

## 1. PURPOSE

FRA.MO srl wants to establish a relationship with its suppliers based on mutual satisfaction and trust where the basic element of this relationship is related to the quality of the supplies. The conformity of supplies is of fundamental importance to avoid complaints or delivery delays, therefore suppliers must provide receipt for knowledge and comparison of the contents of these specifications.

## 2. GENERAL SPECIFICATIONS

1. The material must correspond to the description and requirements specified in the order and/or drawing and/or sample in Supplier's hands. In the case of a first supply, sampling of at least 3 pieces is required which must be approved by FRA.MO SRL before proceeding with the production of the entire requested batch.

2. Any defect found by the supplier in the components supplied directly by FRA.MO SRL must always be communicated before proceeding with the production.

3. Any delivery delays with respect to the terms indicated in the orders or on Supplier's order confirmations must be promptly communicated. Any extra costs incurred caused by delivery delays will be charged to the Supplier in full.

4. Documents certifying the planned checks (control sheets or reports) must be appropriately completed and must accompany the delivered goods. Suppliers who decide to issue a copy of their internal documentation adopted by their ISO9001 quality system are accepted. FRA.MO considers the provision of documentation as an integral part of the order.

5. Any changes to the contractual terms, associated with payment methods, issuing of invoices or any other changes compared to normal practice must be promptly communicated or requested in writing and accepted by FRA.MO SRL.

6. To guarantee deadlines FRA.MO SRL prefers forms of payment made by Bank Guarantee.

7. The prices of supplies must be agreed in advance and those indicated in the offer and/or acceptance of the order will be considered valid. No changes will be accepted until the order has been fully processed.

8. The required and formalized checks must be carried out by qualified and competent personnel and any personnel qualifications for processes deemed critical such as welding etc. they must be demonstrable through valid documentation recognized by the relevant authorities.

9. The handling and preservation of materials must be carried out in a suitable manner or as per our instructions, with the aim of not damaging or deteriorating any material supplied

10. Each delivery will be subject to random checks or according to specific internal procedures during the material acceptance phase, by FRA.MO SRL. In the event that the items delivered are damaged or do not correspond exactly to what was requested, FRA.MO SRL may refuse the supply. In case of refusal, the Supplier will have to immediately replace or arrange the goods and will be responsible for the packaging and transport costs for returning the non-compliant material to the sender.

11. FRA.MO SRL will report the defective goods by issuing a regular Non-Conformity Report which must be followed by a response from the Supplier, in written form, within 3 working days maximum from receipt of the same, indicating the causes of the reported problem and the method with

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which the Supplier intends to proceed to resolve the same (Corrective Action). All costs incurred in the short and long term due to defective supplies will be entirely charged to the Supplier.

12. In the event that FRA.MO SRL, its Customers or independent accredited bodies, deem it appropriate to directly verify the Supplier, a day's visit to the production departments will be appropriately granted to ascertain the conformity of the processes/controls and manufacturing procedures.

13. Any changes or variations that the Supplier deems necessary to include in the documentation provided (drawings, specifications, etc.) must first communicate it to FRA.MO SRL which will proceed, if it deems appropriate, with the issue of the documentation being revised.

14. In the event that it is deemed appropriate to carry out tests, checks or inspections on the products supplied, FRA.MO SRL will rely on qualified and accredited laboratories to collect more in-depth performance information on the product.

15. Any specific requests for product/component and hygiene certifications will be specified in the order

16. Forwarders or express couriers must comply with the specific requests issued by FRA.MO SRL by processing the documentation provided in accordance with the provisions or laws currently in force for the countries of transit and destination.

17. Suppliers of RAW MATERIALS, COMPONENTS OR FINISHED PRODUCTS IN THE CATALOG must provide appropriate certificates relating to the materials and/or products, in compliance with the community directives currently in force, complete with tests and checks in accordance with the provisions of standard EN 10204 2.1/ 2.2/3.1/3.2/ 3.1.

18. When choosing a new Supplier, or to ascertain the Supplier's capabilities, FRA.MO SRL considers: commercial information received from the market, any visits agreed on site, recognized certifications (system and personnel), commercial competitiveness.

### 3. REFERENCE LEGISLATION

- UNI EN ISO 9001 Quality management systems - Requirements
- UNI EN 10204 Metallic products - Types of control documents
- ISO 2859/1 Sampling procedures in attribute testing.

It is specified that all the mentioned regulations must be taken as reference in the latest revision and that not all the regulatory points/requirements can be considered applicable to the above-mentioned products and treatments, but if these are mentioned directly in the bill of delivery or in the orders issued, they must be taken as mandatory reference and intended as a binding contractual requirement.

These specifications are kept constantly updated according to company developments and if there are any changes they will be appropriately communicated.

This specification, if not adequately accepted or subjected to a request for revision by the supplier, is automatically considered accepted if no communications are received after 20 working days from its receipt.

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**INFORMATIONS FORM CERTIFICATION SYSTEMS  
SYSTEM & PRODUCT**

COMPANY \_\_\_\_\_

HEADQUARTERS/ PLANT \_\_\_\_\_

DATE AND SIGNATURE OF THE COMPIL \_\_\_\_\_

1. Your company / company is certified according to some of the standards below:

**UNI EN ISO 9001   UNI EN ISO 14001   ISO45001   SA8000   Other** \_\_\_\_\_

**YES   NO** If the company is certified, we kindly ask for a copy of the issued certificate

If NO, is it in your plan to obtain certification against one of the above standards?

**YES   NO** If YES, are you proceeding independently with internal staff, or are you in collaboration with professionals or consultancy companies?

**AUTONOMY - INTERNAL STAFF  
PROFESSIONALS - CONSULTING COMPANIES**

**HOW LONG DO YOU EXPECT TO GET IT?** \_\_\_\_\_

2. Do you have product/hygiene qualifications or certifications or other recognized approvals?

**YES   NO**

**If YES, we kindly ask for a copy of the issued certificate**

Remaining at your complete disposal for any clarification regarding the content of this document, we send our best regards and thank you for your attention.

The QMS Manager

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