

KLUŚ quality requirements

KLUŚ views on **the quality and responsible development** as a decisive part of developing relationship with Suppliers and takes quality as a basic factor in development. Therefore, the KLUŚ customer satisfaction **is determined directly** by the quality of **raw materials, components, semi-products and commercial goods**, supplied by our Suppliers, as well as having compliance with all the rules, standards, policy, including quality and safety rules of products, accessories, packages and documentation on products. The quality relates to the customization of products to the needs of customers, which is consistent with the content of the KLUŚ Code of Ethical Conduct for Suppliers.

The acceptance by the Supplier, obligations arising from the rules of this document, is an essential prerequisite, on the basis of which, KLUŚ decides on cooperation with the Supplier.

In this context, KLUŚ applies the strategy of the quality assurance, in order to:

- Implement with the Supplier, the rules necessary to assure the quality and compliance of the purchased products in view of their whole life cycle,
- Make the Supplier aware of their responsibility on quality process control,
- Apply an approach for systematic elimination some root causes of defects,
- Build partnership and forward-looking relations with Suppliers.

This document contains a description of KLUŚ approach to maintaining quality and provides requirements, to be met by the Supplier.

These requirements include products and accessories covered by orders placed by KLUŚ at the Supplier's, indicated in the purchase order and/or the special conditions agreed between the parties. Products mean both products and accessories (in particular packing for sale and transport, packaging elements, conditioning, including all its components such as dimensions, units of account).



1. Compliance of the product

1.1 Compliance of the product,

The Supplier will comply with the laws and regulations, as well as domestic and/or EU and/or international standards, rules and practices, labour laws, environmental provisions, economic provisions as general, (rules on distribution and labeling, instructions for use, manuals, product composition, raw materials that goods are made up of, sale and transport of packaging materials, safety, compliance, product's traceability or information for recipients, requirements on environmental protection). In the case of all KLUŚ products, the Supplier commits to deliver products of unimpaired quality and look, free from defects, including latent ones. Products must comply with general undertaking on product safety, in particular, conform to the level of security which may be reasonably expected in case of its intended use, and which pose no harmful effect on health or safety.

1.2 Guarantee

Unless otherwise specified, the product should be covered by the Supplier's guarantee.

1.3 Traceability and identification of the product

Traceability is the pillar of the Supplier's quality system. On the basis of a serial number or a batch, it enables identification of all the product components. In this respect, the Supplier undertakes to:

- describe its tracking system, ensuring that identification of packed products shall be possible during transport and storage of products,
- enable, in the event of detection of any defects, the traceability and description of defective components/products/batches.

1.4 Preliminary quality check

Preliminary quality check is the control of the product, enabling to check its compliance with the terms of the order/contract. With reference to all products, KLUŚ reserves their right to its random testing, for compliance with the terms of the order/contract. In the event of non-compliance during preliminary quality check, KLUŚ shall inform the Supplier of the result of such checks.

1.5 Claims

If serious or major inconsistencies are found, KLUŚ will require to execute a nonconformity report by the Supplier. The Supplier is obliged to present a corrective action report (Supplier Corrective Action Report, SCAR), according to 8D problem solving method. The Supplier should include in the report a cause or causes of discrepancy and measures taken in order to avoid its reoccurrence.

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2. Supplier qualification

2.1 Self-assessment

Self-assessment questionnaire has two aims:

- to enable the Supplier provide their own diagnosis when it comes to the level of quality management control and compliance with quality, social and environmental regulations:
- to know the level of meeting the KLUŚ requirements, identifying the areas for improvement and implementing the improvement plans.

2.2 Audits

KLUŚ reserves its right to carry out audits at the Supplier location. Audits are based on the rules stipulated by KLUŚ, carried out by the KLUŚ quality team or are outsourced to qualified auditors.

They make it possible to assess the Supplier's quality system. The Supplier shall assure KLUŚ and/or the external auditors access to the premises, warehouses, as well as all the documents required to carry out the audit. A list of documents required to audit, shall be present sufficiently in advance, allowing to prepare them for the duration of an audit procedure.



3. Product/process change management

Obligation to deliver the products compliant with the requirements with the recurrent specification, must be observed during the whole term of cooperation and as long as the orders shall be placed. In the case of any change of the product, irrespective of the nature of change, the Supplier has to obtain consent of KLUŚ, as quickly as possible, and in any case before entry of such change, for KLUŚ to be able to carry out the risk assessment and to assess an impact of a given change. After approval by KLUŚ company, the Supplier is authorized to introduce change.



4. Accuracy of information

The responsibility of the Supplier is to transmit reliable information to KLUŚ, while its lack might lead to take corrective actions.



5. Financing the lack of quality

In case of proving the responsibility of the Supplier, the Supplier shall have priority to eliminate incompatibilities at a time set out by KLUŚ or shall bear the costs connected with detection and elimination of such incompatibilities.

The Supplier shall appoint a person responsible for quality in their organization, who shall be responsible for contacts with KLUŚ in terms of compliance and product quality:

Name and address of the Supplier:

Name of the Head of the Quality Unit at the Supplier's:

Telephone number:

E-mail address:

the Supplier undertakes to update these information in case of their change.
Please sign the document and send it back to KLUŚ.

Date and stamp :

Signature of the Supplier: