QUALITY AT THE CORE

Performance & Suitability
Reliability
Customer Satisfaction
Freedom from defect
Safety
Continual Improvement
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Quality Policy

It is Instron’s intent that all supplied products and services fully satisfy our customers, with respect to timeliness, performance, reliability, safety, suitability for the intended application and freedom from defects.

It is the company’s commitment to:

✓ Provide our customers the best ownership experience by delivering the highest quality products, expert support and world-class service.

✓ Ensure a systematic, integrated, and consistent approach to quality, measurement, and improvement, using effective methods of communication, analysis, implementation and management review of quality objectives.

✓ Comply with the requirements of the international standards ISO 9001 and ISO/IEC 17025.

✓ Communicate the company’s quality statement and objectives to all personnel and involve all employees as active participants in the process of continual quality improvement as it relates to all aspects of the company’s business.

✓ Promote quality awareness with our customers, suppliers and stakeholders.

✓ Promote core values of integrity, respect, trust, shared risk and simplicity at all levels of the business.
Introduction

This document constitutes the highest level of quality documentation in the company. A supplementary compliance package may be attached to provide supporting detail for a site or laboratory. The information presented here takes precedence over any supporting documents.

The company’s Standard Operating Procedures (SOPs) document additional details on how policies are implemented. Locally maintained work instructions provide further detail to support the SOPs.

The scope and revision of each document is held in Instron’s Agile document control system.

The quality manual defines Instron’s policies regarding:

- The definition and the processes of quality management systems and their interaction
- Reference to the documented Standard Operating Procedures established for the quality management system processes

### Governing Documents of the Quality Process

<table>
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<th>Quality Manual and Corporate Brochure</th>
</tr>
</thead>
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<td>SOP 2 Business Teams</td>
<td></td>
</tr>
<tr>
<td>SOP 3A, B, C, D, E, F Standard Product Development and Support</td>
<td></td>
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<tr>
<td>SOP 4, 4B Custom Product Development</td>
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<td>SOP 5A, B, C, Purchasing and Manufacturing</td>
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<tr>
<td>SOP 6 Installation and Service</td>
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<td>Level 3</td>
<td>Local Work Instructions</td>
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<tr>
<td>Level 4</td>
<td>Forms</td>
</tr>
<tr>
<td></td>
<td>Training Documents</td>
</tr>
</tbody>
</table>
Instron manufactures, markets and services materials testing instruments, systems, and accessories. Instron’s products are used to evaluate the mechanical and physical properties and performance of materials, structures and components.

Instron is a company with sales of approximately $250 million worldwide. Since the founding of Instron in 1946, our operating philosophy has been to support and protect our customer’s investment in our systems.

Instron’s Mission
Our mission is to be recognized as the world leader in mechanical testing instrumentation. Illinois Tool Works (ITW) acquired Instron in October of 2005. ITW is a diversified manufacturer of highly engineered components and industrial systems and consists of approximately 825 decentralized operations. As part of ITW, Instron is able to meet with and learn from other ITW operations. Instron is using these relationships and ITW’s 80/20 philosophy to continually improve quality, productivity, delivery, innovation, market penetration, and ultimately, customer satisfaction.

Instron’s Vision
We will maintain world leadership by:
• Being technically responsive to customers
• Maintaining the highest quality standards
• Designing and manufacturing products which, when viewed from the customer’s perspective, provide superior value.

Instron’s Values
The company exists for the benefit of its stakeholders, customers, and employees worldwide. It will operate with high ethical and moral standards throughout the world. Instron strives to provide an environment in which its employees will find their employment a challenging and rewarding experience. Stability of employment and on-going personal development are given due consideration along with our other objectives and goals.

Instron Speaks Your Language
Instron’s employees and independent agents cover more than 160 countries and speak more than 40 languages. Instron operates direct sales offices in 18 countries and is partnered with independent agents throughout the world. Worldwide resources allow us to develop solutions to a wide range of customer problems. New technologies developed in one marketplace are quickly introduced in other markets to material scientists and engineers.

Instron’s Customers
Our systems are used in research laboratories and on production lines, in quality control and in education, in large government installations, automotive companies, and small independent testing laboratories. Material scientists, designers, engineers and QC managers use Instron products to evaluate the mechanical and physical properties of materials, structures and components. Our products are used to test everything from fragile filaments to advanced alloys, in applications ranging from aerospace and automobile manufacturing to the development and production of everyday consumer goods.
Science and technology have pushed material performance boundaries far beyond what was thought possible when Instron® was founded in 1946. In the face of constant change, the company has continued to be a pioneer and a leader in material and structural testing. We strive to continually offer our customers more capabilities and to provide material scientists with more relevant information needed to advance engineering boundaries.

Instron has enhanced its abilities to serve markets by acquiring companies, product lines, technologies, and other types of cooperative initiatives and licensing agreements.

Common components and simpler designs have enabled Instron to continually improve its manufacturing efficiency. Increased opportunities for technology transfer have enabled the development of more powerful and flexible systems. With a greater variety of versatile Instron products in their facilities, customers prefer Instron for its ‘one-stop-shopping’ solution.

Instron’s product lines use electromechanical, servohydraulic, and electrodynamic technology to perform tensile, compression, bend, fatigue, structural, thermal, and impact testing. While capable of addressing a wide range of applications and many different market segments, Instron products share technology and components in ways that best fit customer requirements. Each product line is able to take advantage of complementary strengths found in others.
Global Operations

Instron Material Testing, and its North American operations, are headquartered with the Norwood facility in Massachusetts. Its European operations are headquartered in High Wycombe, UK. IMT has four manufacturing facilities and 13 Technical Centers positioned around the world.

The Center of Excellence (CoE) provides business leadership, central design, manufacture and purchasing of its products.
System Compliance

ISO 9001 Compliance Statement, Scope, and Registration Details
Instron® quality systems, measurement standards and procedures meet or exceed the requirements of ISO 9001.

The Scope of the Quality Management System Covers

• Design, manufacture, installation and service
• Electromechanical, servohydraulic, electrodynamic instruments and systems as well as accessories
• Tensile, fatigue, impact and structural testing
• Instron Norwood MA, High Wycombe UK, Turin Italy, and Singapore facilities

The Following Processes are Excluded

• The international field sales operations. Sufficient controls on sales and service training and customer satisfaction are maintained within the business teams. The contract review process assures that products meet customer and applicable regulatory requirements.
• The field service operations outside of North America, the UK and Singapore. These operations act as approved suppliers to each CoE.
• The Binghamton, NY and Tokyo operations. These operations act as approved suppliers to the main CoE.

Instron’s Quality Management Systems are Registered to ISO 9001

The Registrars are:

• Instron, Norwood, USA: SGS US testing Company Inc. Certificate Number US95/0293
• Instron, High Wycombe, UK: SGS United Kingdom Limited. Certificate Number GB13/87778
• Instron, Singapore, Korea, Taiwan: SGS Singapore Pte. Certificate Number SG04/00094
• Instron, CEAST Italy: TÜV Management Services. Certificate Number: 50 100 3963
Calibration Laboratory Management System Compliance


North America, Asia, Australia, and India

Instron’s North American Calibration laboratories are accredited to ISO/IEC 17025 for Force, Strain, Speed, Extension, Torque, Rotart Stroke, Hardness, and Temperature by the National Voluntary Laboratory Accreditation Program (NVLAP), a program administered by the National Institute of Standards and Technology (NIST) under the Laboratory Code 200301-0. NIST maintains an on-line register of certificates at: http://ts.nist.gov/Standards/scopes/mecha.htm. The certificates can be downloaded from Instron’s website, http://www.instron.us/wa/corporate/certificates.aspx.

The Instron Calibration Laboratory (NVLAP Lab Code 200301-0) includes all United States, Canadian, and some Asian calibration operations. Previously, some of these activities were covered by different NVLAP certificates or by different accrediting agencies. They are now all included under single NVLAP certificate.

If you have any further questions related to the calibration services that Instron provides, please contact James O’Donovan at james_odonovan@instron.com or 1.781.575.5526.

Europe

Instron’s European, calibration laboratory is accredited to ISO 17025 for force, creep, extension, impact and hardness by the United Kingdom Accreditation Service (UKAS), Laboratory Number 0019. This laboratory is located in our High Wycombe, UK facility. UKAS holds the original certificate on their site at: www.ukas.org/calibration/lab_detail.asp
Federal Regulation Statements

10 CFR § 21 and § 50 Appendix B Statement

10 CFR § 21 is the US Code of Federal Regulations for the Nuclear Industry. Instron’s policy is that we do not comply with 10 CFR §21, but we have procedures in place for notification to customers for ‘Out of Tolerance’ conditions observed during a calibration that would have a significant impact on measuring and testing equipment.

We provide calibration services, from a price list, that are customarily available in the commercial marketplace. As such, we are a ‘Commercial Supplier’ of ‘Commercial Grade Items’ and can provide a commercial grade calibration certificate provided in accordance with the principles of 10 CFR § 21 and § 50 App. B.

21 CFR § 820, 21 CFR § 11, ISO 13485 Compliance and IQ/OQ/PQ

Instron designs, manufactures and services advanced universal testing machines and software for a wide range of applications and uses. Please note that these instruments are not ‘Medical Devices’ as defined under 21 CFR or by ISO 13485 and consequently are not covered by the scope of those regulations.

Instron develops its products with procedures and measurement standards that meet or exceed the requirements of ISO 9001, ISO 10012, ANSI/NCSL Z 540-1 and ISO/IEC 17025 as applicable. Software developed by Instron for use in calibration of testing instruments is also verified and validated using the same procedures. These procedures include product and data integrity verification and validation during the product design phase. Compliance is demonstrated by Instron’s quality management systems being registered to ISO 9001. Instron does not claim compliance with 21 CFR § 820. However, to meet the need of customers who are seeking compliance we can provide Software Verification Letters for specific software products to enable customers to fulfill the requirements of sections 820.70 (i) or ISO 13485 Section 7.5.2.1.

Installation Qualification (IQ), Operational Qualification (OQ) Performance Qualification (PQ)

Instron also offers a range of support options to assist with IQ/OQ/PQ Qualification. These services range from documentation packages to customized on-site IQ/OQ verification services.

21 CFR § 11

Many Instron customers use our products to generate electronic records in support of FDA compliance activities. Instron guarantees the integrity of the data generated from its products at the point the data is generated or output in ASCII format. Software Verification letters for specific software products are available on request.

When outputting data via ASCII, the data leaves the control of the Instron system and we are unable to maintain traceability on any additional amendments to these electronic records.

It is important to note that no product by itself can be 21 CFR § 11 compliant. The FDA requires both procedural controls (i.e. notification, training and SOPs) and administrative controls to be put in place and validated by the Lifescience Company in addition to the technical and data integrity controls that the vendor uses to ensure compliance with this regulation.

ComplianceBuilder™ from Stelex

To meet the needs of customers seeking functionality to enable 21 CFR § 11 compliance, Instron has partnered with Xybion Corporation, a premiere solutions provider to the Lifesciences Industries and the producer of the ComplianceBuilder software. This partnership allows us to offer our customers an add-on compliance solution that provides capabilities to comply with 21 CFR § 11 requirements by providing among other functionality, time-stamped audit trails, system security, comprehensive reporting and accurate data storage. ComplianceBuilder seamlessly integrates with Instron’s proprietary software.
Product Safety Statement

Instron® products, to the best of our knowledge, comply with various national and international safety standards including ISO, ANSI, IEC, and EN, in as much as they apply to material and structural testing. Our products are designed to the Instron Safety Standard. This standard is derived from various national and international standards. We certify that our products comply with all relevant EU directives (CE mark).

Because of the wide range of applications where our instruments are used, and over which we have no control, additional protection devices and operating procedures may be necessary due to specific safety regulations, accident prevention regulations, further EEA directives, or locally valid regulations. The extent of our delivery regarding protective devices is defined in our quotation.

Customers should carry out their own product safety risk assessment.

At the customer’s request, we will gladly provide advice and quotations for additional safety devices such as guards, warning signs or methods of restricting access to the equipment.

Our products are not UL (Underwriters Laboratories) listed. Because of the large number of variants in our products, it is not feasible for us to have UL perform the required testing. We do use UL recognized components where appropriate and can provide quotations for UL certification on request.

CE Marking of Instron Equipment

Instron manufactures a wide range of products used for materials testing. The major product lines are:

- Dynamic testing systems
- Electromechanical tension and compression testers
- High Force tension and compression testers
- Impact testers
- Polymer thermal and viscosity testers

Instron manufactures a wide range of products which may fall into the scope of the following European Directives:

- The Machinery Directive
- The Low-voltage Directive
- The Electromagnetic Compatibility (EMC) Directive
- The Pressure Equipment Directive.

Wherever applicable, our products meet these directives and are CE marked accordingly.
Quality Objectives

Quality objectives for Instron® are established during the annual process of setting objectives for the respective Business Units and are reviewed during the Management Review meetings held at each Center of Excellence (CoE) or business unit. These Management Review meetings are held quarterly. Changes to objectives are communicated directly to employees by their own manager or appointed delegate. Processes have been set up to meet the company’s quality objectives and vary according to the parameter being measured. Examples of such systems are:

- **Customer Satisfaction**
  Instron regularly conducts customer satisfaction surveys to identify opportunities for improvement.

- **On-Time Installation**
  Each CoE is measured on its ability to install products promptly.

- **On-Time Shipment**
  Each CoE is measured on its ability to ship products against delivery commitments.

- **Performance of New Product Against Requirements Specification**
  As part of all new product development, a verification and validation plan is required.

- **Software Performance**
  All software releases, including upgrades, are subject to a test plan to ensure compliance to the requirements specification.

- **System Testing**
  All machine orders are tested to specifications approved by design engineering.
Business Processes

Instron® business activities concern the design, manufacture, installation and service of electromechanical and servohydraulic instruments and systems for tensile, fatigue, hardness, and structural testing.

The following core business processes have been identified as needed for the quality management system and its application throughout the organization:

The Quality Management System
SOP 1 details the general quality system requirements such as management commitment, customer focus, quality system planning review, document and data control, resource management, human resource policies, and Instron’s general quality measurement, analysis, and improvement processes and tools.

The Business Team Process
Defines setting customer expectations, creating quotations, price lists and product planning. The order review or Machine Order Configuration Team (MOCT) checks to review customer requirements prior to the company committing to supply product to the customer. This process is detailed in SOP 2.

The Concurrent Product Development and Support Process
Defines how we determine a future market requirement, develops the future standard product and supports those products. This process is detailed in SOP 3A, SOP 3B, SOP 3C, SOP 3F.

The Custom Design Process
Defines how we develop customer-specific products not produced as standard products. This process is detailed in SOP 4, SOP 4B and SOP 4C.

The Purchase and Manufacture Process
Defines buying, assembling, integrating and testing the products. This process is detailed in SOP 5A, SOP 5B, and SOP 5C.

The Installation and Service Process
Defines installing those products in the field and providing after-sales support. This process is detailed in SOP 6.

Each of these business processes has its own management responsibilities, resource management, product realization and measurement, and analysis phases. The interaction between these processes is shown in the flow diagram below.
Documented Procedures

Document and Data Control
Instron® has identified those documents and data that are directly related to customer contracts or the requirements of the documented quality system. It is a requirement that the originator of each document carries out a formal review prior to approval and use. It is also a requirement that the correct documents are available at the relevant locations. Obsolete documents will be clearly identified as obsolete and managed in a way that positively prevents the incorrect information being referenced.

Data is held in various information systems for tracking business resource planning, service management, customer contacts, complaints and opportunities for improvement, software development, engineering documentation, internal and external standards and policies.

Internal Audit
To ensure that Instron’s operating systems maintain their effectiveness and are continually improved, a program of internal auditing is undertaken by the company. Audits shall determine:

• Complaince with the requirements of ISO 9001 and/or ISO 17025
• The documented quality system is being effectively understood, implemented and maintained
• The documented quality system is practical and adequate for current business activity
• The level of training is adequate

A part-time audit team is recruited and trained in how to conduct and report on auditing departmental processes and procedures. The lead internal auditor or management quality representative for the site has responsibility for conducting this program in accordance with ISO 19011:2011 ‘Guidelines for Quality Systems Auditing’. In addition to our internal audit program, we utilize an external auditor twice annually.

Nonconforming Material
Instron has established controls for the ready identification, segregation, documentation and sentencing of any material or product found not to conform to the specified requirements. This procedure includes instructions for the disposition of rejected material, including any rejected material from the floor, through a Material Review Board system (MRB).

Where nonconforming product is detected after delivery or use has started, the company will take actions in accordance with procedures for ‘Field Change Request and Field Change Order Process’ depending on the severity of the issue.

Corrective and Preventative Actions
Instron systematically reviews nonconformities and opportunities for improvement in order to continually improve the effectiveness of its quality management system and customer satisfaction with its products and services. ‘Root Cause, Corrective and Preventative Actions’ procedures details recommended methods for using our corrective and preventative action system correctly. It details our corrective and preventative action requirements and gives advice on how to carry out an effective root cause analysis.

The company tries to systematically prevent problems with the performance of its products or processes. A fact or data-based approach is used, including evaluation of historical trends and assessing the importance of the issue to the overall business. Issues are prioritized based on their importance or criticality to the business unit or function.

Corrective and preventative actions are tracked by the quality department at each of the site’s via the Agile™ quality management system.
Record Retention

The Instron® record retention policy is governed by the Policy of ITW to retain records as long as legally required or as long as they serve a useful business purpose. Quality records are kept for the following:

- Contract/order review
- Design calculations, evaluation and design changes
- Supplier quality performance
- Internal defect data
- Manufacturing specification waivers
- Calibration data
- Product concessions
- Final test/release documentation
- Internal quality audits
- Training records
- Field service data
- Customer complaints
- Pertinent subcontractor records

SOP1 “Quality management System” covers further details of record retention procedures.

Customer Feedback

Instron continually monitors customer satisfaction with its products and services via:

- Customer feedback surveys - Instron conducts a continual program of customer satisfaction surveys.
- Customer complaints handled in accordance with ‘Customer Complaints Handling’ Procedure.
- Technical support escalation - analysis of the causes and time to solution of issues raised by our service or technical support groups.
- Customer input received from seminars, trade shows and sales, or service contacts.
- Feedback and analysis of installation reports.
- ‘Learning phase’ reviews of newly released products as detailed in ‘Concurrent Product Development’ Process.

All these forms of customer feedback are continually monitored, reviewed and acted upon by individual business units.

Escalated Customer Response

Instron takes great pride in its history and culture of focusing on customer satisfaction. All our staff are empowered to resolve customer issues as quickly as possible. Customer issues that are not being solved adequately by normal processes are escalated to higher management to ensure that the necessary priority and resources are being applied. There are four levels of escalation, the highest being each division’s ‘Top 10’ review and escalation processes.

- Level 4 - General manager (Top 10)
- Level 3 - Business Team Management.
- Level 2 - Departmental Management
- Level 1 - Local Supervisors/Managers
- Level 0 - Normal Processes
Responsibility and Authority

The ultimate responsibility for the identification, documentation, communication, definition of responsibilities and authorities, implementation, and maintenance of Instron’s quality system is with the appropriate divisional executive:

IMT
• General Manager, Low Force Application Products
• General Manager, Dynamic Products
• General Manager, High Force Application Products
• General Manager, Instron CEAST
• General Manager, Singapore

IST
• Managing Director
The daily running of this quality system has been entrusted with the Divisional Quality Manager, who is responsible for monitoring compliance with the quality system. This responsibility for each site resides with:
• Norwood facility: Quality Manager, Instron
• High Wycombe facility: Quality & Technical Manager, Instron
• Singapore facility: General Manager SE Asia
• Turin facility: Quality Manager, Instron CEAST

Each site has its own management representative as stated under the previous section ‘Responsibility and Authority’.

Calibration Laboratory Responsibility
Instron has the following calibration laboratories:
• Instron - United States
• Instron - division of ITW Ltd. - United Kingdom

Each calibration laboratory has its own Head of Laboratory and a Laboratory Operational Manager. The Laboratory Operational Manager is responsible for the day-to-day financial and commercial operations of the laboratory and its staff. The head of laboratory has responsibility for the technical operation of the laboratory and for ensuring that all corporate, accreditation, and technical requirements are met.

The head of laboratory reports to the appropriate site Quality Manager for quality matters. The head of laboratory report to the divisional General Managers for Service.

Management Representative
Divisional Quality Managers acts as Instron’s management representative and has authority and responsibility for:
• Ensuring that the requirements of model ISO 9001 are implemented and maintained
• Ensuring that the requirements of ISO/IEC 17025 are implemented and maintained
• Promoting awareness of customer requirements throughout the organization
• Reporting findings and ensuring that corrective actions are taken where necessary

• Managing internal quality audits
• Analyzing and reporting of supplier quality, manufacturing quality and in-warranty quality of product
• Addressing any customer-imposed quality requirements
• Participating in any review meetings that affect design, manufacturing, and installations as applicable
# Site Contact Information

## Global Office

| Worldwide Headquarters | Instron®  
825 University Avenue  
Norwood, MA 02062-2643 USA  
Tel: +1 781 828 2500  
Fax: +1-781 575 5750 |

## Affiliate Offices

<table>
<thead>
<tr>
<th>Country</th>
<th>Office</th>
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<tbody>
<tr>
<td>Australia</td>
<td>Instron Pty., Ltd.</td>
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<tr>
<td>Brazil</td>
<td>Equipamentos Científicos Instron Ltda.</td>
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<tr>
<td>Canada</td>
<td>Instron Canada Inc.</td>
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<td>England</td>
<td>Instron - division of ITW Ltd.</td>
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<td>France</td>
<td>Instron S.A.</td>
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<td>India</td>
<td>Instron India Pte., Ltd.</td>
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<td>Japan</td>
<td>Instron Japan Company, Ltd</td>
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<tr>
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<tr>
<td>Corporate Legal Entity</td>
<td>Norwood</td>
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<tr>
<td><strong>Address</strong></td>
<td>Instron® 825 University Ave. Norwood, MA 02062-2643, USA</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>+1 781 828 2500</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>+1 781 575 5750</td>
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<tr>
<td><strong>Tax Registration #</strong></td>
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<td><strong>NAICS No.</strong></td>
<td>June 19, 1961, Delaware: 3345194100</td>
</tr>
<tr>
<td><strong>General Counsel</strong></td>
<td>Corporate In-house Legal Counsel</td>
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**Payment Information**

| Banking and Credit References | Contact Instron Accounting at +1 781 828 2500 for the most current information | Contact Instron Accounting at +1 781 828 2500 for the most current information |
| Remit Payments To             | Instron 75 Remittance Dr. Suite 6826 Chicago, IL 60675-6826 | Instron - division of ITW Ltd. Coronation Road High Wycombe Buckinghamshire HP12 3SY, UK |
| Accounts Receivable           | +1 781 575 5536 | +44 1494 456620 |

**Human Resources**

<p>| Number of Employees (by region) | 400 | 406 |
| Number of Inspection, Test and QA Personnel | 10 | 21 |
| Total Number | Approximately 1,200 employees worldwide |</p>
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<tr>
<th>Affiliations</th>
<th>Norwood</th>
<th>High Wycombe</th>
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<tr>
<td>US Contractor License</td>
<td>Instron® - division of ITW is a licensed contractor in all US states</td>
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<tr>
<td>US Associated Business Contractors</td>
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<tr>
<td>Union Affiliation</td>
<td>No affiliations with unions or signatory to any collective bargaining agreements</td>
<td>No affiliations with unions or signatory to any collective bargaining agreements</td>
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<tr>
<td>Site Statistics</td>
<td>108,000 square feet, 2-story modern factory/office building</td>
<td>7 acres comprising 140,000 feet, 2-story modern factory/office building</td>
</tr>
<tr>
<td>Product Safety</td>
<td></td>
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</tr>
<tr>
<td>Chief Product Safety Officer</td>
<td>Jon Wyman</td>
<td>David Walker</td>
</tr>
<tr>
<td>CE Signatory</td>
<td>Jon Wyman</td>
<td>Timothy Palmer</td>
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<td>OSHA/COSHH/Safety Information</td>
<td>Contact Human Resources at +1 781 575 5269</td>
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<tr>
<td>COSHH (UK)</td>
<td>Contact the Health &amp; Safety Manager at: +44 1494 456050</td>
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### General Global Directory List

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<th>Corporate Legal Entity</th>
<th>Turin</th>
<th>Singapore</th>
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<tbody>
<tr>
<td><strong>Address</strong></td>
<td>ITW TEST and MEASUREMENT ITALIA S.r.l. - INSTRON CEAST DIVISION. Via Airauda 12 - 10044 - Pianezza - (TO) - Italia</td>
<td>3A International Business Park, ICON @ IBP, #06-16 Singapore, 609935</td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td>+39 011 9685511</td>
<td>+65 6774 3188</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>+39 011 9662902</td>
<td>+65 6774 1837</td>
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<tr>
<td><strong>Tax Registration #</strong></td>
<td>Partita IVA 0046899015</td>
<td>M2-0092299-9</td>
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<td><strong>Registration #</strong></td>
<td>EIN : 36-1258310</td>
<td>199001582R</td>
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<tr>
<td><strong>CAGE Code</strong></td>
<td>80160 Established 11/04/74, Last Updated 01/19/99</td>
<td>80160 Established 11/04/74, Last Updated 01/19/99</td>
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<td><strong>SIC Code</strong></td>
<td>38 29 Measuring and Controlling Devices: 3826 Analytical Instruments</td>
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<td><strong>NAICS No.</strong></td>
<td>June 19, 1961, Delaware: 3345194100</td>
<td>June 19, 1961, Delaware: 3345194100</td>
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### Payment Information

<table>
<thead>
<tr>
<th>Banking and Credit References</th>
<th>Bank INTESA Sanpaolo</th>
<th>DBS Bank, Singapore</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remit Payments To</td>
<td>ITW TEST and MEASUREMENT ITALIA S.r.l. - INSTRON CEAST DIVISION. Via Airauda 12 - 10044 - Pianezza - (TO) - Italia</td>
<td>DBS Bank, Singapore</td>
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<tr>
<td>Accounts Receivable</td>
<td>+39 011 9685511</td>
<td>+65 6586 0832</td>
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### Human Resources

<table>
<thead>
<tr>
<th>Number of Employees (by region)</th>
<th>80</th>
<th>24</th>
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</thead>
<tbody>
<tr>
<td>Number of Inspection, Test and QA Personnel</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Total Number</td>
<td>Approximately 1,200 employees worldwide</td>
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</tr>
<tr>
<td>Affiliations</td>
<td>Turin</td>
<td>Singapore</td>
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<tr>
<td>----------------------</td>
<td>--------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Employers Association</td>
<td>IFOIOM - CGIL Torino</td>
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<tr>
<td>Union Affiliation</td>
<td>Unione Industriale AMMA</td>
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<tr>
<td>Site Statistics</td>
<td>Site: 30.118 square feet, Factory/office Building</td>
<td>Site: 7,000 square feet, part of 12-story building</td>
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<tr>
<td>Product Safety</td>
<td>Chief Product Safety Officer: Massimo Nadalin</td>
<td>CE Signatory: Stefano Vergano</td>
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<tr>
<td>Miscellaneous</td>
<td>EDI: —</td>
<td>CAD System: Solid Edge</td>
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<td></td>
<td>CAD System: Solid Work 2009 for 3D, Auto Cad 2005 for 2D</td>
<td>CAD System: Solid Edge</td>
</tr>
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</table>
Global Support Local to You

Instron® has a global infrastructure that is local to you and remains committed to being the leader in mechanical testing instrumentation. Please contact a local service office to determine the availability of the services outlined in this brochure for your location.

For additional country contacts visit go.instron.com/locations

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