

## Alpha France CSR- Special Customer Requirements

### Customer Special Requirements Alpha France

#### Revision table

Date	Review	Section	Change details
14/02/2018	00		Creation
18/12/2024	01	All	Full Review
		06	Non-use of PFAS
		17	Major modification : ALPHA FRANCE requirements - Cs
19/05/2025	02	All	Review of all CSRs following IATF audit April 2025
		All	Change of company name from SPPP to Alpha France
		16	Change minimum of quality wall to 3 months

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## 1-Introduction

The seller/supplier is ALPHA FRANCE's supplier in accordance with the purchase contract and/or order established between the two parties, of which this document constitutes an appendix.

The expectations, requirements and standards defined in this document apply to all supplies and/or services for all ALPHA FRANCE production and delivery sites.

The requirements as detailed in this document define the basic specifications suitable for the automotive sector. Depending on the service delivered to ALPHA FRANCE, additional requirements described in our consultation file may apply.

The vendor/supplier is also expected to pass on the information to any suppliers concerned.

The document requirements supplement the requirements defined by the latest version of the ISO 9001 and IATF 16949 standards, the contract or other specifications communicated by ALPHA FRANCE.

ALPHA FRANCE is committed to a zero-incident approach with its customers and expects its suppliers to support this approach.

ALPHA FRANCE has been pursuing a long-term partnership strategy with its suppliers since 1987. It is the responsibility of each party to implement a mutual integration of needs and requirements to achieve the highest levels of quality, service, cost, and continuous improvement. We implement an approach with our suppliers that combines integrity, optimization, and professionalism in every decision. This means reciprocity, and we do not allow any inappropriate influence or activity on either side that would compromise these decisions.

## 2-Communication

Exchanges must be made in French or English. Any other language must be accompanied by a translation into one of these languages.

## 3-Risks associated with the use of silicones

Silicones have the capacity, even in trace amounts, to pollute an entire paint line, causing paint rejection on parts. If ALPHA FRANCE demonstrates silicone pollution of its paint line due to deliveries of parts from the Vendor/Supplier, all costs (line decontamination, line stoppage, customer disruption, operating loss, etc.) will be re-invoiced to Vendor/Supplier

The Vendor/Supplier undertakes to take preventive measures to train and inform its personnel about the consequences of using such products.

Products composed or based on silicone monomers are strictly forbidden during or near production for ALPHA FRANCE. In the event of pollution of its line, ALPHA FRANCE will apply a rate of €3,000 per hour for disruption (€150 minimum in the case of a minor incident).

## 4-Communication and notification of modifications

The automotive sector requires proactive communication. The occurrence of non-conformity linked to unvalidated product or process modifications presents very significant risks for ALPHA FRANCE and its customers and can compromise the entire supply chain. If the seller/supplier fails to communicate a modification, or fails to do so correctly, he is fully responsible for any impact on the products delivered. This responsibility extends from validation to potential replacement of products, including those already assembled on the vehicle. The supplier must inform Alpha France as soon as he becomes aware of the following modifications, to allow prior validation:

- Change of production location
- Modification of its capacity
- Partial or complete repair/replacement of production tools (e.g. molds) or production equipment (e.g. injection presses).
- Modification of the means of production by an alternative, non-validated means of production (e.g. injection press different and new from that used for validation).
- Modification of the IT system involved in production, quality, and logistics control.
- Modification of the material used. (e.g. change PA66 Dupont for another PA66).
- Modification of established control methods or frequencies.
- Potential or actual quality, production, capacity, and logistics incidents.
- Modification of its organization with a potential impact on the supply of the product to be painted.
- Property modification of its structure and direction

Any technical modification to a part to be painted must include painting validation. The seller/supplier cannot demand that ALPHA FRANCE take charge of the samples and tests required to validate a modification at his request. Each technical modification must be the subject of a presentation: a metrology of 5 parts per impression and, in certain cases, a new capability study if initially requested during project validation.

## 5-Maintain delivery flow

Our automotive sector requires us to maintain a steady flow of deliveries to avoid manufacturers' production line stoppages. Like any equipment manufacturer, ALPHA FRANCE can be severely affected by delivery disruptions. Vendors/suppliers must integrate this factor into their production, logistics, responsiveness, and proactive communication.

The seller/supplier must prepare and communicate to ALPHA FRANCE a suitable emergency plan as a precautionary measure.

In the event of a potential or proven risk of flow disruption, the seller/supplier must communicate proactively

with ALPHA FRANCE and implement the necessary means to avoid disruption of the planned flow. Proven disruptions caused by the seller/supplier will be invoiced at actual cost, based on supporting documents.

## 6-Social responsibility

ALPHA FRANCE is committed to improving safety, reducing environmental impact and expects its suppliers to support and integrate this approach.

ALPHA FRANCE is involved with its customers in the IMDS program, REACH, and the marking of plastic parts for recycling, and requires the vendor/supplier to integrate the presentation of the necessary elements.

ALPHA FRANCE is committed to the non-use of PFAS (per- and polyfluoroalkylated substances) and asks its vendors/suppliers to comply with this requirement.

The seller/supplier undertakes to demonstrate the absence of PFAS in these products and services.

ALPHA FRANCE recommends that vendors/suppliers opt for ISO 14001, ISO 50001, ISO 26000, and ISO 45001, if they have not already done so.

Like all responsible players, ALPHA FRANCE complies with the regulations in force, and demands the same of its vendor/supplier. The entire automotive industry is committed to strict compliance with fundamental human rights, and therefore requires the seller/supplier to ensure and implement a policy so that none of its direct activities are involved in slavery or forced labor, child labor (according to local definition), or the use of products, components or materials linked to the mineral conflict in the Democratic Republic of Congo and its neighboring countries. The seller/supplier must also implement a policy allowing free action and union membership. The seller/supplier must also implement a policy allowing free expression and protection of complainants or whistle-blowers against harassment, discrimination of any kind and possible corruption, and must comply with international sanctions in force.

## 7-Certifications

The vendor/supplier must demonstrate, at least for the manufacturing sites concerned, ISO 9001 certification. This certification is not limited and may be extended to IATF 16949, VDA, ISO17025; ISO 45001 ; ISO/IEC 27001 ; ISO26262, ...

## 8-Safety products

For all products concerned by safety features, the seller/supplier must provide ALPHA FRANCE with the name, telephone number and e-mail address of each "Safety Product" representative per production site. The seller/supplier must include in its quality system, and be able to demonstrate on request, the training and maintenance of the competence of all persons concerned by the establishment and use of FMEAs, monitoring plans, deviations and inspection instructions for safety products.

## 9-New product launch, painting blanks and services

Each time a new product is launched for painting, in accordance with IATF 16949, the vendor/supplier must submit a minimum level 3 PPAP to ALPHA FRANCE and ensure the physical and documentary presentation of initial samples.

The vendor/supplier must integrate Special Characteristics (SCs) into his product risk analysis and validation plan and include the presentation of representative samples as far upstream as possible for paint testing.

Unless otherwise agreed, ALPHA FRANCE will not accept these samples. If necessary, the vendor/supplier must submit a complete metrological report of a minimum of 5 parts per impression.

When critical characteristics are indicated on the drawing, a capability study of a minimum of 30 parts must be carried out and presented in the PPAP file (unless excluded by the ALPHA FRANCE project team).

The vendor/supplier must implement a "quality wall".

## 10-Start-up of new paint and solvent products

Each time a new product is launched, the vendor/supplier must provide ALPHA FRANCE with the Safety Data Sheets and Technical Data Sheets to the project quality correspondent, and if they change after series launch, to the QSE manager

## 11-Laboratory qualification

ALPHA FRANCE does not require laboratory certification if the site is ISO16969 or ISO 17025 certified, but in the event of non-certification, an annual self-audit is required. Calibration of checking fixtures in accordance with COFRAC accreditations is preferred.

## 12-Project management

Project schedules should be presented in Gant chart format.

2Ds; 3Ds are exchanged in Catia 5, IGS or STEP (or other according to ALPHA FRANCE project agreement). Parts during project periods, including the probationary period, will be under special status and duly identified.

The PPAP level must be at least level 3 with a signed PSW (unless otherwise agreed in the project).

Tooling owned by ALPHA FRANCE will be identified and maintained in good condition. An inventory will be taken at least every three years

The destruction of ALPHA FRANCE tooling is subject to prior authorization and validation by ALPHA FRANCE. A process FMEA will be carried out and updated (PFMEA).

IMDS declaration made before PSW validation. ALPHA FRANCE's company ID code is: 24967

In the case of special characteristics (Cs), these must be subject to 100% control, or machine and product capabilities with  $Cpk > 1,67$  must be presented and maintained.

Safety or Regulatory (S/R) features must be processed in compliance with ISO 9001 & IATF 16949.

Product traceability for packaging and handling units (UC/UM) must comply with the Galia or Odette standards, with at least batch number, production date and unit reference.

Each time a new product is launched (SOP), a quality wall is built for a minimum period of 3 months (see Quality Wall section for details).

## 13-Process qualification

When starting up a new process or significantly modifying an existing one, we require at least a self-audit according to a standard recognized by ALPHA FRANCE or its customer.

On request, ALPHA FRANCE and/or its customer can carry out an audit of the process concerned.

Annual requalification is expected.

## 14-Logistics management

Update frequencies, forecast and firm periods are defined by and in agreement with ALPHA FRANCE.

EDI, AVIEX and barcode reading requirements may be included in the consultation file, depending on ALPHA FRANCE's needs.

## 15-Emergency plan

For all nomenclature products purchased by ALPHA FRANCE, an emergency plan is required. ALPHA FRANCE recommends that it includes IATF requirements.

## 16-Quality wall

When a new product is launched, following a technical modification or a recurring incident, a quality wall may be required. This quality wall is defined by additional controls after those planned in the monitoring plan, for a period covering at least **2,000 parts, 3 months of production and 3 separate batches**.

The vendor/supplier can propose the frequencies and characteristics of the quality wall implemented, but ALPHA FRANCE remains in agreement.

At the very least, one of the characteristics monitored by the quality wall is 100% controlled.

In the event of failure within this period, the seller/supplier may require the seller/supplier to adapt or extend the quality wall for the same period.

## 17-Requirements ALPHA FRANCE - Cs

The vendor/supplier must integrate the basic risks of rejected defects for parts to be painted into his control and documentation.

These risks are requirements for ALPHA FRANCE and are formulated according to the following Cs.

The seller/supplier must demonstrate compliance with them

### **Cs - CHEMICAL POLLUTION - impact on painted parts and production tools ALPHA FRANCE**

- No pollution of the entire room (surface to be painted and other surfaces)

As far as pollution is concerned, it should be borne in mind that the ALPHA FRANCE process mainly consists of isopropyl alcohol wiping and blowing.

There are many types of pollution, including, but not limited to:

- silicones
- release agents,
- anti-corrosion products,
- cutting or maintenance lubricants,
- washing product residues
- to fingerprints
- use of silicone gloves
- Etc

The pollutants to be considered are those generated by the seller's/supplier's own transformation processes and those of its own third parties.

- Where applicable, see paragraph on non-returnable and circular packaging.

### **Cs - FOREIGN BODY - impact painted part and production tool ALPHA FRANCE**

- No dust on the workpiece.
- No chips or filings
- No textile fibers
- No material threads or detachable burrs
- Dust can come from the working environment, from raw part transformation processes, from packaging, and so on.
- Where applicable, see paragraph on non-returnable and circular packaging.

### **Cs - FINITION PIECE BRUTE - painted part impact**

- No deformation or other geometrical defects (see note on non-returnable and circular packaging)
- No deterioration of the surface to be painted (cracks, scratches, frosting, peeling, etc.).
- No material threads or detachable burrs.
- No even partial absence of functional elements.
- If the product delivered has a coating: no deterioration of the coating. The surface treatment must be preserved during the production process and until delivery to ALPHA FRANCE.

- Other known defects during the project phases
- Acceptance criteria can be defined on a case-by-case basis, with the help of a defect library.

NOTE: ALPHA FRANCE may refuse to accept a part or batch with the defects listed above.

- Where applicable, see paragraph on non-returnable and circular packaging.

#### **One-way and circular packaging:**

In cases where ALPHA FRANCE is not responsible for the design and maintenance of the packaging, it is the responsibility of the Seller/Supplier to apply the above-mentioned Cs for packaging on the following points:

The packaging used cannot be a source of pollution for the ALPHA FRANCE paint line:

- Cardboard boxes should be avoided,
- The canvas, fabrics and cottons used do not produce thread or fluff,
- Metal parts, if , are protected to protect the part during handling,
- The presence of grease or dirt on the outside or inside of packaging is prohibited,
- Moisture inside packaging is prohibited.

## 18-Notification of incident or claim

If a batch of parts delivered has a quality level that could have a direct impact on the overall quality of the painting process, the vendor/supplier is notified of the incident. The notification must be considered immediately.

## 19-Rule of reactivity and incident handling

As is common in the automotive sector, the response to an incident notification must be almost immediate (e.g., within the first working hour), and the processing will be formalized by 8D.

Security measures must be taken immediately and, in all cases, regardless of whether the seller's/supplier's liability is subsequently refuted or proven by the established analysis.

The deadlines expected of the seller/supplier are.

- Stage D1 to D3 within the first 24 hours (one working day).
- Steps D4 and D5 within 10 calendar days of notification.
- Steps D6 to D8 within 30 calendar days of notification. For the last two steps, the deadline may be extended at the supplier's request, but only depending on the seriousness of the problem.

## 20-Support in the event of non-compliance

Without prejudice to the amounts which could be generated by defective deliveries causing a line stoppage at a customer, a request for stock sorting, a recall campaign for defective products, or any other event resulting from a defective delivery and generating an invoice on the part of the Customer towards ALPHA FRANCE; a fixed amount of 250 € will be applied by the Buyer towards the Seller/supplier in the following cases:

- Any Quality claim justified by a product non-conformity issued by the Buyer's services to the Seller/Supplier.
- In the event of damaged packaging or misidentification.
- In the event of a discrepancy between the quantities entered on the Delivery Notes and the quantities received.
- In the event of discrepancies between quantities ordered and quantities received.
- In the event of late deliveries.

This fee will be increased by X2 in the event of a recurring incident or delay in processing.

It may be accompanied by additional costs for line stoppage, if applicable (€3,000/hour or €150 minimum).

## 21-Accounting for the CSR of Alpha France customers

Suppliers must understand, integrate, and apply the specific requirements of Alpha France's end customers (OEMs or Tier 1 suppliers), especially when these are transmitted in the context of a specific project or order.

It is the responsibility of the supplier to:

- Regularly check the official websites of the end-customers concerned for new versions or updates of their CSRs.
- Check for updates on the official IATF website: <https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements>.
- Update procedures and quality documents accordingly and inform teams of new requirements.
- Consider specific CSRs right from the project phase and during product or process validation.

Non-compliance with customer CSRs may be detected during quality audits or through incidents in the field, and may result in sanctions, loss of supplier rating, or even exclusion from future projects.

If the supplier subcontracts all or part of the service, the supplier must pass on information relating to special features to his supplier(s) so that they can take them into account.

Proof of CSR monitoring and control must be recorded by the supplier and made available to Alpha France on request.

## 22. Supplier's reserves, if any

The supplier may express reservations about certain requirements in this document if they raise a proven technical, organizational, or regulatory difficulty. This possibility is intended to guarantee a transparent and balanced relationship.

To be admissible, any reservation must:

- Be clearly formulated in writing, with detailed justification (technical, regulatory, or other).
- To be sent to Alpha France before signing the contract.
- To be analyzed jointly by both parties for approval and rejection.
- To be incorporated as an appendix or official waiver to the contract, if accepted.



The absence of any explicit reservation implies full acceptance of all the requirements set out in this document.

## 23. Supplier's commitment

By signing this document, the supplier certifies:

- Have read and understood all the specific requirements defined in this document.
- Undertake to respect them in all services and products supplied to Alpha France.
- Implement the human, technical and organizational resources necessary to guarantee their continuous application.
- Accept control measures, audits, and sanctions in the event of non-compliance.

The signature commits the supplier for the entire duration of the commercial relationship with Alpha France, unless the present document is officially updated, or a derogation is formally accepted.



Any reservations made by the seller/supplier:

.....  
.....  
.....  
.....

### Validation of commitment

Supplier / Seller :

Company :

Name :

Postion :

Date :

Signature :