaded from our webpage: <https://eocgroup.com/certificates>

Quality management

In addition to the requirements set by the standards mentioned above, EOC Group has implemented:

1. Additional systems and procedures

- **Pest control** program and procedure. Pest control is performed and monitored by an external partner.
- **FMEA** risk assessment analysis (according to HACCP methodology)
- **Traceability** system, recall procedure and testing program (Information needed to allow traceability = PO number / batch number)
- **Glass and brittle plastics policy**, foreign bodies policy
- Personal **hygiene** policy and hygiene training
- **Cleaning** plan and internal hygiene audits
- Food, drinks, and medicines are prohibited in the production, storage and control areas
- Security and access control to our facilities
- Regulatory survey on product safety (by our own **Product Safety and Regulatory Affairs** division)
- **Change Control** management

2. Quality checks

- **Incoming goods** are tested based on a specific lab inspection plan for each raw material. Requested specifications are mentioned on this inspection plan.
- **During production:** process parameters (dosing, temperature, ...) are monitored and registered.



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- **Final inspection:** finished product is tested in QC-lab based on lab instructions for each product. Once all parameters are within specifications, there's a **positive release of the product before departure** to our customers. Measured values are registered in SAP and will appear on the CoA.
3. Warehouse management
- Warehouse and storage: raw materials, packaging, additives, products are stored in conditions that prevent their contamination and loss of suitability for use.
 - FIFO principle is maintained.
4. Complaints handling procedure
- EOC Group operates a self-developed system for the registration and follow-up of customer complaints and non-conformities coming from various stakeholders. This system provides for comprehensive **root cause analysis** and ensures the planning, implementation, follow-up, and effectiveness check of **corrective actions**, with the aim of ensuring that errors cannot be repeated in the future.
 - If you want to report any non-conformities, please report them to your sales contact person, who will take care of the input into our system and provide communication related to the further handling of the complaint.

Corporate Social Responsibility

EOC is committed to manage its business in accordance with its declared values.

These values recognize that good social citizenship, reflected in the way we interact with our employees, business partners and host communities, is an essential ingredient in creating and maintaining a sustainable future.

Read this commitment in more detail in our formal "**code of conduct**". This document can be downloaded from our webpage: <https://eocgroup.com/policy-and-gdpr>

Sustainable Entrepreneurship

The key principles of EOC Group are based on economic development, social progress, and environmental responsibility.

- **Economic Development**

As a company, EOC Group aims for economic benefit and results without compromising the environment. We develop new production methods that use fewer resources, save time, and reduce costs while still maintaining our esteemed product quality.



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- **Social Progress**

We understand the actions of the EOC Group affect our employees as well as the communities in which we operate and other stakeholders. We focus on offering a safe and healthy working environment for every single one of our employees. We train our people to allow them to grow, feel confident in their job and stay motivated.

- **Environmental Responsibility**

As a manufacturer of chemical products, a deep respect for Earth's resources is key. In our R&D department, we focus on creating environmentally friendly products with the use of sustainable resources. Minimizing the impact of our business on the environment has become a major factor in all our processes. Saving energy and thus lowering pollution, recycling, and reducing the amount of waste, lowering CO2 emission and using water responsibly, these are a few of the efforts we make in creating and maintaining a sustainable future.

Every two years, we publish a sustainability report in which we explain our various initiatives in sustainable entrepreneurship. Our most recent **sustainability report** can be read on our webpage: <https://eocgroup.com/sustainability>

We are also proud to say that **Ecovadis** has, once again, awarded EOC the **gold medal for 2022**. We raised our score from 66% to 72% and are therefore in the 97 percentiles of Ecovadis members!