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		QUALITY SYSTEM MANAGEMENT


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00	07/04/08	First issue
01	07/06/10	Review for adjustment to UNIISO/TS 16949:2009 and UNI ISO 9001:2008
02	15/05/15	Introduced Supplier Quality Level paragraph 6.20
03	07/09/17	Updating to alla IATF 16949:2016
04	15/06/20	Updating to EN9100:2018
05	20/10/21	Added section 6.25 and updated final note
06	23/05/24	Modified section of quality targets

ISSUED	VERIFIED	APPROVED
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Date : 23/05/2024	Date : 23/05/2024	Date: 23/05/2024

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1. PURPOSE

The purpose of this procedure is to establish the supply terms between ELETTROSUD and the Supplier concerning to the Quality of Supplies in compliance with the specifications. What established in it has to be considered an integral part of purchasing general terms and its acceptance is essential for the preservation of the business relationship.

The Supplier has to guarantee that its Quality Management System and the productive process fulfil those requirements herein formalized, in order to ensure the whole compliance of the product with the specifications and the technical requirements established during the contractual phase by the order issue.

The Supplier of ELETTROSUD accepts the regulations about the Quality requirements of the supplies here below mentioned at the acceptance of the supply order.

2. APPLICATION FIELD

This procedure is applicable to all the Suppliers of ELETTROSUD s.r.l. considered strategic for quality, they are mentioned in the Supplier List; the Suppliers, who aren't in the list yet, have to carry out in any case the below mentioned activities in order to be included.

3. REFERRED DOCUMENTS AND REFERENCES

- UNI EN ISO 9001
- IATF 16949
- UNI EN 9100
- Quality Handbook

4. TERMS AND DEFINITIONS

Consider the definitions mentioned in the above said rule **UNI EN ISO 9000**

5. RESPONSABILITIES

It's a primary responsibility of Elettrosud Purchasing dept. to guarantee that this procedure is applied correctly by all Suppliers, who can avail himself of Quality System Assurance Responsible cooperation for audits at Suppliers, if necessary, for the correct fulfilment of all the due activities.

6. OPERATIVE CONDITIONS

6.1 TECHNICAL DOCUMENTATION PROVIDED BY ELETTROSUD


The Supplier has to guarantee the internal distribution and the updating of the technical documentation provided by ELETTROSUD, and when necessary, making it available on its utilization site; besides he has to update his own documentation (checking plans, manufacturing cycles, procedures) if the technical changes requested by ELETTROSUD impact on this last one.

The registration, the updating and the distribution of the technical documentation provided by ELETTROSUD have to be proved through a register entered by the supplier, which has to be available if requested by ELETTROSUD.

6.1.1 Technical documentation requested to the Supplier

The Supplier has to issue, at the beginning of the supply relationship, a Declaration of Conformity in compliance with CE 2000/53 requirements and the entering into IMDS system on the composition of each chemical substance of the products supplied to ELETTROSUD.

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To the supplier of ELETTROSUD is given the responsibility to inform and involve all his sub-suppliers and, besides, is assigned the guarantee of the completeness and correctness of the data entered into IMDS system.

At each supply must send a declaration of conformity of the product by the supplier with a document attached to the delivery note or declaration included in the delivery note itself.

6.2 FEASIBILITY

The Supplier, acknowledging the order sent by ELETTROSUD, engages himself to manufacture the product in compliance with the provided specifications, any technical changes have to be required in writing, before sending the offer and, however, they have to be approved by ELETTROSUD Purchasing dept. The Supplier has to prepare the manufacturing cycle suitable to the product to make, this one has to be available to ELETTROSUD whenever he asks for it for any approval.

6.3 PLANNING OF THE REALIZATION OF THE PRODUCT (APQP)

The Suppliers of parts of drawing, sub-assemblies or assemblies, have to plan the hereafter activities, in terms of input, level of advance/realization and output. For the activities “not applicable”, this no applicability has to be justified in writing.

ELETTROSUD reserves the right to audit at the Supplier the contents of the reports.

APQP activity is formally requested for the new projects and for the changes of those ones still in progress; the project resp.le of ELETTROSUD will consider for each business the impact and the application both for ELETTROSUD and for Suppliers.

6.4 FMEA OF PROCESS AND INSPECTION PLAN

When expressly required, in PPAP the documentation has to be developed by all Suppliers for those key or critical characteristics.

6.5 PLANNING OF MANUFACTURING EQUIPMENT

The supplier cannot choose the kind of equipment necessary to realize the product (when these ones aren't expressly established by ELETTROSUD), but he has to prove the appropriateness of the same, detecting the process capability with statistical methods (Cp-Cpk, Cm Cmk , SPC ecc.).

As regards the manufacturing equipment owned by ELETTROSUD and in possession of the Supplier, this last one will take care of their appropriate preservation and maintenance, in order to guarantee the initial adequacy.

In case of uncapable process, the supplier will have to inform immediately ELETTROSUD, in order to agree the corrective actions to implement.

6.6 PLANNING OF THE INSPECTIONS ON MANUFACTURING PROCESS


The Supplier has to develop an inspection plan or control plan that includes all the characteristics of the process or of the product considered essential for the quality, this has to be approved by ELETTROSUD and updated to each technical change of the product. The inspection plan has to be carried out also for the materials and components supplied by ELETTROSUD.

The due inspections can be both for attributes and for variables and the result of these ones has to be entered and registered.

6.7 SUB-SUPPLIES

The Supplier should put in act a system of sub-supplies management and of inspection of the product supplied to him according to what is mentioned in this document.

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In phase of defining the inspection plan, the supplier should remark any expected inspections at his sub supplier, the change of the supply or the replacement of the same one should be notified to ELETTROSUD.

6.8 INSPECTION EQUIPMENT AND REFERRING SAMPLES

The Supplier has to arrange all the means of inspection and test tooling that are necessary for the carrying out of the tests and checks listed in the inspection plan; besides, he has to guarantee the efficiency and calibration of the same ones through a scheduled inspection plan and proper instructions of checking and calibration.

If the Supplier doesn't arrange the suitable means to check all the characteristics expected in the inspection plan, he can rely on external recognized laboratories (i.e. LAT – ISO - etc.).

ELETTROSUD can give in allowance of use also the inspection and test equipments necessary to the supplier, in this case, except other contractual provisions, the checking and calibration of these equipments results to be at charge of this last one.

ELETTROSUD can approve also some samples useful to Supplier for the product inspection, in this case the Supplier should have a system of management of the same ones, in order to guarantee a proper preservation in times and a constant updating following to technical changes both of the product and of the process.

6.9 COLLECTING AND PACKING EQUIPMENT

The choice of a packing equipment can have a relevant effect on the quality of the product, therefore the Supplier is responsible to propose an adequate packing or pick up equipment, in order to guarantee that the product reach the site of utilization without any damage.

The packing has to be agreed between ELETTROSUD and the Supplier before start up delivering, any change should be authorized by ELETTROSUD Purchasing dept.

At charge of the Supplier is also the preservation and the inspection of packing suitability, at any rate of ELETTROSUD property but given in allowance of use. In case on delivery notes result lost some pick up equipment or containers of ELETTROSUD property, this last one will have the faculty to charge all costs to the Supplier.

6.10 IDENTIFICATION OF THE PRODUCT

The Supplier has to arrange a system that guarantees:

- The identification of the raw materials and of the semi-manufactured in stock in their warehouses.
- The distinction of the conform product from the not conform one
- The determination of the final product already in free pass ready to be shipped

At the shipping time, the supplier should put on the material an identification card duly filled in accordance with standard "Odette" or similar, which contains however the following information:


- Product reference or number of drawing provided by ELETTROSUD
- Product description
- Index of change and date
- Batch number
- Manufacturing date
- Reference of the document of transport (Delivey Note)
- Quantitty or weight (according to material typology)

6.11 CHANGES ON PRODUCT

The Supplier can't make any kind of change on the product or on the process that hasn't been before authorized by ELETTROSUD with PPAP approval.

The Supplier who, because of his internal need, wants to propose some technical changes, these ones should be forwarded in writing to Technical and Quality dept. enclosing all tests and samples necessary to

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qualify the changed product, just like it had been done for the product before changing implementation. The introduction of any kind of changes (both those ones proposed by the Supplier and accepted by ELETTROSUD and those ones required directly by this last one) should be notified fixing proper labels on the boxes containing the changed material, that should mention as follows: :

- Changed product
- index of change and date

the same information has to be written also in the delivery notes and in the declaration of conformity relative to the first batch of the changed material

The Supplier has to arrange in his plant a system of identification and recording to determine the date of the introduction of the product/internal process changes, which allows also to trace any introduction of changes that involve their own sub suppliers.

6.12 DEROGATIONS RELATIVE TO TECHNICAL SPECIFICATIONS

If the Supplier detects non conformities relative to the expected technical specifications, this one should ask for approval to ELETTROSUD Quality, mentioning in writing the following information:

- number of drawing or reference and description of the product
- kind of scostamento of the characteristic from the specification
- quantity of product involved and shipping time of the supply subject to derogation, only after approval of his request by ELETTROSUD the Supplier can deliver the material identifying it with a proper label mentioning as follows::
- material in derogation
- authorization reference N°
- date of derogation validity

6.13 REGISTRATION AND PRESERVATION OF CHECKING AND TESTING RESULTS

The Supplier has to keep an adequate system of results registration, obtained applying specific checks in his own manufacturing and providing to preserve these registrations for all the appointed time:

- 15 years for the security products and subjected to legal restrictions
- 3 years for all other products

the Supplier will have anyway to take action also with his own sub-suppliers, assuring that they preserve at the same way the characteristics produced by them. All documentation will have to be at ELETTROSUD disposal on demand.


6.14 TRACEABILITY

As regards those products for which ELETTROSUD is bound contractually with the Customer in order to guarantee the traceability of the product (from the batch number of the final product to the raw material, to all the realized checks), also the Supplier has to guarantee his traceability, and he has to guarantee even for the products of the sub-suppliers.

6.15 PROTOTYPE SAMPLING

ELETTROSUD can ask to the Supplier for a delivery of products in advance compared to the equipment of the series, in order to verify the conformity of the project or the assembly on overall.. These samples, therefore, can be realized also with undefinitive toolings, or anyway different from those ones of series. It's the Supplier responsibility to verify the conformity of the product according to the technical specifications, and point out in the quality and conformity certificates of the product any dissimilarities.

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6.16 SAMPLING FOR APPROVAL

ELETTROSUD Purchasing dept., assigned a new product in the order, ask for PPAP documentation that for default is fixed to level 3; if the supplier for his own internal procedure doesn't issue PPAP level 3, he's required preventively to communicate it.

It will be Supplier care to verify the complete conformity of the product to the technical specifications before sending the samples to ELETTROSUD.

It's ELETTROSUD faculty to assist, on demand, to the manufacturing of the pre-series batch and to the samples check directly at the Supplier. The Supplier is required to guarantee the conformity of the products to the technical specifications both in phase of starting up and in the different samples for approval coming from the changes.

6.17 QUALIFICATION OF THE MANUFACTURING PROCESS

As regards the special processes realized at the suppliers ELETTROSUD, apart from the approval of the initial samples, asks also for an additional documentation that proves the qualification of the manufacturing process through specific training of the personnel, certification of components and material utilized, monitoring of the process parameters, destructive trials and non. When required by ELETTROSUD, it can be taken into consideration an audit at the Supplier to qualify the process in compliance with the evaluation rules, nationally and internationally recognized. (i.e. Anfia).

6.18 SUPPLY APPROVAL AND PRODUCTION START UP

The Supplier can start up production and send the first batches only after receiving the positive acceptance by ELETTROSUD, with the approval of the required documents.

Any non conformity detected by ELETTROSUD during the check of the supplied samples, will be directly communicated to the supplier, the Supplier in this case should immediately take action in order to remove the causes that have generated the non conformity, and send an action plan to ELETTROSUD within 15 days or in a different way, if agreed between ELETTROSUD and the supplier.

6.19 PRODUCTION IN SERIES


The Supplier should send the batches of checked products and in compliance with the drawing specifications.

He should send, according to the required frequency, to ELETTROSUD Quality statistical processing (Cp and Cpk) about the special characteristics of the product and of the productive process.

If particularly required by ELETTROSUD Quality, each manufacturing batch should be sent with a declaration of conformity, which assures that the supplied product is in compliance with the supply specifications.

The Supplier is required to preserve and keep at ELETTROSUD disposal, adequate recording of the controls and tests realized on products and on toolings, and of interventions and calibrations on testing and manufacturing equipment. .

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6.20 REQUIRED LEVEL OF QUALITY

The ELETTROSUD it requires its suppliers the quality levels necessary to meet customer requirements; it therefore requires:

Expected supply quality level with zero returns, "0" ppm

Acceptable supply quality level with returns of max 50 ppm without incurring a penalty on VR

The logistics service equal to 100% (see indicator logistics)

Implementation and certification of the Quality System according scheme ISO9001 and if required by the customer according to IATF 16949

6.21 INCOMING GOODS INSPECTION

ELETTROSUD reserves the faculty to inspect each delivered batch/material to verify the conformity of the products to quality requirements pointed out in the specifications.

The control will be made on a random sample, representative of the batch, in accordance with the National and International Regulations, except in the case in which it's differently stated in the purchasing specification.

6.22 NON CONFORMITY

The non conformities detected by ELETTROSUD, if they don't occur much more serious sanctions, implies return of the rejected batch and the charge of the extra costs supported.

After receiving ELETTROSUD Quality Inspection notification, the Supplier is required to put in act immediately all the necessary measures in order to restore the Quality level of the product within the fixed limits.

The Supplier should declare in writing, to Quality ELETTROSUD, the clauses of the detected Non Conformity and the taken measures, any improvement plans will be agreed with ELETTROSUD.

As concerns the non-conform batch/material ELETTROSUD can:

- ask for Supplier intervention to sort in his plant the non conform products;
- make a sorting on the manufacturing lines, if it's necessary;
- making it useable with any supplementary manufacturing;
- return it to the Supplier.

The charge of the costs supported for its use, as well as those ones for stop line and for sortine, are to be agreed preventively between ELETTROSUD Purchasing dept. and the Supplier.

Thei will be completely reinvoiced to the Supplier, even all the charges sent by the final Customer to ELETTROSUD, when these ones are to assigned to supplies of non conform material.

To the Supplier will be notified all the non conformities detected on the products, even if the batch has been accepted.


In the case of Anomalies or Non Conformities, detected both in phase of the material acceptance and during its use in the productive process, the Supplier, immediately informed, shall have the responsibility to replace wholly or a part of the non conform batch within the deadline and terms fixed by ELETTROSUD.

After serious anomalies detected by Quality, ELETTROSUD can decide urgent interventions to restore the quality level of the Supplier, to realize through technical verifications at the Supplier's plant.

In this site, they have to taken into exam and estimate the causes which generated the anomalies and will take the measures necessary to solve them. It's understood that ELETTROSUD, in any moment, has the faculty to verify at the Supplier the issue terms of the purchased product and its compliance with the specific requirements.

This is valid also for ELETTROSUD Customer, if expressly required.

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6.23 MONITORING SUPPLIERS QUALITY PERFORMANCE

All the non conformities both of quality and of service are monitored by ELETTROSUD in order to keep under control the Supplier performances. Even the incoming goods quality inspection differs according to Supplier reliability.

6.24 AUDIT AT THE SUPPLIER FACILITY

The Supplier has to be willing to let both ELETTROSUD and his Customers audit his own product and process, this doesn't relieve him of the responsibility to supply conform products, or excludes their probable rejection by Customer.

6.25 ETHICAL BEHAVIOR OF THE SUPPLIER

This Code of Ethical Behavior defines the basic principles to which the suppliers of goods and services of the ELETTROSUD Group must comply with regard to their responsibilities towards their stakeholders and the environment. ELETTROSUD Group reserves the right to make reasonable changes to the requirements established in this Code of Ethical Conduct following changes in the Compliance program. In this case ELETTROSUD Group expects the supplier to apply these reasonable changes.

The Code of Ethics for ELETTROSUD Group suppliers is an integral part of the purchase contracts and constitutes a prerequisite for all future collaborations and therefore the suppliers themselves, accepting the purchase orders that the ELETTROSUD Group sends, implicitly accepts the following conditions:

Compliance with Laws

- comply with the laws of the legal systems applicable from time to time.


Prohibition of corruption

- not to admit or engage in any form of corruption, including payments or other forms of benefits conferred on public officials in order to influence decisions contra legem.

Respect for the fundamental human rights of employees

- promote equal opportunities for its employees, as well as fair treatment of the same, regardless of skin color, race, nationality, social background, disability, sexual orientation, political or religious belief, gender or age;
- respect the personal dignity, privacy and rights of each individual;
- refrain from hiring or making someone work against their will;
- not admit any unacceptable treatment of employees, such as mental cruelty, sexual harassment or discrimination;
- prohibit any behavior that is sexually offensive, coercive, threatening, abusive or exploitative, including gestures, language and physical contact;
- provide adequate remuneration and ensure the mandatory national minimum wage in force;

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- comply with the maximum number of working hours established by the applicable regulations;
- recognize, as far as legally possible, the right of free association of employees and not to support or discriminate against members of employee associations or trade unions.

Prohibition of child labor

- Do not hire workers under the age of 15 or, in countries subject to the derogation for developing countries of ILO Convention 138 (International Labor Organization), do not hire workers under the age of 14.

Employee health and safety

- take responsibility for the health and safety of employees;
- keep the dangers under control and take the most appropriate precautionary measures against accidents and occupational diseases;
- offer training activities and ensure that employees are informed about health and safety issues;
- set up or use a worker health and safety management system according to the OHSAS 18001 standard or equivalent system.


Environmental protection

- act in compliance with statutory and international regulations on environmental protection;
- minimize pollution and make continuous improvements to protect the environment;
- establish or use an environmental management system in accordance with the ISO 14001 standard or equivalent system.

Supply chain

- endeavor to promote compliance with this Code of Ethical Behavior among its suppliers;
- comply with the principles of non-discrimination regarding the selection and treatment of suppliers.

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QUALITY SYSTEM MANAGEMENT	QUALITY AND SUPPLY GENERAL TERMS OF THE SUPPLIED PRODUCT	Ed. 01 – Rev. 06 del 23/05/24 SEZ. 8.4

NOTE:

On the purchase order is mentioned the following remark:

(IT) – CONDIZIONI GENERALI DI FORNITURA

Le nostre condizioni generali di fornitura sono pubblicate sul sito <http://www.elettrosud-group.com/suppliers-area>.

Qualsiasi esclusione deve essere esplicitamente concordata e confermata da parte di Elettrosud.

L'accettazione dell'ordine comporta implicitamente accettazione delle nostre condizioni di fornitura.

E' richiesta dichiarazione di conformità del prodotto fornito ad ogni spedizione.

(EN) – GENERAL CONDITION OF SUPPLY

Our general conditions of supply are published on the website <http://www.elettrosud-group.com/suppliers-area>.

Any exclusion must be explicitly agreed and confirmed by Elettrosud.

The acceptance of the order implicitly implies acceptance of our supply conditions.

A declaration of conformity is required for the product supplied with each shipment.

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