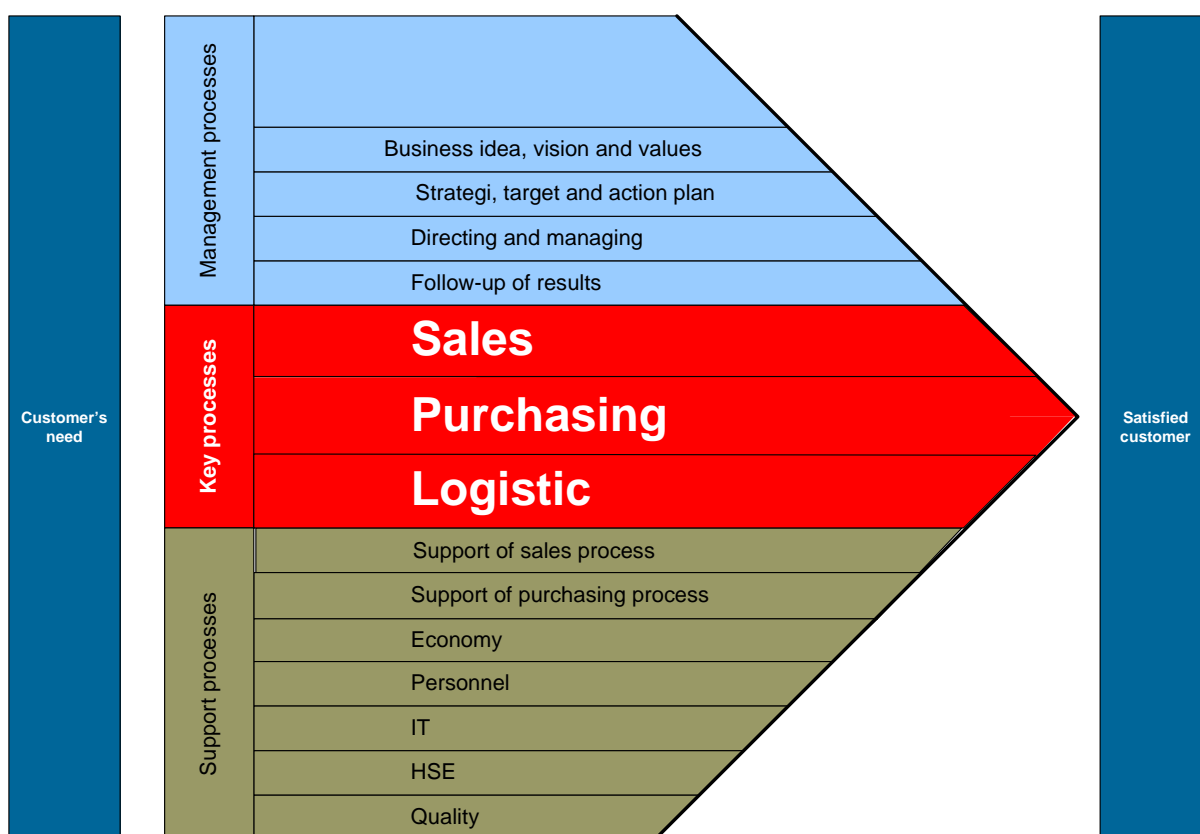


Quality Manual for Ahlsell Norge AS



Contents:

0: Introduction

1: Scope

2: Normative reference

3: Terms and definitions

4: Quality management system

5: Management responsibility

6: Resource control

7: Product realisation

8: Analysis, measurement and improvement

0: Introduction

Vision:

Ahlsell shall be the customer's obvious choice in the field of installation products, tools and machinery. The Group's overall objective is to generate high growth and profitability. Our goal is to be a leading player in all product areas in each market.

Strategy:

The organisation of Ahlsell enables decentralised decision-making with profit centres that work independently towards the Group's financial goals. Ahlsell's strategy of being able to offer high levels of service, and create excellent profitability, centres on a wide range of products, local presence, specialist expertise and strong customer relationships, in addition to centralised purchasing, logistics and administration. And these will ensure continuing organic growth. Acquisition-driven growth is also important in the achievement of further synergy in the form of improved access, higher levels of service and increased profitability.

Differentiation forward, co-ordination backwards

By fulfilling the requirements of both our quality system and ISO 9001:2008, we will remain ISO-certified for selected units within our organisation. We shall continuously improve the efficiency of our quality system by ensuring that we do things right, first time. We will monitor our success rate by conducting regular surveys of customer satisfaction, and develop the organisation and personnel resources.

Our quality management system complies with NS-EN ISO 9001:2008. The quality management system describes the company's main processes. The system is available to employees via our intranet. All applicable procedures, instructions and forms are accessible through the quality management system, and responsibility for the different processes is clarified.

The main processes within the quality management system are:

- Management processes
- Key processes
- Support processes

Key performance indicators (KPI) are selected to measure performance of the processes regularly, and to achieve higher quality.

Stavanger, 27. August 2012

Morten Harsem
Director
Ahlsell Norge AS

1: Scope

The quality management system applies to Ahlsell Norge AS.

Certified units are Alta, Bergen (Godviksvingene, Fabrikkgaten og Åsane), Bryne, Flekkefjord, Florø, Førde, Haugesund, Kristiansund, Måløy, Porsgrunn, Stavanger (Forus og Åsen), Steinkjær, Stord, Trondheim (Granåsveien og Tempeveien), Tønsberg og Voss.

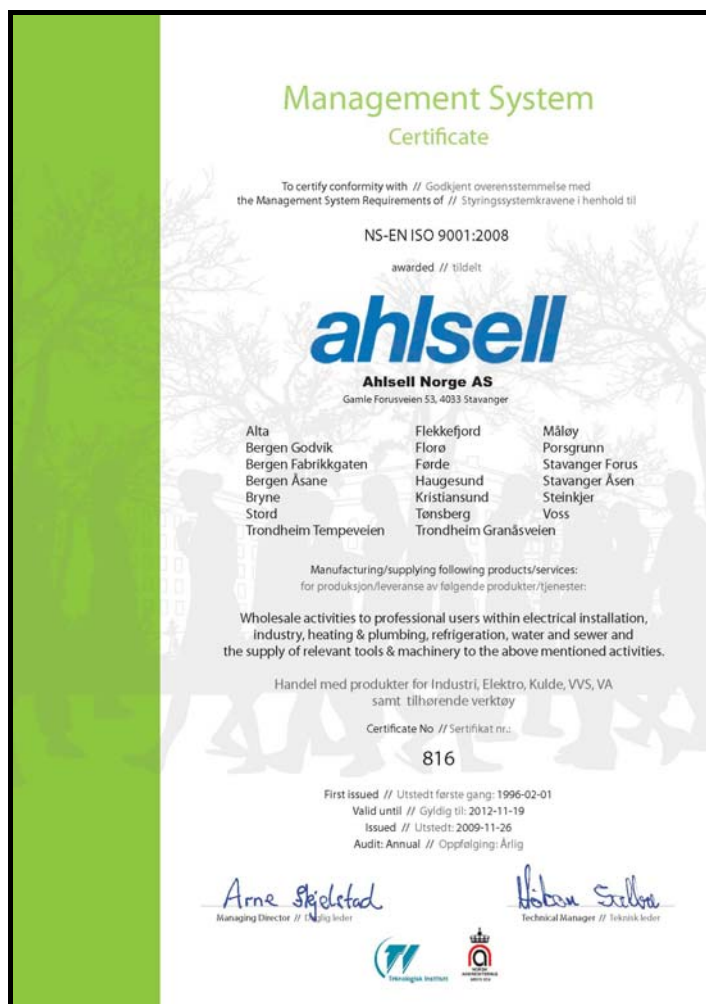
According to our NS-EN ISO 9001:2000 certificate, we are certified for: “Wholesale activities to professional users within electrical installation, industry, heating & plumbing, refrigeration, water and sewer and the supply of relevant tools & machinery to the above mentioned activities.”

2: Normative reference

The quality management system for Ahlsell Norge AS refers to NS-EN ISO 9001:2008.

3: Terms and definitions

Terms and definitions within the quality management system for Ahlsell Norge AS comply with the Terms and definitions of NS-EN ISO 9000:2000.



4: Quality management system

The organisation's key processes are identified and clarified in the quality management system. The responsible process owners, sub process owners and process executors are defined.

Inputs and outputs are described, and the requisite measuring points are defined in order to monitor the process quality.

The chapter numbers below refers to NS-EN ISO 9001:2008.

4.2.3 Control of documents

We have established a procedure for maintaining and distributing all valid documents, "DOCUMENTS TO THE QUALITY MANAGEMENT SYSTEM".

Current revisions of all valid documents will be available on the intranet for consultation. Documents can be printed when needed, and are valid only on the print date.

4.2.4 Control of records

A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records, "CONTROL OF RECORDS".

5: Management responsibility

The executive group is the top management of the organisation, determining the requisite quality objectives and ensuring availability of resources.

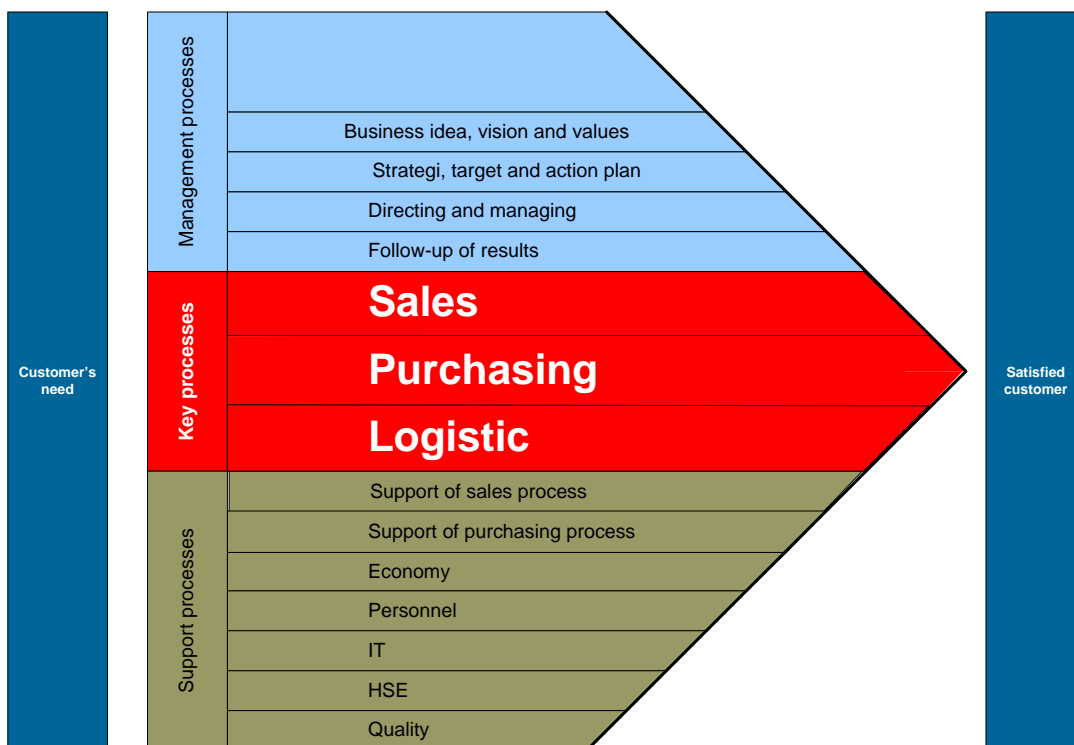
The organisation chart displays the organisation.

The quality management system on executive level consists of four management processes, “Business idea, vision and values”, “Strategy, target and action plan” “Directing and managing” and “Follow-up of results”.

6: Resource management

The quality management system describes the main processes in the organisation. Emphasis has been placed on clarifying the field of process responsibility and where these processes start and end.

Figure 6.1: Main processes



7: Product realisation

Product realisation and services are primarily described in our main processes.

The starting point is "customer's need" and the target is "satisfied customer". The processes are meant to assure that we are able to satisfy customers' needs from the moment we receive an enquiry until products and services are delivered.

Figure 7.1: Sales process

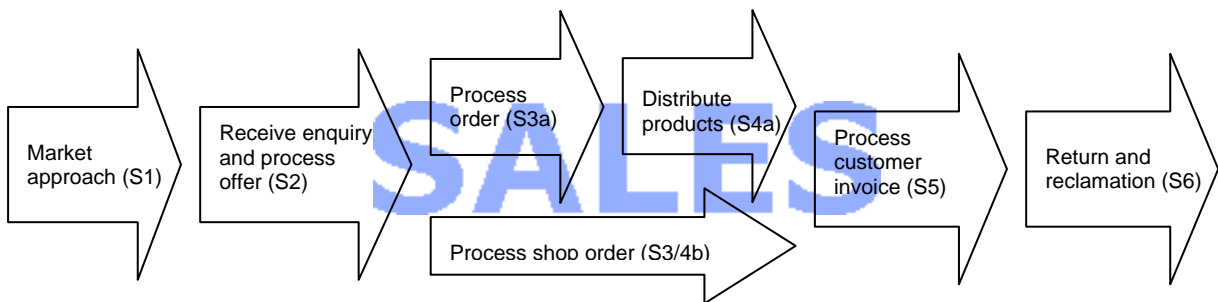
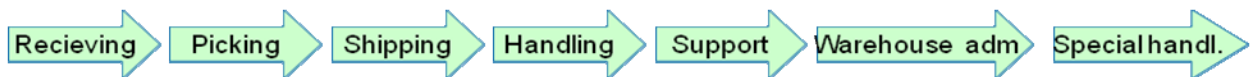


Figure 7.2: Purchase process, the operative part of purchasing.



Figure 7.3: Logistic process, incl. warehouse process



8: Analysis, measurement and improvement

The chapter numbers below refers the NS-EN ISO 9001:2008.

8.2.2 Internal audits

The "INTERNAL AUDITS" procedure describes how to plan, practice and document internal audits.

8.3 Control of nonconforming products

The "NONCONFORMITY" procedure describes control of nonconforming products and processes.

8.5.1 Continuous improvement

Updates of the quality management system are published as news on our Intranet.

8.5.2 Corrective action

The "NONCONFORMITY" procedure covers both the control of nonconforming products and corrective action.

8.5.3 Preventive action

The "PREVENTIVE ACTION" procedure describes preventive action.