

Nr: PR02\_PR3\_2\_1  
Version: 01  
Date : 21.07.2025

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## 1. Change and verification table

Document name	Revision	Revision date
SQM	0	April 16, 2014
SQM	1	February 23, 2015
SQM	2	November 06, 2017
SQM	3	January 15, 2018
SQM	4	January 07, 2019
SQM	5	June 02, 2020
SQM	6	November 09, 2020
SQM	00	February 24, 2025
SQM	01	July 21, 2025

## 2. Purpose and scope of Supplier Quality Manual

The Supplier Quality Manual expands the supplier responsibilities and AIC S.A. legitimization in relation to the regulations concluded in the General terms and conditions for the purchase of goods and services by AIC S.A. There is no purpose to replace any regulations of the general terms. The provisions of both documents will apply collectively, and in the case of contradiction - the General terms and conditions for the purchase of goods and services by AIC S.A will be of priority.

The purpose of this document is to make all Suppliers acquainted with basic quality requirements related to the introduction of new products, methodology of quality assurance and other terms and conditions related to sustaining and/or improving quality performance.

Supplier Quality Manual represents the policies and procedures that AIC S.A. requires from all approved Suppliers to adapt and pursue.

## 3. Quality Policy

AIC S.A. aims to assure the highest quality and reliability of manufactured products.

Therefore we care about the quality starting from selecting the material to the shipment of ready-finished good to the Customer.

Through careful Supplier selection, most aligned with its operating profile, AIC S.A. can effectively fulfill plans for their business and continuously improve the quality of products manufactured. That said, quality and commitment for continuous improvement are the key elements of influencing Supplier selection.

#### **4. Environmental Policy**

In the environmental policy AIC S.A. has made a strong commitment to contribute to continuous improvement.

We are relentlessly working on minimizing the negative environmental impacts from our production processes.

As a leading heat exchangers & boilers manufacturer, we are an important link between the customers and the suppliers. As such, AIC S.A. has a possibility to positively develop environmental protection specifically aspects of waste storage and transportation. Selection of appropriate suppliers is one of the means to fulfil the Environmental Policy.

#### **5. Supplier responsibilities**

The Supplier is responsible for ensuring that products and services provided meet the established requirements and assume full responsibility for the quality thereafter.

The approval and verification of the supplier's product, processes and systems done by AIC S.A. does not in any way relieve the supplier of the responsibility and obligation to provide a product that meets AIC S.A. drawing and specifications and all other applicable laws and regulations.

#### **6. Audits in Supplier's facilities**

Each time the Supplier is notified about the audit at least two weeks before its planned date.

The scope of the audit is presented to the Supplier at the moment of submitting information about the planned audit.

Any nonconformities detected during the audit oblige the Supplier to present corrective actions aimed to address root causes of the non-conformance detected during audit.

#### **7. Production part approval process of custom parts**

The Supplier is required to confirm his capabilities to manufacture AIC S.A. parts according to technical documentation.

The purpose of the process is to determine whether all records specified by AIC S.A. regarding technological design and requirements included in the specifications have been correctly understood by the Supplier and whether the manufacturing process has the ability to manufacture the product consistently meeting these requirements during serial production.

The documentation package shall be submitted to AIC S.A. via e-mail to the indicated Supply Quality Engineer.

AIC S.A. determines which details come under the approval process.

## **8. Claims**

In case of detecting by AIC S.A. incompatibilities occurring on the supplied details, parts or raw material AIC S.A. will inform the Supplier immediately.

At the AIC S.A. request the Supplier is obliged to replace the part with a compatible one as soon as possible in order to avoid a production stoppage at the Customer.

At the AIC S.A. request the Supplier is obliged to fill and send via e-mail claim report containing root cause and planned corrective actions to the appropriate AIC S.A. Supply Quality Engineer.

## **9. Traceability, packing and labeling**

The Supplier is obliged to assure full traceability of parts manufactured and provide all required information about delivered material (e.g. material certificates).

If the Supplier purchases a material to produce details / semi-finished products for AIC S.A., which after delivery to the company will be used in ASME acceptance devices, all arrangements regarding the release of material for production, appropriate marking, etc. are subject to separate arrangements between the Supplier and AIC S.A.. The arrangements need to be in writing, for example by appropriate provisions in the separate contract.

The delivered product should be packed in such a way as to protect it against all types of damage caused during transport.

If the packaging instructions/methods are not specified, the Supplier must ensure that the delivered components will be free from any mechanical damage caused by transport.

Improper packaging or lack of traceability will be the reason

## **10. Entrusted material between AIC S.A. and the Supplier**

The Supplier is obliged to maintain full traceability of the material entrusted to AIC S.A.. The traceability of the material is maintained by keeping

appropriate separation of details in the same way as they were delivered to the Supplier, keeping material cards and appropriate marking of the material on the delivery note. All these activities must aim at the fact that the employees of AIC. S.A will be able to connect the delivered details / semi-finished products with the originally entrusted raw material without any doubts.

## **11. Notification about changes**

AIC S.A. will inform Supplier about any changes in technical drawings.

The implementation of the purchase order for a new revision of the details / raw material / service is tantamount to acceptance of the changes.

Changes at the Supplier's initiative must be confirmed by the appropriate AIC Quality Engineer or AIC Buyer and have their reference on the updated technical drawing. Only after feedback from AIC S.A. the Supplier can start delivering details made in the new revision.