

**QUALITY REQUIREMENTS APPLICABLE TO SUBCONTRACTORS AND SUPPLIERS**

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**Instructions**

**QUALITY REQUIREMENTS APPLICABLE TO SUBCONTRACTORS AND SUPPLIERS**

**FIELD OF APPLICATION / SCOPE**

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These instructions serve to specify the requirements related to Quality and the obligations required for subcontractors and suppliers who receive orders from SOCOMORE.

The present rules are applicable to orders issued by SOCOMORE to suppliers or subcontractors for products used in the final product or which are involved in the production process, including those designated by the customer.

It applies to all subcontractors and suppliers of raw materials (producers or resellers) that are chemical products, to manufacturers of manufactured products and to service providers (calibration laboratory, design offices).

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**1. PRINCIPLES AND RESPONSIBILITIES**

To obtain and maintain the trust of its customers, SOCOMORE has a duty to guarantee the quality of the products that it manufactures.

This condition may only be satisfied if the quality of its purchases is controlled. To meet this objective, SOCOMORE requires that its suppliers and subcontractors, just as it requires of itself, maintain an organization which aims to continuously improve the quality of its products and/or services.

Supplier: the term supplier is used in the present instructions in the broader sense (subcontractor, manufacturer, reseller, etc.).

The Purchasing department of SOCOMORE is responsible for making the present instructions available to suppliers and subcontractors.

These instructions are specified on our purchase orders and they must be applied for the suppliers and subcontractors holding an order from SOCOMORE.

Application of the provisions defined in these instructions does not release the supplier or subcontractor from its entire responsibility vis-à-vis the conformity of the supplies or services delivered to SOCOMORE.

In case of contradiction between the requirements stated in these instructions and those specified on the purchase orders, those on the orders prevail.

**2. TERMS AND CONDITIONS OF ACCESS**

Within the framework of resolution of disputes or activities to monitor the quality of products, processes or organization, the supplier or subcontractor must authorize the representatives of SOCOMORE, its customers, its ordering parties and, if applicable, regulatory authorities, to freely access the production sites where the services concerned by the order are designed and created. It must also permit these same representatives to view all documents or records concerning the definition, fabrication, inspection and maintenance of said services. Notification about visits from these representatives will be provided beforehand in writing.

**3. ASSURANCE QUALITE FOURNISSEUR "AQF" (SUPPLIER QUALITY ASSURANCE) AUTHORIZATION**

After having made sure of the capacity of the supplier or subcontractor to:  
Maintain a level of organization which fully satisfies the present instructions,  
Ensure sustainability of the quality of the services or products provided, with complete respect for the contractual requirements,  
SOCOMORE may undertake a procedure of authorization called "AQF". The purpose of this procedure is to permit SOCOMORE to place its complete confidence in the supplier by delegating it to monitor the conformity of the products or services covered by the contracts (elimination of monitoring of the products received by SOCOMORE).  
This approach relies on the establishment of a quality assurance charter that is validated by the supplier or subcontractor and SOCOMORE, and which mentions all the reciprocal commitments and obligations.

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**4. COMMITMENT OF CONFIDENTIALITY**

The representatives of SOCOMORE agree to respect the rules of industrial confidentiality vis-à-vis the supplier or subcontractor, just as the supplier or subcontractor guarantees SOCOMORE that it will not disclose the documents, data and information provided within the framework of execution of the orders to any third party without written authorization.

**5. REQUIREMENTS OF QUALITY CONTROL**

The supplier or subcontractor must maintain a quality management system which defines the structure, responsibilities, procedures and means for ensuring and demonstrating the conformity of the product to the requirements specified by SOCOMORE. This system must be established according to the model of the EN/AS 9100 standard and/or ISO 9001 and/or ISO 14001.

SOCOMORE evaluates the quality system deployed by its suppliers and subcontractors by means of an evaluation questionnaire remitted at the time of initial consideration.

SOCOMORE reserves the right to evaluate the quality system of the supplier or subcontractor by performing audits, based on the information gathered in the questionnaire.

The attestations and certificates justifying recognition of the quality system of the supplier or subcontractor must be provided to the quality department of SOCOMORE at the time of initial consideration and upon renewal.

The following paragraphs highlight the additional requirements of SOCOMORE, with respect to the standards defined above.

**6. REQUIREMENTS RELATIVES TO DOCUMENTATION**

The quality system of the supplier or subcontractor must be described in a quality manual which may be provided to SOCOMORE upon request. The supplier must make sure that it is in possession of all the documents specified in the order or requested over time, and that they are indexed properly.

It must ensure proper management of them (documents released initially, updated documents and upon request from the supplier). The supplier must prohibit the use of any documents which are outdated, in poor condition (legibility) or those which contain unverified information. The period of retention for recordings done by SOCOMORE is explained in [Appendix 1](#).

**7. MANAGEMENT OF RESOURCES**

The skills of the personnel who implement the special processes or who perform the tasks of monitoring and measuring the product must be demonstrated by the initial and continuous training activities.

The authorizations of the controllers, the personnel implementing specific procedures, or those performing non-destructive testing must be recorded.

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These authorizations must be renewed regularly, and be updated in the follow-up database for skills in the domain.

**8. PROCESSES RELATIVE TO THE CUSTOMER**

**The offer:** Any subcontractor or supplier who submits an offer commits itself based on feasibility, in terms of manufacturing, delivery, timeframes and inspections.

**The order:** SOCOMORE will provide the suppliers and subcontractors with all documents necessary for fulfilment of the order.

The supplier must conduct contract reviews so as to ensure that all clauses of the order are respected, including

- making sure that it has all the documents specified on the order and that they are indexed properly,
- making sure that it is able to provide a product or service which conforms to the contract,
- making sure that it is able to respect the timeframe specified in the order.

Any discrepancy between the clauses of the order and the possibilities of fulfilling the order must be pointed out in writing to SOCOMORE, and the appropriate agreements must be formally identified.

The suppliers and subcontractors must confirm receipt of the order within the 5 days following receipt of the order.

Otherwise, an order will be deemed as accepted if no reservations have been expressed.

The suppliers and subcontractors may not make any modifications to the technical definition of the products without express authorization from SOCOMORE.

If a discrepancy is identified regarding the definition of a product (anomaly of representation, pricing error, etc.), the supplier must inform the quality and purchasing departments of SOCOMORE for analysis and to obtain a decision.

**Requirements of the order:** The purchasing documents must include the following information:

- The date, name and address of the supplier or the subcontractor,
- Eventually, the name of the contact, his telephone number and the reference information of the offer,
- The reference information for the product (if it is catalogued), the reference information for the technical data,
- The reference information and indexing for the reference documents and for the applicable customer specifications, the plans, the requirements in terms of processes, the instructions for inspection and other relevant technical data,
- The unit price, the discount, the total price,
- The required delivery documents (Analysis report, certificates of compliance...),
- The necessary accompanying documents for execution of the order,

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**9. PURCHASES**

The quality requirements of SOCOMORE must be indicated in their entirety to the subcontractors. The supplier or subcontractor agrees that it will not subcontract all or a portion of the services covered by the contract without express authorization from SOCOMORE, except for the subcontracting of a technical nature or for the supplier of raw materials. The supplier must maintain an up-to-date list of its qualified suppliers and subcontractors, and keep it available for consultation by SOCOMORE.

**10. CONTROL OF PRODUCTION**

The order must be executed using all purchasing data stated in the order.

The supplier must establish and validate the operational execution, including:

- The chronological order of the operations of execution
- The information describing the characteristics of the product or the reference information of the documents describing them
- The significant process parameters to be respected
- The definition of the resources to be used (tools, specific means of measurement, machines...)
- The key points for the controls, with an obligatory final inspection operation to authorize release of the product.

In particular, this concerns:

The change of the production site, the execution of the service ordered by subcontracting or a change in the production process must be indicated beforehand to the Purchasing department of SOCOMORE.

**11. VALIDATION OF THE PRODUCTION PROCESSES**

The supplier must define the provisions for validating the industrial production process during the initial production runs and constitute a first item file made up of the records providing proof of the conformity of the results expected with respect to the order.

The special processes used by the supplier (processes for which the expected results may not be verified by monitoring or measurement done afterwards) must be identified and qualified in a manner that is recorded.

The proof of this qualification must be retained by the supplier and presented to SOCOMORE upon request.

**12. IDENTIFICATION AND TRACEABILITY**

The supplier must maintain a recording and archiving system making it possible to associate the following information with the product delivered:

- The manufacturing history (tracking file)

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- The non-conformities or anomalies observed (recording of non-conformities, and identification report for files of non-conformities to ensure the connection with a given type of manufacturing).
- The raw materials used and their characteristics (conservation materials certificates)
- The waivers requested and the responses given by SOCOMORE.
- The qualification of the operators and of the special processes (information on qualifications or authorizations of the operators, files on qualification of processes).
- The results from the inspections and testing (reports on inspection, measurements and testing...)
- The release documents (declaration of conformity...)

In the absence of specific requirements related to the contract, and specified in the order, the durations of retention of the documents by the supplier are defined in Appendix 1.

The articles identified individually by marking (ink, engraving, etc.), provided by SOCOMORE to the supplier, must retain their identification throughout the production process.

**13. OWNERSHIP OF SOCOMORE**

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**Raw materials and drafts:**

When SOCOMORE provides the raw materials or draft models for execution of the order, the supplier agrees to only use the materials or models provided, in particular in case of scrap materials or missing items.

The supplier must inform SOCOMORE about the scrap materials in order to close out the order or initiate restocking of supplies or draft models.

**14. PRESERVATION OF THE PRODUCT**

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**Packaging:**

For delivery, the subcontractor must provide packaging at its expense that protects the product based on the type, making sure to avoid damage of the articles (oxidation on unprotected areas, shocks, scratches, etc.)

Access to the delivery slip must be permitted without damaging the packaging (glued to the exterior of the packaging).

**Storage of the SOCOMORE articles:**

If the supplier stocks articles intended for SOCOMORE (surplus quantities after manufacturing), these must be:

- Stored under conditions guaranteeing that they will be protected from any damage,
- Identified with their applicable state of configuration (article reference and index)

**Delivery of products with a limited lifespan:**

SOCOMORE requirements for acceptance of products with a limited lifespan:

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- Legible indications on the product packaging of the date of manufacture and the “best if used by” date.
- The remaining shelf life of delivered raw material must equal or exceed 80%.

The products which do not satisfy these requirements shall be declared as not in conformity and will be returned for replacement, with postage payable by the supplier.

**Delivery of the products:**

The supplier must identify the product delivered to SOCOMORE with a delivery slip that is accessible without opening the package (transparent envelope attached to the outside of the package).

The BL must indicate, at a minimum:

- The designation of the product
- The reference information
- The quantity
- The Lot no. or order of fabrication
- The order no.
- The inspection information, declarations of conformity and other documents specific to the order must be placed in an envelope inside the package.

**Delivery of chemical products:**

Chemical products must be delivered in conformity with legal and regulatory requirements, and particularly products subject to ADR regulations.

**15. CONTROL OF PROVISIONS RELATED TO MONITORING AND MEASUREMENT**

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The supplier must establish a procedure to control the means of controlling, measuring and testing.

The supplier must make available to SOCOMORE the recordings proving the association between its equipment and approved laboratories for measurement (COFRAC ...).

**16. MEASUREMENT, ANALYSIS AND IMPROVEMENT**

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**Monitoring and measurement of the product:**

Inspection and testing upon receipt

For subcontracting services, when the raw materials or draft models are not provided by SOCOMORE, the supplier must implement mechanisms to guarantee their conformity.

Recordings must be established and kept so as to demonstrate the conformity of the raw materials and subcontracted services (thermal treatments, surface treatments, CND, special processes, etc.)

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If specified contractually, a copy of the recordings is to be provided to SOCOMORE.

### Inspection and testing during production

The supplier must define the key points for tasks to be executed during the production inspection, and provide proof that these tasks have been carried out by trained and competent personnel.

### First-article inspection

If the requirements of SOCOMORE specify the constitution of a file on first-article validation, a first-article inspection report is attached to the order.

The detailed specifications must be returned to SOCOMORE, along with the required supporting documentation and the identified article having been the focus of the first-article inspection for conformity.

### Final inspection

The product to be sent to SOCOMORE may only be authorized for release after completion of the final inspection (phase which must be part of the production process for the product).

The final inspection must be carried out by the quality department or the personnel authorized by the quality department of the supplier.

The final inspection and release of the finished product must be sanctioned by establishment of a declaration of conformity according to NF L00-015, approved by the quality control department of the Supplier.

As concerns our suppliers of raw materials, and in light of the purchasing specifications mentioned on the order, a certificate of analysis must be provided with each delivery and for each of the lots delivered.

## **17. HANDLING BY THE SUPPLIER OF PRODUCTS THAT DO NOT CONFORM**

The suppliers and subcontractors must have a system to manage non-conformities. Supplies which do not conform must be identified and isolated so as to avoid being mixed in with products that conform to specifications.

### **Non-conformity detected by the supplier:**

Any non-conformity with respect to the order must be identified and indicated to SOCOMORE in a document of declaration of non-conformity / waiver (or equivalent) for decision.

Products not in conformity which are awaiting a decision must be isolated in a quarantine area and identified as items that do not meet specifications.

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Products associated with a delivery agreement must be isolated from products deemed as being in conformity, clearly identified and accompanied by the declaration of non-conformity / waiver (or equivalent) in question.

The reference of the request for approval shall be reported on the declaration of conformity. The products shall be duly referenced (for example: “non-conform item”, “product subject to waiver”...)

### **Non-conformity detected by SOCOMORE:**

Products which do not conform are returned to the supplier or to the subcontractor at their expense, and the billing is blocked.

Any non-conformity identified by SOCOMORE is mentioned in a report of non-conformity that is sent to the supplier for analysis of the causes for the occurrence of the non-conformity, and for handling in terms of proposals for corrective actions.

At the discretion of SOCOMORE, a product which does not conform may be:

- accepted as-is
- returned postage due, for replacement or corrections
- declared as waste. In this case, a debit voucher or a request for credit may be sent to the supplier.
- corrected by SOCOMORE (due to time constraints). In this case the supplier is informed by the quality department for acceptance of the correction which will be charged to it (before the corrections are undertaken).

The supplier must return the report of non-conformity to us within the timeframe mentioned, along with the causes of the occurrence of the non-conformity and the corrective actions taken to prevent a reoccurrence.

The supplier shall be contacted again in case it fails to respond and these failures to respond shall be taken into account when assessing the performance of the supplier if they are recurrent.

The buyer may reserve the right to block new orders from the supplier or the subcontractor if this latter party does not respond in a systematic manner to requests for corrective actions.

## **18. CORRECTIVE ACTION**

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The supplier must establish procedures permitting it to control the handling of corrective actions.

Disputes or complaints sent must be handled by the supplier on the report of non-conformity or on its own document. It must be returned to SOCOMORE to the Quality department.

## **19. BILLING**

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The prices and payment terms are stipulated in the order from SOCOMORE.

The invoice will have to be received at the latest by the 5<sup>th</sup> of the following month.

Invoices will be settled after complete delivery of the order.

The invoice will have to contain the following indications:

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- The order number,
- The BL number of the supplier,
- The designation of the article delivered,
- The exact quantity delivered.

**20. FOLLOW-UP FOR SUPPLIERS AND SUBCONTRACTORS**

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The subcontractor or the supplier, through its Declaration of Conformity, guarantees the buyer that the products or services conform to the order and were executed according to standard industry practices.

The deliveries made by our suppliers and subcontractors are inspected and follow-up is done by the Purchasing department.

**21. HISTORY OF MODIFICATIONS / RECORD OF REVISIONS**

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Ed.	Date	Reason for the modification
A	08/2013	First edition

**QUALITY REQUIREMENTS APPLICABLE TO SUBCONTRACTORS AND SUPPLIERS**
**APPENDIX: 1 DURATION OF RETENTION OF SUPPLIER DOCUMENTS**

Recordings	Duration of archiving
<b>Document of fabrication:</b> <ul style="list-style-type: none"> <li>- Manufacturing line / Tracking form</li> <li>- Process qualification information</li> </ul>	Permanent until use of process is discontinued
<b>Purchasing documents:</b> <ul style="list-style-type: none"> <li>- Purchase orders</li> <li>- Certificate of supplier conformity</li> <li>- Certificate of analysis</li> <li>- Inspection report</li> </ul>	10 years
<b>Metrology:</b> <ul style="list-style-type: none"> <li>- Report on calibration of equipment</li> <li>- Report on testing</li> <li>- Inspection report</li> </ul>	Life expectancy of equipment
<b>Complaints (customers, suppliers ...) / Non-conformities:</b> <ul style="list-style-type: none"> <li>- Form on non-conformity</li> </ul>	30 years
<b>Release documents:</b> <ul style="list-style-type: none"> <li>- Declaration of conformity</li> <li>- Product analysis report</li> <li>- Request for waiver</li> <li>- ...</li> </ul>	Life expectancy of the product (10 years minimum)