

# Quality Requirements for the Suppliers of HSW S.A.

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## INTRODUCTION.

This document defines the selected quality requirements for Suppliers performing orders for Huta Stalowa Wola S.A., hereinafter HSW S.A., in order to ensure the high quality of the delivered products and meet the guidelines resulting from the provisions of the ISO 9001 standard.

### 1. SCOPE.

#### 1.1 General provisions.

This document is a supplement to the provisions of orders/contracts and defines the basic requirements for HSW S.A. Suppliers, the fulfilment of which is a key element in the process of qualification, approval, and assessment of Suppliers and is part of the Quality Management System of HSW S.A. In order to ensure access to documentation and quality records related to orders carried out by the Supplier, HSW S.A. reserves the right for itself and its Customer to conduct audits and verification of the ordered products at the premises of the Supplier and sub-suppliers.

#### 1.2 Use.

The requirements contained herein apply to all Suppliers and should be met together with the scope required by the contract/order – this is a prerequisite for obtaining and maintaining the status of an approved Supplier of HSW S.A. In the event of discrepancies between the requirements of the contract/order and the provisions of this document, the requirements contained in the contract/order shall apply.

### 2. NORMATIVE REFERENCES.

#### 2.1 Superior documents.

- PN-EN ISO 9001:2015 – Quality management systems – Requirements.
- PN-EN ISO 9000:2015 – Quality management systems – Fundamentals and vocabulary.
- AQAP – NATO Quality Assurance Requirements (*if applicable*).

#### 2.2 Related documents.

- **HSW S.A. General Packaging Terms and Conditions**  
[www.hsw.pl/strefa-dostawcy](http://www.hsw.pl/strefa-dostawcy)
- **HSW S.A. General Terms and Conditions of Order**  
[www.hsw.pl/strefa-dostawcy](http://www.hsw.pl/strefa-dostawcy)
- **Supply Agreement**
- **Deviation notice from the Supplier (HSW-J-55)**  
[www.hsw.pl/strefa-dostawcy](http://www.hsw.pl/strefa-dostawcy)
- **Measurement sheet (HSW-J-30)**  
*a document sent to the Supplier where required*
- **Pilot batch quality qualification report (HSW-J-12/III)**  
*a document sent to the Supplier where required*
- **8D Report (HSW-J-47) or A3 Report (HSW-J-56)**  
*a document sent to the Supplier where required*
- **Application for exemption/authorization (WOZNO/WOZNZ) (HSW-J-46)**  
*a document sent to the Supplier where required*
- **“On hold” tag (HSW-J44)**  
*a document sent to the Supplier where required*
- **Complaint procedure completion report**  
*a document sent to the Supplier where required*

### 2.3 Additional information.

- Communication with the Supplier – the contact person for the Supplier on behalf of HSW S.A. is an Employee of the HSW S.A. Purchasing Department, unless otherwise specified.
- An Employee of the HSW S.A. Purchasing Department is responsible for providing the Supplier with the necessary instructions, internal standards, and the standards of its Customers, as required by the contract/order.
- The Supplier ensures that it has the necessary resources and expertise to perform the contract/order on time and in accordance with quality requirements.
- The Supplier is responsible for maintaining up-to-date quality standards required for the execution of the contract/order.

## 3. TERMS AND DEFINITIONS.

**Supplier** – an organization or person who performs contracts and orders placed by HSW S.A.

**Product** – a product (material, semi-finished product, component, device, service on supplied material/part, special process) resulting from the scope of work ordered to the Supplier.

**Correction** – elimination of a non-compliance in such a way that the product fully complies with the requirements of the drawing/standards and contractual provisions.

**Repair** – elimination of a non-compliance by applying different or additional technological processes to bring the product into compliance with technical requirements (usually with deviations from the requirements specified in the technical documentation).

**Corrective actions** – actions taken to eliminate the identified non-compliances of the product.

**Preventive actions** – actions aimed at eliminating identified and potential non-compliances and preventing their occurrence in the future.

## 4. CONTEXT OF THE ORGANIZATION.

### 4.1 Quality Management System and its processes.

The Supplier is obliged to have and comply with a Quality Management System (QMS) in accordance with the ISO 9001 standard. If the Supplier does not have a certified Quality Management System, it must demonstrate readiness to adapt its existing QMS to meet the requirements of this standard and provide evidence of compliance with its individual requirements. The Supplier's QMS established in this way will be additionally monitored by HSW S.A., including through periodic Supplier Audits.

The Supplier shall:

- have and maintain the technical and organizational capability to perform and/or deliver the ordered products in compliance with HSW S.A. requirements;
- notify HSW S.A. of any suspension/expiry of its issued certificates, as well as of any significant non-compliances identified by external auditors (authorities, certification bodies) in the QMS;
- notify HSW S.A. of any significant changes in the Supplier's Quality Management System and of any changes in the process (technological, production, procurement/material) that may significantly affect the quality and timeliness of the ordered product delivery;
- notify HSW S.A. of any planned suspension/closure of operations within a timeframe that allows for the safe continuation of HSW S.A.'s activities.

**5. SUPPORT.****5.1 Control of documented information.**

The Supplier is obliged to maintain and archive technical, production, and quality documentation related to the execution of contracts/orders for a period of 10 years from the date of product delivery to HSW S.A. (unless otherwise specified).

**5.2 Resources for monitoring and measurement.**

The control equipment used must be identifiable and include information on calibration/legalization validity. The Supplier is responsible for establishing a system to supervise and periodically check the measuring and testing equipment used in the production process to verify the quality of manufactured products.

**6. OPERATIONAL ACTIVITIES.****6.1 Control of externally provided processes, products, and services.**

The Supplier bears full responsibility for the quality of products delivered to HSW S.A., regardless of the quality oversight conducted by RPW/GQAR. Within this scope, the Supplier cannot be exempted from responsibility for the quality of delivered products nor transfer it to third parties.

**6.2 Production and service provision.****6.2.1 Supervision of production and service provision.**

Applies to products manufactured based on HSW S.A. documentation:

- a. The Supplier is not allowed to make any changes to the technical (design) documentation provided by HSW S.A.
- b. Quality qualification of pilot batch.

The Supplier shall:

- carry out first article inspection on a new product representative of the first production batch and prepare a First Article Inspection Report,
- independently repeat the process of the pilot batch qualification after any process change affecting its execution or product quality and appropriately mark the first batch affected by such change.

The First Article Inspection Report should be prepared on the Measurement sheet form (HSW-J-30) or on the Supplier's form containing at least the information listed in the Measurement sheet (HSW-J-30), or in the form of another mutually agreed document.

- After successful completion of the first article inspection, the Supplier shall submit the inspection reports along with the marked product to HSW S.A. for the next stage of verification. HSW S.A. will notify the Supplier of the approval or rejection of the production pilot batch.

If the pilot batch qualification is rejected, the Supplier shall, at HSW S.A.'s request and at the Supplier's own cost, repeat the pilot batch qualification and make all necessary changes. All costs related to required additional or repeated tests performed by HSW S.A. or the Supplier (unless otherwise agreed) shall be borne by the Supplier.

- c. Documentation of serial production product inspections – the Supplier shall document the results of inspections and tests of manufactured products (measurement sheets, test reports, and other required records).

**6.2.2 Product protection.**

During delivery to HSW S.A., the Supplier shall protect and package the delivered product in accordance with the order requirements, as specified directly in the order and in accordance with the “Packaging Conditions” available at [www.hsw.pl](http://www.hsw.pl), in the “For Suppliers” section.

The Supplier should pay special attention to clearly marking and segregating products that do not meet requirements from compliant products and include information confirming that HSW S.A. has approved their delivery (in accordance with section 6.4).

**6.2.3 Post-delivery actions.**

The Supplier shall cooperate and conduct a detailed analysis of any reports in the event of detection of a non-compliant product or submission of a complaint by HSW S.A. Guidelines for post-delivery actions are provided in section 6.4.

**6.3 Quality release of products and services.**

All products delivered to HSW S.A., unless otherwise agreed, must include the quality documents specified in the contract/order, signed by an authorized employee of the Supplier.

The documents must include the type/name of the product and the numbers of drawing and revisions of the technical documentation, according to which they were manufactured and delivered, and, if applicable, references to the number and drawings of HSW S.A.

If the type of quality document is not specified in the contract/order, a 3.1 Inspection Certificate (“type 3.1”) according to EN 10204 is required, containing at least the following information:

- name and address of the manufacturer,
- certificate number and date of issue,
- unambiguous product identification (drawing numbers, revisions, etc. – as described above),
- order number (or contract/order execution stage – if applicable),
- confirmation of compliance with order requirements,
- test results required by the order and/or technical documentation,
- quantity of products and their serial numbers (if applicable),
- information on approved deviations, non-compliances, and authorizations,
- signature of the authorized quality control representative of the Supplier.

**6.4 Control of non-compliant products.****Non-compliances detected during production.**

If the Supplier identifies non-compliant products during production that require repair, it is obliged to immediately notify HSW S.A. At the same time, the Supplier must assess the risk of non-compliance occurring in previously produced batches. For non-compliances that can be corrected (as defined in section 3), no approval from HSW S.A. is required (e.g., by removing excess material).

For orders executed under RPW/GQA supervision, if non-compliances cannot be corrected as described above, the Supplier is obliged to submit an electronic version of the completed “Supplier non-compliance report” form (HSW-J-55) or “Application for exemption/authorization (WOZNO/WOZNZ)” (HSW-J-46) to HSW S.A. within a maximum of 5 working days from the detection of the non-compliance. The form must include a clear description of the non-compliance, its root cause, and the corrective and preventive actions taken or planned.

After analyzing the report, HSW S.A. issues a written instruction regarding the acceptance of the explanations and proposed solutions provided by the Supplier, with the stipulation that the products that are non-compliant with the contract/order (technical documentation) may not be delivered without HSW S.A.’s written consent. For a non-compliant product, individual technical and commercial arrangements shall apply.

Approved non-compliant products approved to be delivered to HSW S.A. should be marked with the “On hold” tag (HSW/J-44) or an equivalent tag, the design of which has been agreed with HSW S.A. and provided with the documents or references allowing the delivery of the non-compliant product. For identification purposes, the marking must indicate the product’s characteristics/production numbers that distinguish it from other items in the batch.

**Non-compliances detected after delivery.**

In the event that HSW S.A. or its Customer, within the warranty/guarantee period, detects a non-compliance that was not previously declared, HSW S.A. will send a written complaint to the Supplier. The Supplier is obliged to review the complaint immediately, within a maximum of 14 working days from its receipt, and provide the results of the analysis, including the root causes of the non-compliance and the corrective and preventive actions taken. Failure to provide a written response within this period indicating rejection of the claim will be considered acceptance of the complaint. Unless otherwise agreed, the Supplier is obliged to rectify the reported non-compliances or deliver defect-free products free of charge, no later than 28 days from the receipt of the complaint.

The Supplier bears responsibility for all costs incurred by HSW S.A. as a result of complaint processing, including costs related to transportation, disassembly, reassembly of the claimed component from the product of HSW S.A., and any required retesting or inspections.

In the event of recurring reports of the same non-compliances or high-impact complaints (affecting product safety or causing significant costs), the Supplier, after removing the non-compliance on its own initiative or at the request of HSW S.A., is obliged to conduct a detailed analysis of the problem and prepare and submit the 8D Report (HSW-J-47) to HSW S.A.

For less significant non-compliances (unless otherwise agreed), the Supplier is required to prepare and submit the A3 Report (HSW-J-56) to HSW S.A. Both the 8D and A3 Reports must include an analysis of the root causes of the non-compliance and information on corrective and preventive actions implemented or planned. Unless otherwise agreed, the 8D or A3 Report must be submitted to HSW S.A. for approval within a maximum of 14 working days from the date of reporting the non-compliance.

**7. ASSESSMENT OF ACTION EFFECTS.****7.1 Monitoring, measurement, analysis, and evaluation.**

The Supplier is obliged to monitor and measure the product and its properties at appropriate stages of the manufacturing process in order to verify that the requirements of the contract/order have been met. The assessment of measurements and analyses may be verified during audits.