

ALUCROM

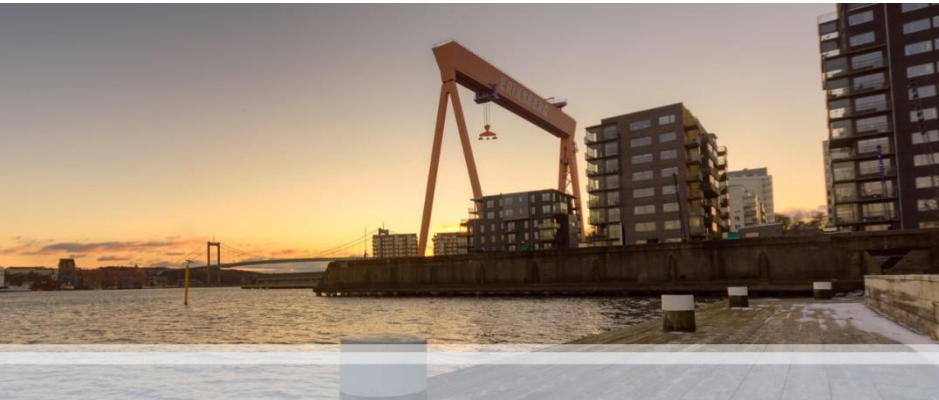
SUPPLIER QUALITY ASSURANCE MANUAL (SQAM)



Document prepared by: Magdalena Czyjt-Mierzwa/ Dział Zakupów
ALUCROM

Date: 19.09.2022

Revision: 3



ALUCROM'S PURCHASING MISSION AND VISION

We specialise in corrosion protection of steel components for industry. Shot-blasting and painting is our speciality. **The Purchasing Department** plays a major role in the efficiency of our businesses.

Our knowledge, experience and applied technologies are derived from a combination of the knowledge and practice of specialists from Poland, Sweden and Finland. The standards of our processes ensure that we achieve the best economic and quality results while maintaining strict safety and environmental standards.

Building on its own experience and that of our Swedish and Finish partners, **ALUCROM** continues to develop its production capacity and fulfil orders for the local and international markets. With us suppliers have the opportunity to develop and implement new technologies and procedures.

ALUCROM is a member of the Scandinavian-Polish Chamber of Commerce, bringing together representatives of the main Scandinavian economic sectors.

The role of **ALUCROM's** Purchasing Department is to build a base of proven business partners who will operate according to the highest standards and principles of the global service industry. We offer full support to each Supplier. We expect transparency in cooperation, we will not accept dishonesty and disrespect for the environment and human rights.

granitor



Relationship



Ethical practice



Communication



Effective performance



Environmentally friendly

Table of contents

1.	GENERAL REQUIREMENTS AND DEFINITIONS.....	4
1.1.	CODE OF CONDUCT	4
A.	GENERAL.....	4
B.	BUSINESS PARTNER CODE	5
C.	HUMAN RIGHTS.....	7
D.	LABOUR	7
E.	ENVIRONMENT	8
F.	ANTI-CORRUPTION	8
G.	COMPLIANCE AND CHECKS	8
1.2	SUPPLIER QUALITY AND ENVIRONMENTAL REQUIREMENTS	10
2.	KNOWLEDGE AND COMPETENCE OF THE SUPPLIER.....	10
3.	SUPPLIER MANAGEMENT.....	10
3.1.	SUPPLIER STATUS	10
3.2.	SUPPLIER AUDIT	101
3.3.	SUPPLIER SELECTION AND RATING	102
4.	QUALITY MANAGEMENT	12
4.1.	APQP PROCESS, PSCR	162
4.2.	PPAP REQUIREMENTS	163
4.3.	QUALITY, LEGAL REQUIREMENTS FOR TRANSPORT AND PACKAGING	163
4.4.	SUPERVISION FOR CHANGES.....	164
4.5.	REPORTING QUALITY PROBLEMS AND CORRECTIVE MEASURES.....	164
4.6.	DATA RETENTION PERIOD	16
5.	TECHNICAL ISSUES.....	17
5.1.	SUPPLIER'S ORGANISATION	17
5.1	WARRANTY CONDITIONS AND COSTS OF RECOVERING AMOUNTS	17
5.2	IMPLEMENTATION OF LESSONS LEARNED	18
5.3	TECHNICAL SUPPORT.....	18
5.4	WARRANTY CONDITIONS, CONDITIONS AND COSTS OF RECOVERING AMOUNTS DUE.....	18
5.5	REGULATION (EC) NO 1907/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL	
	18	



1. GENERAL REQUIREMENTS AND DEFINITIONS

1.1. CODE OF CONDUCT

A. GENERAL

Alucrom acts within Granitor Group. Granitor's vision is a better future where we contribute to creating a community where people can live, grow and prosper. Economic success and good corporate citizenship are integral objectives for Granitor. Accordingly, responsible and ethical behaviour towards employees, business partners, society and the environment are integral parts of our company's value system. Compliance with the law and legislation in our business operations is very important to us. We want Granitor's commitment to be reflected also in the relationships we maintain with our Business Partners. This Code of Conduct for Business Partners sets out Granitor's standards and expectations in relation to key areas of corporate responsibility. The continuation and further development of successful business relationships depend to a large extent on a shared commitment to business conduct and social responsibility. Our aim is to work with our Business Partners in our joint efforts to ensure compliance with our requirements. We expect all Business Partners to share our commitment to responsible and ethical business conduct. The Granitor Code of Conduct for Business Partners is based on our Granitor Code of Conduct which reflects the principles of international standards for responsible corporate governance. These include for example the United Nations (UN) Global Compact and labour and social standards at the international level - the International Labour Organisation (ILO).

Business Partners for the purposes of this Code of Conduct include all third parties who act for, on behalf of or together with Granitor. These include among others suppliers, project partners, consultants, agents, subcontractors, minority shareholders and sales representatives.

B. BUSINESS PARTNER CODE

Our Business Partners shall comply with the applicable law at local, national and international levels.

Compliance with all applicable laws and regulations is very important to us and we also expect this attitude from our Business Partners. This is the only way in which a long-term business relationship based on trust and partnership can be ensured. All Business Partners should be familiar and comply with the laws, regulations and guidelines that apply to their activities conducted for, together with or on behalf of Granitor. In certain countries, business or market areas, stricter rules than those described in this Code of Conduct may apply. In such cases the stricter rules should be applied. Our Business Partners shall comply with foreign trade regulations. National and international laws regulate the import, export and domestic trade in goods, technologies or services, the handling of certain products and the movement of capital and payments. Adequate procedures should be in place to ensure that transactions with third parties do not violate applicable economic embargoes or trade regulations, import and export controls or anti-terrorist financing laws or any other such laws/restrictions applicable from time to time in any relevant jurisdiction. It is the obligation of the Business Partner to keep himself updated on any and all new regulations/restrictions introduced.

Our Business Partners shall condemn all forms of fraud and other dishonest behaviour towards Granitor and third parties.

Any form of fraud (e.g. fraud, embezzlement, theft, misappropriation, tax evasion or money laundering) is prohibited, whether involving Granitor's assets or those of third parties.

Our Business Partners shall comply with applicable antitrust and competition law.

Our Business Partners are committed to fair and unrestricted competition as a fundamental element of a free economy. They refrain from entering into restrictive agreements with competitors, suppliers, distributors, retailers and customers as well as from restrictive market practices. This includes, but is not limited to, agreements with competitors about prices, agreements about market allocation by customers or regions with competitors, exclusions, as well as the unlawful exchange of competitively sensitive information with competitors.

Our Business Partners shall comply with applicable laws and rules when collecting, storing, processing and transferring personal data and information.

When collecting, storing, processing or transferring personal data (e.g. name, address, telephone number, date of birth, health information or other information that is defined as personal data under applicable data protection legislation) concerning employees, customers or other third parties, our Business Partners make every effort and maintain strict confidentiality while complying with applicable laws and rules.

Our Business Partners shall conduct their business, keep records and perform financial reporting with integrity.

Business transactions, assets and liabilities will be recorded, documented and archived in accordance with legal requirements and international accounting practice. Documents relevant to financial reporting must not knowingly contain erroneous or misleading entries. Any manipulation of the balance sheet is prohibited.

Our Business Partners shall disclose potential or actual conflicts of interest and resolve them as quickly as possible.

Business Partners who are affected by a potential or actual conflict of interest in their dealings with Granitor, or any relevant third party, are required to disclose and resolve it immediately.

Our Business Partners shall protect confidential information from unauthorised disclosure and misuse, just as they shall protect Granitor's reputation when making public statements.

Our Business Partners shall ensure that confidential information and data is carefully stored, that information is not passed on or made available to unauthorised persons and that it is used only for agreed business purposes. Discussing confidential information in public and social media or unauthorised disclosure of information about Granitor or its customers to third parties, such as the media or competitors, shall constitute a breach of confidentiality and may also constitute a breach of antitrust laws.

Our Business Partners shall use the information provided to them by Granitor solely for the purpose of performing their tasks in providing services to Granitor and protect it from internal and external misuse.

Sensitive information is regularly used and processed by IT systems as part of day-to-day operations. This requires appropriate security measures (processes, approved technologies and licensed software) to protect intellectual property and personal data. Ignoring appropriate security measures can lead to serious consequences such as data loss, identity theft, copyright infringement or violation of applicable data protection laws. Our Business Partners agree to use the information provided by Granitor only for the purpose of fulfilling their contractual obligations and not for their own or personal purposes, or for unethical or illegal activities. It is the responsibility of our Business Partner to ensure that all necessary measures are taken to guarantee the security of sensitive information and to protect it from internal and external misuse and threats. Sensitive information provided by Granitor that is no longer needed by the Business Partner should be returned or destroyed as instructed by Granitor.

C. HUMAN RIGHTS

Our Business Partners shall respect and support the protection of universally recognised human rights and make sure that they are not complicit in their violation.

Our Business Partners support the principles of the Universal Declaration of Human Rights, the UN Global Compact and the ILO Core Labour Standards.

Our Business Partners shall provide a working environment that does not allow discrimination.

Our Business Partners do not tolerate any form of discrimination or physical or verbal harassment on grounds such as - but not limited to - race, gender, skin colour, national or social origin, religion, age, disability, sexual orientation, political views or any other status that may involve exposure - wherever the workplace is located. Our Business Partners maintain respectful and dignified relationships with their employees, free from harassment, intimidation and bullying.

Our Business Partners shall not tolerate sexual harassment in the workplace.

Our Business Partners do not tolerate sexual harassment in the workplace - regardless of where it is located. Sexual harassment refers to conduct of a sexual nature that violates the rights of an employee or a job applicant. This can include unwanted physical touch and contact, unwanted advances, derogatory jokes about a person's sex, comments about appearance, unwanted stares and pornographic images. It is up to the person who is exposed to decide whether the behaviour is undesirable or not.

D. LABOUR

Our Business Partners shall not use or tolerate forced or child labour.

Our Business Partners also do not tolerate forced labour, i.e. any work or service that is coerced from any person under threat of punishment and to which the person has not volunteered, modern forms of slavery and human trafficking for labour. Our Business Partners do not tolerate child labour within the meaning of ILO Conventions 138 and 182 and national legislation.

Our business partners shall comply with statutory regulations on fair working conditions and allow their employees to speak freely without fear of reprisals.

Our Business Partners comply with statutory regulations on fair working conditions, including those on remuneration, working time and the protection of privacy. Furthermore, our Business Partners recognise the right to freedom of association and collective bargaining in accordance with applicable laws and regulations. Our Business Partners do not tolerate attempts to intimidate or retaliate against employees who report actual or suspected misconduct in good faith. Our Business Partners ensure that their employees can confidentially report potential compliance violations.

Our Business Partners shall protect the health and safety of their employees in the workplace.

Our Business Partners ensure a healthy and safe working environment for their employees - regardless of where the work is carried out - by complying with occupational health and safety regulations and rules. It is a general obligation in all companies to proactively assess the risks associated with their operations.

Our Business Partners shall not tolerate representatives under the influence of intoxicants.

Our Business Partners do not tolerate their representatives being under the influence of alcohol and intoxicants while on duty. When off duty, representatives must always take into account local regulations and customs.

E. ENVIRONMENT

Environmental and climate protection and the responsible use of natural resources are important parts of our Business Partners' responsibility towards the environment and society.

Our Business Partners comply with the applicable environmental regulations, in particular with regard to the environmental protection associated with their operations and products. We expect our Business Partners to source and use natural resources responsibly.

F. ANTI-CORRUPTION

Our Business Partners shall condemn all forms of corruption and bribery.

Our Business Partners disassociate themselves from all forms of active and passive corruption, irrespective of whether it involves public officials or occurs in business dealings. Corruption, bribery, cartels and similar activities distort markets and impede economic, social and democratic development. Our Business Partners grant benefits (e.g. invitations or gifts related to publicity measures, donations or sponsorships) only to the extent permitted by applicable national anti-corruption laws or internationally accepted practice.

G. COMPLIANCE AND CHECKS

Our Business Partners shall guarantee that this Code of Conduct for Business Partners is implemented and adhered to in the contractual relationship with Granitor.

Our Business Partners guarantee to comply with the minimum standards of this Code of Conduct for Business Partners in their contractual relationship with Granitor and in any business relationship with third parties that originate from Granitor. To this end our Business Partners communicate the values and principles of the Granitor Code of Conduct for Business Partners to their employees and, where applicable, to subcontractors who perform activities for Granitor and strive to ensure compliance.

Our Business Partners shall use their best endeavours to ensure that their Business Partners whom they have appointed to work for or on behalf of Granitor, are familiar and comply with the minimum requirements of this Code of Conduct for Business Partners.

As the minimum standards of the Granitor Code of Conduct for Business Partners should be adhered to throughout the entire value creation chain, our Business Partners shall inform third parties they appoint in the course of their activities for Granitor (e.g. subcontractors, material suppliers and consultants) of this Code. Our Business Partners work to ensure that it is observed by their third parties in their contractual relationship with Granitor.

The Business Partner of Granitor is obliged to allow Granitor to audit the activities related to this Code.

The Business Partner of Granitor or any third party authorised by Granitor and reasonably acceptable to the Business Partner, is required to allow Granitor to audit the Business Partner's activities in relation to this Code in the presence of the Business Partner, including but not limited to the Business Partner's facilities and relevant extracts from books and records. At the request of the Business Partner the parties involved in such an audit will enter into a confidentiality agreement with regard to the circumstances disclosed during the audit.

Breaches of the Granitor Code of Conduct for Business Partners may result in Granitor taking appropriate action.

In the event of a suspected breach of the Granitor Code of Conduct for Business Partners, the Business Partner shall support any checks carried out by Granitor. In the event of a breach of the Granitor Code of Conduct for Business Partners Granitor reserves the right to respond in a manner appropriate to the seriousness of the breach. This includes, but is not limited to, requesting immediate remedy of the breach, claiming damages or terminating the contract. In the event of serious breaches, Granitor reserves the right to terminate the contract without notice.

*If you wish to report any of the above issues, please contact immediately:
ALUCROM's Purchasing Department
e-mail: zakupy@ALUCROM.pl*

1.2 SUPPLIER QUALITY AND ENVIRONMENTAL REQUIREMENTS

ALUCROM requires that each Supplier is ultimately certified in accordance with the current version of **IATF 16949**. A strategic Supplier qualified for the automotive industry should be **ISO 9001** certified.

In the absence of certification the Supplier must submit a Certification Plan. In addition, ALUCROM **recommends** having an up-to-date version of **ISO 14001** (the environmental management standard) and recommends having an up-to-date version of **ISO 45001** (the occupational health and safety management standard).

Certificates of conformity to these standards must be provided by accredited certification bodies. The relevant certificates shall be sent to zakupy@ALUCROM.pl. Accordingly, all Suppliers to ALUCROM are required to document and implement effective production, quality and management systems in line with these requirements (in their current version).

2. KNOWLEDGE AND COMPETENCE OF THE SUPPLIER

Suppliers shall define the key resources responsible for cooperation with ALUCROM. The Supplier's organisation should demonstrate knowledge and competence in at least the following areas: problem solving (e.g. 8D), APQP, PPAP/VDA2, VDA 6.3, PSCR. Suppliers should be able to demonstrate that those involved in working with ALUCROM have the necessary competence, training, education or experience.

3. SUPPLIER MANAGEMENT

3.1. SUPPLIER STATUS

All Suppliers to ALUCROM are required to document and implement effective production, quality and management systems.

3.2. SUPPLIER AUDIT

ALUCROM reserves the right to carry out quality and/or process management system audits with prior notification. To this end, access must be provided for ALUCROM's representatives and their customers (if required). The audit shall be carried out by a team of auditors in accordance with the agenda sent to the Supplier prior to the audit. The audit shall require the participation of persons responsible at the Supplier for specific functions. Upon completion of the audit the Supplier shall receive an audit report. If non-conformity is identified the Supplier is required to implement effective action and submit the action plan and evidence of implementation in writing to the Purchaser. In justified cases it may be necessary to carry out an additional on-site audit verifying the effectiveness of the actions taken by Suppliers.

3.3. SUPPLIER SELECTION AND RATING

Supplier selection shall be one of the key elements of a quality assurance system. For ALUCROM therefore it is not only the price that is key but also the quality of the goods or services provided.

Supplier selection takes place in two stages:

1st stage - the Supplier receives a letter of inquiry and a request to complete a supplier self-evaluation survey. After analysis of the submitted documents the Supplier may be rejected or proceed to the next stage.

2nd stage - an audit: "analysis of a potential" is carried out at the Supplier's location. If the Supplier gets a green or yellow light it is qualified. Suppliers with a red score are not qualified.

Supplier rating in series production is an important part of quality assurance management. Establishing Key Performance Indicators (KPIs) for sites allows us to objectively measure the level of quality, service and responsiveness that Suppliers provide us with.

Suppliers are monitored based on the following key indicators:

1. PPM (Part Per Million - one PPM means one defect/incident per million or 1/1,000,000 (to be calculated: for example, if there are 25 defective pieces in a shipment of 1,000 pieces. $25/1,000 = 0.025$ or 2.5% defectiveness; $0.025 \times 1,000,000 = 25,000$ PPM)) on an annual basis. Acceptable PPM level for Suppliers to ALUCROM: max. 25 PPM but the Supplier must strive to achieve 0 PPM.
2. On-time delivery - calculated as: number of deliveries on time/total number of deliveries*100%. The on-time delivery target is 100%.
3. Disruptions at the customer - calculated as the number of disruptions at the Purchaser's customer resulting from faulty delivery of goods/services or late delivery. The permissible level of disruptions is 0.
4. Special status - there are two levels of escalation: 1 and 2. The aim of the Supplier is to have no special status.
5. Warranty returns and recall campaigns - the Supplier is required to have no returns or recall campaigns.
6. Price - the stability of prices and their level in relation to the competition is taken into account
7. Quality of service - reaction to reported problems, technical support, competence, reliability (5 pts - no comments, 3 pts - single comments on delivery, supplier reacts to feedback, 1 pt - quality of service does not meet expectations, despite communication)
8. Quality and environmental certificate - rating based on the certificate held by the Supplier.

Supplier rating is calculated as the sum of the points obtained by the Supplier for the above-mentioned criteria. The rating shall be made available to Suppliers with score B and C. Within 30 days the Supplier must submit an action plan for unmet targets resulting from the rating and implement effective corrective actions.

4. QUALITY MANAGEMENT

4.1. APQP PROCESS, PSCR

ALUCROM's Purchasing Department monitors and manages Suppliers' products through APQP stages. APQP applies to goods/services purchased from all Suppliers supplying them to ALUCROM plants working with Customers in the automotive industry. APQP and PPAP progress and deadlines are managed. The Supplier is obliged to provide all required data to the dedicated Customer of ALUCROM.

The Supplier should nominate a Product Safety and Compliance Officer (PSCR) within their organisation. This person should have the appropriate competence. The details of this person (name, e-mail, telephone number) should be forwarded to the Purchaser. In the event that these are updated the Supplier should immediately inform the Purchaser of the change in the details.

4.2. PPAP REQUIREMENTS

It is mandatory that ALUCROM requires its Suppliers to approve the product and process for each new order for all types of paint (liquid and powder), hardeners and chemicals that are used in the standard production process.

Product and process approval is required in accordance with the AIAG PPAP Manual - Level 4. For selected projects VDA 2 approval may be required from the Supplier.

The PPAP must include:

- PSW
- Control plan
- Process flow diagram
- MSDSs
- MSA analysis
- results of process capability for special characteristics
- IMDS report
- FMEA (title page)
- Quality Certificate
- Test results (on sample plates) - confirmation of fulfilment of the Customer's requirements if the requirements were specified in the Order.

Every 12 months the Supplier is obliged to re-apply the product and process (so-called Requalification). At the request of the Purchaser this documentation will be made available by the Supplier. The scope of requalification is the same as for the PPAP.

4.3. QUALITY, LEGAL REQUIREMENTS FOR TRANSPORT AND PACKAGING

In the case of painting materials, transport and packaging conditions are decisive.

Storage and delivery conditions for painting materials:

1. Painting materials should be supplied in original, sealed packaging and stored and transported in accordance with the manufacturer's instructions and in such a manner as to ensure that their technical properties remain unchanged.
2. Each packaging must be marked with a label in Polish containing the following information:
 - name, address and telephone number of the Supplier
 - nominal quantity of the substance or mixture
 - product identifier
 - hazard pictograms
 - warnings
 - type of hazards
 - precautions

In addition, the following data must appear on the packaging:

- date of manufacture
 - expiry date.
3. The supply of painting materials must include:
 - Delivery note with ALUCROM's referenced order number
 - CERTIFICATE OF CONFORMITY for each batch in the delivery.


CERTIFICATION of products is required in accordance with the **EN 10204** standard, for which specific inspection is carried out (the manufacturer carries out specific tests, including: dimensional inspection, analysis of the chemical composition of the material, functional testing (e.g. tensile strength), tests of mechanical properties to check whether the products comply with the order requirements and whether the manufactured products comply with the specification; the scope of testing depends on the type of product being tested, the standards applicable to it and must be consistent with the arrangements specified in the order. A **3.1 inspection certificate** is required – it is a document in which the supplier declares that the delivered products comply with the customer's order. The certificate contains information on the test results from the specific inspection. The test results provided are in accordance with official or technical requirements and regulations and specified in the product specification. Additional test requirements must be specified in the order.

4. Painting materials (hazardous mixtures) should be stored and transported in accordance with the conditions specified in the safety data sheets and protected in such a way that they cannot be damaged, unsealed or overheated.

5. Materials transported improperly, used not in accordance with the transport conditions (overheated or frosted) with damage to the packaging caused during transport or storage, and materials delivered without the information listed in section 2 shall not be accepted at ALUCROM's warehouse and shall be classified as non-conforming and returned to the Supplier. If the non-conformity causes production downtime at ALUCROM, all costs shall be charged to the Supplier by ALUCROM.

6. Expiry date for the delivered goods has to be not shorter than 3 months, otherwise the goods delivered will be treated as non-conforming goods.

In the case of selected projects the Supplier may be informed of the need to meet additional requirements of the Purchaser's Customers resulting from the project. The Purchaser shall communicate the specific requirements for the Supplier in relation to

	F-C-PP-07-05 SUPPLIER QUALITY ASSURANCE MANUAL	Revision: 03
---	---	---------------------

the project in question.

The Supplier guarantees that the products sold to the Purchaser come from current production, are carefully manufactured, tested and that they meet the conditions required by the Purchaser with regard to the technical documentation, the standards and specifications set out in the order, legal and regulatory requirements in the country of their manufacture by the Supplier, in the country to which they are delivered.

4.4. SUPERVISION OF CHANGES

The Supplier shall inform ALUCROM in writing prior to making any changes, including but not limited to changes in the design, supplier, material, method, machinery, plant conditions, source of raw materials, production, process, location and packaging, etc. The change must be communicated in advance so that ALUCROM has time and the opportunity to properly prepare for the change.

The Supplier may not implement any changes to the approved product and process without ALUCROM’s written consent.

4.5. REPORTING QUALITY PROBLEMS AND CORRECTIVE MEASURES

When non-conformity of the delivered goods/services is detected ALUCROM’s Purchasing Department shall inform the Supplier by submitting a non-conformity report to the Supplier. The measures to be taken shall be determined by the person responsible for managing the Supplier’s problems. The Supplier should be contacted in order to reach a mutual agreement. The measures must comply with the following principles:

- guarantee of conformity of parts
- ensuring continuity of supply
- minimising the costs generated.

The Supplier is obliged to integrate as many in house measures as possible in order to reduce costs.

Problems with the delivered material shall be communicated to the Supplier by issuing an official complaint by the quality engineer or Purchasing Department. An 8D Report shall be required for each problem.

Measures within 24 hours:

Upon receipt of a Supplier Quality Problem Notification, the Supplier is obliged to take immediate containment measures to prevent the issuance of further non-conforming products to ALUCROM and to specify the short-term corrective measures in the Supplier Quality Problem Notification response form within 24 hours.

Sorting:

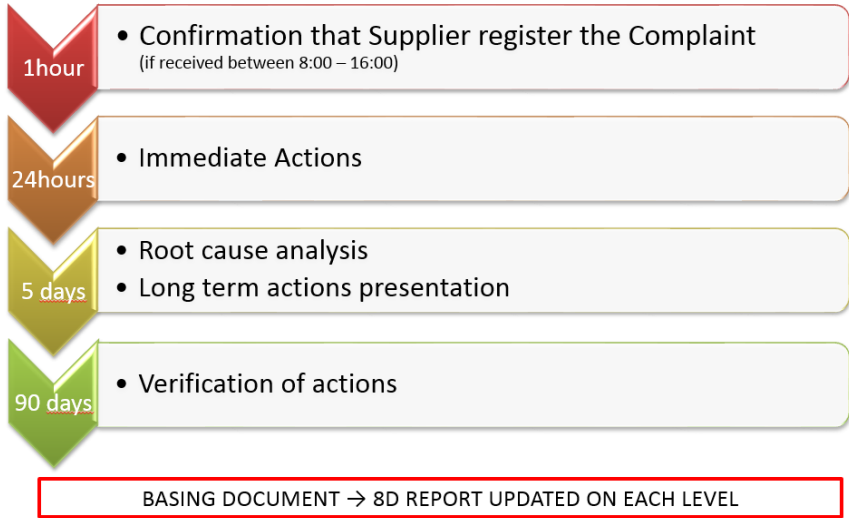
The Supplier may be requested to appear at ALUCROM or provide a workforce to carry out, at its own expense, inspection activities of existing stock located at ALUCROM or at the Customer’s site. In the event that the Supplier is unable to organise an on-site inspection, ALUCROM can arrange a replacement workforce on behalf of the Supplier.

In this case, the costs of these activities shall be recorded and the Supplier invoiced to recover the costs.

Root cause investigation and corrective measures:

The Supplier shall carry out a thorough investigation and details of the root cause, corrective measures and completion dates shall be communicated to ALUCROM within 5 working days. Evidence of the implementation of corrective and preventive measures must also be provided to ALUCROM upon request.

The Supplier is obliged to check the effectiveness of the corrective measures after 60 days from the date of the last measure described in the 8D Report without a request from ALUCROM.



Example of 8D (form available to all suppliers on request):

5. TECHNICAL ISSUES

5.1. SUPPLIER'S ORGANISATION

All Suppliers should establish and maintain resources to support ALUCROM's warranty requirements. Suppliers shall also appoint a warranty engineer who shall be the single point of contact for ALUCROM for warranty support, problem tracking and product improvement.


5.2 WARRANTY CONDITIONS AND COSTS OF RECOVERING AMOUNTS DUE FROM SUPPLIERS

All Suppliers shall provide a warranty procedure and an algorithm documenting a system of control, analysis and corrective measures integrated into the production process. The procedure shall include regularly scheduled inspections of warranty parts for warranty issues that arise. ALUCROM shall notify in advance the persons responsible for warranty at Suppliers when their participation in such inspections is necessary. Suppliers shall have the appropriate equipment or external resources available should they need to carry out compliance tests of warranty parts (for specific painting problems). This applies to all components, systems and requirements related to the warranty issue under investigation. At the Supplier's expense, the Supplier shall carry out all component-level tests (internal/external laboratories) and an analysis of returned warranty parts within the time frame required by ALUCROM. For system-level tests, ALUCROM and Suppliers shall work together in good faith to determine the best testing method. Each party shall cover its own cost of testing.

Suppliers shall incorporate the conclusions of the warranty analysis into their processes. Suppliers shall develop a process/procedure defining the use of experience gained in the development of new products. The procedure should include problem solving, reporting of current issues and the manner in which these can be used to develop future products.

Suppliers shall, at their own expense, provide a technical expert appraisal for the inspection of returned parts. Suppliers shall assist in the development of service corrections necessary to resolve/close warranty issues relating to the products and services supplied.

All associated costs of the warranty claims referred to above shall be the responsibility of the Supplier. The terms and conditions of the Supplier's warranty given to ALUCROM shall be no less than the scope of the warranty given to Customers by ALUCROM. ALUCROM reserves the right to set off its payment obligations against any amounts due to the Supplier, on any basis and of any nature, including penalties and quality claims. In the event of non-conformity of the products with the warranties given to ALUCROM, ALUCROM may, without prejudice to ALUCROM's right to claim damages, charge the Supplier, and the Supplier undertakes to bear any repair or replacement costs claimed by the Customer of ALUCROM.

	F-C-PP-07-05 SUPPLIER QUALITY ASSURANCE MANUAL	Revision: 03
---	---	---------------------

5.3 IMPLEMENTATION OF LESSONS LEARNED

Suppliers shall incorporate the lessons learned from the warranty analysis into their processes. Suppliers shall develop a process/procedure defining the use of experience gained in the development of new products. The procedure shall include problem solving, reporting of current issues and the manner in which these can be used to develop future products. All lessons learned shall form part of the 8D report.

5.4 TECHNICAL SUPPORT

Suppliers shall, at their own expense, provide technical expert appraisals to review service manuals, service bulletins, instructions for service repairs / repair catalogues, breakdown catalogues, etc. Suppliers shall assist in the development of service corrections necessary to resolve/close warranty issues relating to the products and services supplied.

5.5 WARRANTY CONDITIONS, CONDITIONS AND COSTS OF RECOVERING AMOUNTS DUE

All costs relating to the warranty claims referred to above shall be borne by the Supplier. The terms and conditions of the Supplier's warranty given to ALUCROM shall be no less than the scope of the warranty given to the Customer by ALUCROM.

5.6 REGULATION (EC) NO 1907/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

According to REACH requirements, manufacturers and importers are obliged to register, for any legal entity, substances on their own or in preparations that they manufacture or import in quantities of more than 1 tonne per year (per manufacturer/importer), unless the substance is exempt from registration. Registration requirements shall also apply to substances intentionally released from products under certain conditions, in which case the manufacturer/importer of the product is responsible for registration.

	F-C-PP-07-05 SUPPLIER QUALITY ASSURANCE MANUAL	Revision: 03
---	---	---------------------

I confirm that I accept and undertake to comply with these requirements:

NAME OF THE SUPPLIER, ADDRESS:	
NAME OF THE PERSON REPRESENTING THE SUPPLIER:	
PLACE, DATE, SIGNATURE* <small>*) If sent by e-mail, the sender's address is accepted and no signature is required</small>	

Document changes

VERSION	DATE	DESCRIPTION
2	14.10.2022	Adding of Granitor logo
3	01.07.2025	Adding of info re the date of document preparation and the history of changes