

## Quality Requirements

The specifications of MULTIPLAST customers are always more detailed and their expectations are always increasing. In order to fulfill those criteria, MULTIPLAST must extend the existing requirements to its suppliers.

Consequently, MULTIPLAST is willing to:

- Reach out to a privileged partner within the suppliers, to deal with quality and purchase management issues
- Receive products that meet the specifications, on time and at the optimal cost
- Ensure that every suppliers abide by the existing regulations

### 1.1. Confidentiality

Depending the project, the supplier might have to sign a confidentiality agreement.

The supplier shall not communicate to any person other than those necessary for the execution of the order, the documents, specifications, plans and other written or oral information collected during the execution of the order and during a period that extends from the call for tenders up to a period of 3 years after its expiry or termination - unless otherwise specified in the confidentiality agreement.

The supplier is committed to take all measures with its personnel and the companies with which it deals to ensure that this confidentiality requirement is respected.

### 1.2. Audit/Certification

The supplier must have defined a quality management system or actions must have been determined to comply with the requirements mentioned within this document.

In case the supplier is certified ISO 9001 or EN 9100, it must provide the certificates to MULTIPLAST.

Free access to the supplier's facilities must be granted to MULTIPLAST, its customers and the authorities.

MULTIPLAST might audit the supplier to determine whether or not its quality system complies with the requirements mentioned in this document.

Following the auditing process, MULTIPLAST may indicate, if necessary, the measures to be taken to comply with the specifications and request remedial and/or corrective actions.

### 1.3 Ethic

#### 1.3.1. Law enforcement

The supplier is committed to abide by the laws and regulations in force in the country in which it operates, especially related to the fight against :

- Hidden work
- Child Labor
- Forced labor
- Anti-competitive practices
- Corruption, as defined by French laws or the OECD Convention (Organization for Economic Cooperation and Development) or any other laws or regulation in force in the supplier's country or any concerned country.
- Any human rights violation

#### 1.3.2. Respect for the supplier's staff

The supplier is committed to:

- Ensure equal opportunities and equal treatment in employment, which presupposes avoiding discrimination on grounds of ethnic origin, morals, sex, age, union membership, political or religious views of individuals;
- Promote work access for workers with disabilities (subject to local public policy constraints);
- Enable the development of social dialogue and collective bargaining by promoting the freedom of expression and association of workers;
- Ensure its employees a working environment that guarantees their safety;
- Generally, respect the labor law applicable to its employees

### 1.4 Quotation

During a call for tenders, the supplier must provide a quotation including: the quotation number, the price and the delivery time.

### 1.5 Obsolescence and counterfeit

The supplier must immediately notify MULTIPLAST when it detects any information related to the obsolescence or the supply disruption about one of the products provided during the order. It must also vouch for the absence of counterfeited products or materials within its company. In case it discovers a counterfeit, it must notify MULTIPLAST in writing.

### 1.6 Conception and tests

In case of conception or tests realized in subcontracting, MULTIPLAST provides the elements needed in the process (plan, specifications...). The supplier must prepare a proposal to meet those requirements (quotation, specification) for approval by MULTIPLAST.

### 1.7 Processing amendments

Every amendment regarding the realization of the product (process, suppliers, localization of the production) must be submitted to MULTIPLAST's approval.

To this end, a written request (email, letter) relating the amendment must be sent to MULTIPLAST's quality service.

### 1.8. Tracking data

The following data must be collected and stored:

- Manufacturing range
- Executed phases, date of operations and operators' names.
- In case of non-compliance: deviation, acceptance documentation, corrective actions
- Declaration of conformity
- Control documents
- Sources of supply

### 1.9 Archives

The supplier must archive the aforementioned tracking data for a period of at least 36 months (unless contrary indications from MULTIPLAST) and grant free access to this data for MULTIPLAST, the customers or the authorities for consultation

### 1.10 Subcontracting

In case of subcontracting to a lower level, the supplier must request the authorization to subcontract to MULTIPLAST and, if necessary, it must ensure that it uses suppliers qualified by MULTIPLAST or its customers.  
Every MULTIPLAST requirements defined in this document and, if needed, the customer requirements mentioned in the order, must be passed on to the lower-tier subcontractors.

### 1.11 Qualifications

The supplier shall identify the critical steps in the manufacture of the product and assign qualified and trained personnel. He must be able to justify the habilitation criteria.  
In the case of so-called special processes requiring a particular qualification by MULTIPLAST or its customers, the supplier must contact MULTIPLAST to obtain this qualification before delivery of the product or define with MULTIPLAST the appropriate deadline.  
This qualification must take into account the mastering of the process and the management of the skills and qualifications of the personnel implementing it.

### 1.12. Expiring products

The expiry date of use of the delivered products must be such that MULTIPLAST has a residual validity period before use at least equal to 75% of the total validity on the day of delivery, unless otherwise stated by MULTIPLAST (waiver).

### 1.13 Conditioning

The packaging of the delivered products must include a method of packaging ensuring that the product is transported, handled and stored undamaged.

### 1.14 Order

When the supplier receives an order, he must send MULTIPLAST an order confirmation containing the price and the deadlines in order for MULTIPLAST to ensure the security of its supplies.

### 1.15. Delivery

In the event of an unforeseen delay, the supplier shall transmit as soon as possible a new delay to MULTIPLAST.  
Each product delivered to MULTIPLAST must be accompanied by:

### A delivery note including the following information:

- The contract reference
- The name of the supplier
- The reference, the designation, and the revision of the product
- The quantity delivered
- A certificate of conformity in compliance with EN 9163 or NF EN ISO/IEC 17050-1 for subcontracted work, if specified in the purchase order
- A CCPU certificate for raw materials following the NF EN 10204 A00-001. norm Model 3.1, if specified in the purchase order

### A label fixed to the overpack that specifies:

- The Storage conditions
- The expiry date
- Documentation stipulated on the order:
- Review first article following NF EN 9102 or following form MULTIPLAST FC-31 – FAIR Inspection report first article
- Control report
- Declaration of conformity
- REACH certificate
- Verification certificate
- Data sheets and security sheets

### 1.16. Invoicing

Invoice must be sent: Either by postal mail to the company head office for the accounting department:

24 allée Loïc Caradec – Parc du Golfe – 56000 Vannes

Or by e-mail to: [compta@multiplast.eu](mailto:compta@multiplast.eu)

Nota : any paper shipment doubled by an email shipment may lengthen the processing time of the invoice.

### 1.17. Product conformity and security

The supplier is responsible for the compliance of the product delivered to MULTIPLAST. In this context, it is responsible for implementing the monitoring activities and controls needed.  
The subcontractor is also committed to ensure the safety of the product. He must ensure that each of its actions will not lead to an alteration of the product (subcontracting, handling, packaging, shipping).

### 1.18 Process in case of no-conformity

In case the non-conformity is detected before delivery, the supplier must inform MULTIPLAST in writing before delivering the product, indicating the corrective actions implemented and the corresponding delivery times. In this case, MULTIPLAST will allow or not allow the delivery of the product with a written response.

- If the supplier deems that the non-conformity is acceptable, it may submit it to MULTIPLAST in writing before the delivery of the product (through a derogation request or other documentation) documentation). In this case, MULTIPLAST will allow or not allow the delivery of the product with a written response.  
If this derogation is accepted, it must be attached to the delivery note



## QUALITY REQUIREMENTS APPLICABLE TO SUPPLIERS

Référence n° : DA-01  
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Par : L. MONNERAY  
Approbateur : G. LE VAGUERESSE

In case of a non-conformity is detected by MULTIPLAST after the delivery, MULTIPLAST presents the supplier with a non-conformity sheet. The supplier implements the curative treatment of the problems found (return of the product, alterations or replacement).

### 1.19 Corrective actions

On MULTIPLAST's request (considering the forwarded documents), the supplier must implement corrective actions following:

- An audit
- Non-conformities delivered

Corrective actions must be returned to MULTIPLAST within 30 days or following the deadline mentioned on the forwarded document

### HSE Requirements

#### 2.1. HSE interlocutor

The company must appoint an interlocutor in charge of the communication with MULTIPLAST about hygiene, security and environment matters.

#### 2.2 Regulations

The supplier must conduct its activities in compliance with the legislation in force about health at work and environment.

The supplier must especially:

- Identify and eliminate all hazardous work situations;
- Implement all preventive measures to prevent injuries at work and occupational diseases;
- Follow its staff's training, habilitations and authorizations;
- Follow the mandatory periodic checks and maintenance of its facilities;
- Control and reduce the environmental impacts of its activities, products and services ;

#### 2.3. MULTIPLAST site intervention

##### 2.3.1. co-activity

For any intervention, a prevention plan shall be drafted in writing under the conditions provided for in the second paragraph of Article R. 237-8 of the French Labour Code for hazardous work.

##### 2.3.2. Recording

In the event of a visit or work at the MULTIPLAST site, the Supplier and its personnel must report to the reception desk and complete the Entry/Exit daily Log. It is strictly forbidden to visit our establishment without being accompanied by a MULTIPLAST correspondent

##### 2.3.3. Protective equipment

The supplier must provide its employees with protective equipment (collective and/or individual) adapted to the activity.

#### 2.3.4 General HSE rules

The supplier, its personnel and any subcontractors must comply with the general Health/Safety/Environment regulations imposed by Multiplast and comply with the existing labour legislation.

#### 2.4 Chemicals

The supplier must ensure that MULTIPLAST is constantly in possession of the last version of the data sheet and security sheet corresponding to the delivered product.

Those sheets (data and security) must be sent by email to the quality and purchase department:

[qualite@multiplast.eu](mailto:qualite@multiplast.eu) / [multiplast-supply@multiplast.eu](mailto:multiplast-supply@multiplast.eu)

#### 2.5. Delivery

The supplier will ensure that the loading/unloading protocol of the MULTIPLAST site is forwarded to its carriers

SIGNATURE