QUALITY REQUIREMENTS FOR SUPPLIERS

			Firme dei Responsabili / Responsibles Signatures	
Rev.	**Data / Date**	**Oggetto / Object**	**Redatto da / Written by**	**Approvato da / Approved by**
2	21Dec2022	General review	Valentina AMADIO (QM)	Giorgio VALLI (GM)

REVISION HISTORY

Rev. N°	Data / Date	Oggetto / Object
0	08FEB2021	FIRST ISSUE
1	23FEB2021	Added nomenclature and improved general terminology

1. SCOPE

This procedure establishes the specific requirements, which are added to the General Conditions of Purchase DOM s.r.l., relating to the Quality Management System that must be satisfied by the Suppliers of DOM s.r.l. (hereinafter DOM) for the supply of products and services in the Aerospace and Defense fields subject to the EN/AS 9100 standard.

Requirements surrounded by a box are applicable only to suppliers whose service falls within the scope of EN/AS 9100 aerospace supplies.

2. DEFINITIONS and ACRONYMS

AS&D - Aerospace and Defence
Company - DOM S.r.l.
CoC - Certificate of Conformity
DDT - Transport document
FAI - First Article Inspection
FOD - Foreign object, or substance, that could cause harm
LAT - Accredited Calibration Laboratory
KEY CHARATERISTICS – Characteristic of a material, product or part whose variation within the specified tolerance has a significant influence on the fit, form, function or maintainability of the product.
PO - Purchase Order
NCR - Non Conformance Report
RDO - Request for Quotation
SDR - Deviation request from the Supplier
QMS - Quality Management System

3. GENERALITIES

The requirements defined in this document apply to all suppliers of direct material products and services and subcontracted supplies, including special processes, which have a direct influence on the quality of the finished product, for applications in the aerospace and defense sectors subject to the EN9100 standards.

3.1 The Supplier must implement a Quality Management System (QMS) according to the applicable requirements (see chap. 5) or, alternatively, ensure that the service provided complies with the specifications provided by DOM.

3.2 The Supplier is responsible for the conformity of the product/service delivered to DOM or to DOM's Customers according to the applicable requirements (see chapter 6) even if all or

part of the supply is entrusted to its sub-suppliers, whether they are chosen independently or on the recommendation of DOM.

3.3 The Supplier must ensure that the management and control of its sub-suppliers is such as to guarantee the conformity of the product/process/service and compliance with the applicable requirements (see chap. 7)

3.4 The Supplier must ensure the adequacy of the resources, the necessary qualifications, the management of the production process and modifications, the traceability and identification of the parts such as to guarantee the conformity of the product/process/service (see chap.8)

3.5 The Supplier must ensure the validation and verification of its production process, including any operations/processes carried out by sub-suppliers, in accordance with the applicable requirements (see chap. 9)

3.6 The Supplier must guarantee the correct storage, packaging, shipment of the product and the certification of conformity (see chap.10)

3.7 The Supplier must guarantee the correct management of Non-Conformities and non-conforming material (see chap. 11)

3.8 The Supplier must implement actions to prevent the use of counterfeit parts (see chapter 12)

3.9 The Supplier must keep and make available the documentation relating to the creation and conformity of the product/process/service in accordance with the required requirements (see chap. 13)

3.10 The Supplier must allow the representatives of DOM, DOM Customers and Regulatory Authorities access to the areas of its plants applicable to the product/process object of the Purchase Order, and to the relative documentation (see chapter 14)3.11 The Supplier must maintain ethical behavior and undertake initiatives, and provide documented evidence thereof upon request, such as to ensure that personnel involved in activities relating to aerospace and defense supplies are aware (see chapter 15):

- of its contribution to the conformity of the product or service
- its contribution to product safety
- the importance of ethical behaviour

Any exception and/or deviation from the requirements listed here must be communicated to DOM before acceptance of the PO/contract, coordinated and approved in writing (see chapter 6).

4. NORMATIVE REQUIREMENTS

- EN/AS 9100 - Quality management systems-Requirements for Aviation, Space and Defense Organizations
- EN/AS 9120 - Quality management systems - Requirements for Aviation, Space and Defense Distributors
- EN/AS 9102 – Aerospace Series - Quality management systems - First Article Inspection Requirements EN/AS 9103 – Aerospace Series - Quality management systems – Variation Management of Key characteristics
- ISO 9000 - Quality Management Systems-Fundamentals and vocabulary;
- ISO 9001 - Quality Management Systems-Requirements;
- ISO 19011 - Guidelines for auditing management systems;
- Legislative Decree 81/2008 and subsequent for aspects relating to safety in the workplace;

- REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data, as well as on the free movement of such data and repealing Directive 95/46/EC (general regulation on data protection), in force since 25/05/2018.

5. QUALITY MANAGEMENT SYSTEM

5.1 The Supplier must have implemented a Quality Management System (QMS) which guarantees:

- the ability to consistently provide products and services that meet customer requirements and applicable laws and regulations
- the ability to increase customer satisfaction
- the ability to face risks and seize the opportunities associated with the context and objectives
- the ability to demonstrate compliance with specific requirements requested by customers, applicable standards and laws

5.2 The reference standard that defines the requirements for operating in the aeronautical, space and defense fields with which to conform its Quality Management System in relation to the supply in order is the EN 9100 standard, with the latest valid revision.

5.3 For all supplies that do not fall within the aerospace sector, the reference regulatory standards are those established by ISO 9001.

5.4 Therefore DOM selects as suppliers for products/services intended for aerospace and defense exclusively:

- Suppliers in possession of AS/EN 9100 or AS/EN9120 certification: the Supplier must provide evidence of the compliance of its QMS with the EN9100 or EN9120 standard, as applicable, issued by an accredited body according to the international IAQG 104 scheme, established under the auspices of the International Aerospace Quality Group (IAGQ) and registered in the Online Aerospace Supplier Information System (OASIS).

- Suppliers in possession of ISO 9001 certification: The Supplier must implement its QMS by adapting it to the minimum requirements set out in this document for the supply in question, and authorize DOM which reserves the right to carry out one or more audits, directly or with the help of external auditors designed to verify the compliance of its QMS with the minimum requirements required for the supply in order.

- Suppliers who have obtained the approval of their Quality Management System from the Customer DOM who purchases the item code or the service object of the supply: the Supplier is required to notify it and provide evidence of it to DOM, which will recognize this approval only for supplies intended for the Customer.

6. REQUIREMENTS OF PRODUCTS, PROCESSES and SERVICES

6.1. DOM, when it needs the Supply of products, processes or services, submits the Requests for Offers to its Suppliers, according to criteria defined by its QMS and Company rules and Policies.

6.2. The Supplier must adopt a documented process to evaluate its ability to meet the technical, qualitative, economic and other applicable requirements referred to in the Request for Quotation (RDO) on the basis of its means, techniques, control instruments and own organization.

6.3. The Supplier must verify that the documentation attached and/or referred to by the RDO contains all the information necessary to respond to the RDO, and ask DOM for any additional information or clarifications.

6.4. If the Supplier determines that one or more requirements cannot be satisfied or can only be partially satisfied, the Supplier must notify DOM and agree on any deviations, if deemed feasible at DOM's sole assessment.

6.5. In responding to an RDO, the Supplier must notify DOM of any sub-supply to allow DOM to make the appropriate assessments.

6.6. Following receipt of the Offer by the selected Supplier, the Purchase Orders are issued by DOM in electronic format, or other agreed format, in accordance with the offer made by the Supplier. The OA shall report the following information as a minimum:

- amount;
- product code and description;
- design revision level;
- reference to the DOM job / Work order;
- applicable additional documents;
- order value;
- required delivery date;
- terms of delivery;
- terms of payment.

6.7. With the acceptance of the order, the Supplier undertakes to comply with all the requirements referred to in the PO with reference to the latest revision status referred to in the PO; these requirements are reported in different documents, in case of conflict between the requirements contained therein, the hierarchy between the different documents is as follows:

- DOM purchase order
- Drawings and any other technical project documents (e.g. 3D models if validated by the Customer) Technical specifications referred to in the drawings
- Any specific Quality Plans for the supply in question
- Procedures and Quality Specifications included in this document.

6.8. Any notes reported on the Purchase Orders are to be considered as additional requirements to those described in this document, and being in order they have priority

6.9. The Supplier is required to review the requirements before accepting the Purchase Order; to this end, the Supplier must have a documented order/contract review process aimed at verifying the correspondence of the PO to the Offer, the completeness of the information and documentary references indicated in the PO and the correspondence with the available documentation; the result of the review must be documented and kept.

6.10. Before accepting an PO/contract, the Supplier is obliged to notify DOM of any sub-supply in order to receive authorisation. It is the responsibility of the supplier to transfer the aforementioned requirements to the sub-suppliers and to verify their punctual application.

6.11. The accompanying documentation that the Supplier must deliver to DOM together with the supply will be agreed upon before each new supply.

6.12. Documentation management related to RFQ and PO:

• All documents provided by DOM to the Supplier must only be used in the context of the contractual relationship. This documentation is to be considered the intellectual property of DOM and cannot be transmitted in paper, electronic or other form, or allowed any type of use to third parties without authorization. The authorisation, methods and possible exclusions for the transmission of documents supplied by DOM to third parties must be governed by a confidentiality agreement signed between DOM and the Supplier and, possibly, between the Supplier and its sub-suppliers.

• The Supplier is responsible for checking and maintaining these documents to prevent their misuse, loss, damage, alteration and/or deterioration. The Supplier must guarantee data protection and confidentiality, as per the regulations in force on the subject.

• The supply must comply with the latest revision status of the applicable documentation reported in the PO. Under no circumstances may the supplier refer to revisions other than those indicated in the PO or make any type of modification to the documentation transmitted.

• In the event of revisions to drawings or other applicable documentation sent by DOM to the Supplier, the latter is required to provide for the immediate replacement of the documentation and the application of the changes introduced. Obsolete documentation must be returned to DOM, unless otherwise provided, and in any case withdrawn and segregated in order to prevent its use.

7. CONTROL OF OUT-SOURCED PROCESSES, PRODUCTS AND SERVICES

7.1. The Supplier must implement a system of selection, registration, management and control of its sub-suppliers such as to guarantee the conformity of the product/service and compliance with the applicable requirements.

7.2. The Supplier must transmit to its suppliers the applicable requirements relating to the Purchase Order received, including any requirements expressed by DOM's Customers.

7.3. In the event that the supply requires the performance of operations or processes to be carried out externally and DOM requests it to contact a specific sub-supplier (e.g. suppliers of special processes qualified by DOM's Customers), the Supplier must carry out these operations/processes by the indicated supplier.

7.4. In the event that the supply requires the performance of special processes, and specific qualification requirements of the processes themselves are present in the order or in the attached documentation, the Supplier must demonstrate that its sub-contractor of special processes possesses the required qualifications by providing a copy of the relative certificate to DOM. In the aerospace field, the qualification typically required is Nadcap accreditation (see details in paragraph 9.2 below).

7.5. The Supplier is responsible for the conformity of the products, processes and services supplied by its sub-suppliers, even if indicated by DOM or by DOM's customers.

7.6. The Supplier must monitor the performance of its sub-suppliers in terms of quality and punctuality of delivery in order to ensure compliance with the requirements.

8. PRODUCTION CONTROL

8.1. The Supplier must conduct the production activities under controlled conditions, so as to guarantee the conformity and traceability of the products for the entire duration of the production process.

8.2. The Supplier must ensure that the environments, plants, machinery, equipment, tools and processes used for the construction and testing and control of the product/process object of the DOM order are validated before the launch of production.

8.3. The Supplier must ensure that the environments, plants, machinery, equipment, tools and processes used for the production of the product/process object of the DOM order are adequately controlled and maintained in efficiency over time, defining adequate scheduled maintenance procedures and periodic inspections, and any modification is reported to DOM as reported in the following paragraph 8.6.

8.4. In the event that the supply requires the performance of special processes, and specific qualification requirements of the processes themselves are present in the order or in the attached documentation, the Supplier must demonstrate that it possesses the required qualifications by providing a copy of the relative certificate to DOM. In aerospace, the qualification typically required is Nadcap accreditation.

8.5. The supplier must guarantee the verification of the production process in accordance with the requirements in the Order and carry out the machining operations in accordance with the requirements in the Order according to the production process verified and approved by DOM (see chap. 9).

8.6. Any change to the production process and/or product/service must be notified to DOM before its implementation for approval, including changes to production sites or sub-suppliers, using the methods agreed with DOM.

8.7. If the changes concern already validated process phases that may impact on the conformity of the product/service, DOM may request the partial or total repetition of the production process verification as reported in chapter 9.

8.8. The Supplier must guarantee the identification and traceability of the product during all stages of processing, storage and shipment, through the accompanying and marking documents where applicable. The containers/packaging used for shipping and delivery must be identified with the tag relating to the material being delivered.

8.9. The Supplier must ensure, and provide evidence upon request, that the personnel involved in defining the production process and in the creation of the product/service have the necessary skills.

8.10. If required for specific operations, the Supplier must ensure that personnel have the necessary qualifications, and that they are properly documented. In particular, the personnel involved in special processes and non-destructive testing must possess the qualifications required in accordance with the applicable regulations.

8.11. The Supplier must develop adequate product inspection and control procedures (inspection and control plans) which guarantee the verification of all the characteristics referred to in the PO, drawings and applicable technical specifications, at all stages of the process.

8.12. The Supplier is required to carry out the tests and checks necessary to guarantee compliance by respecting the inspection and control plans, and any sampling percentages approved by DOM (see chapter 9), including specific prescriptions received from DOM.

8.13. The Supplier must maintain complete records of the inspections and checks performed on the product and is required to provide DOM with these records upon request.

8.14. In defining the inspection and control procedures, the supplier must identify the instrumentation suitable for precision, accuracy and repeatability such as to guarantee the validity of the results.

8.15. The Supplier must have a control system for test equipment and measuring instruments which guarantees the identification, traceability, verification and maintenance of the calibration status such as to guarantee the conformity of the products/processes being measured. The instrumentation used to guarantee the conformity of the process and of the product must therefore:

• be maintained in a state of calibration at periodic intervals, or checked before use, with reference to samples certified by the LAT calibration laboratories or equivalent; the execution methods, the acceptability criteria and the calibration/control sheets must be documented;
• be uniquely identified to allow the user to immediately determine the calibration status.

8.16. The supplier must notify DOM of any out of tolerance detected during periodic checks of tools used to control/test parts produced for DOM. The personnel of the supplier's Quality function will have to evaluate the impact on the conformity of the products already delivered.

8.17. The personnel responsible for testing and approving the product/service must be identified

8.18. The Supplier must ensure the proper handling, protection and handling of the material in order to avoid shocks, oxidation, contamination or other damage to the products during the entire production cycle and the shipment to the place of destination.

8.19. The Supplier shall establish and implement a program for the prevention, detection and removal of foreign objects (FOD) throughout the manufacturing process up to the delivery of the product to DOM.

8.20. In the event that the Supplier uses containers, equipment, tools or other goods owned by DOM or by DOM's customers, it is required to treat these goods with the utmost care and to return them to DOM at the end of the supply or according to the agreements established with DM.

9. VERIFICATION OF THE PRODUCTION PROCESS

9.1. The implementation processes and the related modifications are subject to a verification and approval process, which must be implemented by the supplier during the review of the Request for Quotation or the Purchase Order.

9.2. When requested in the OA, and only for suppliers operating in the aerospace environment, the verification of the production process must be performed according to what is defined in the AS/EN9102 standard - Aerospace First Article Inspection Requirements (FAI); different methods can be specified in the OA according to specific requirements requested by DOM customers.

9.3. FAI is performed on a representative item from the first production lot to verify that manufacturing processes, manufacturing documentation, and tooling are capable of producing parts and assemblies that meet requirements. This process should be repeated when changes occur that invalidate the original results (e.g. engineering changes, manufacturing process changes, tooling changes)

9.4. The supplier, due to the characteristics and phases of the process of competence, must perform all tests, checks and verifications required in order to correctly complete forms 1,

2 and 3 referred to by the AS/EN 9102 standard or other requirements specified in the PO by DOM.

9.5. During the verification process, the Supplier must pay particular attention to defining the production process and the control method of the critical characteristics as indicated in the drawing or in the technical instructions provided by DOM, or any key characteristics indicated by DOM (Key product characteristics).

9.6. The Supplier, if requested in the PO received from DOM, must also identify and report to DOM any key characteristics for the control of the production process for the purposes of product conformity (process key characteristics).

9.7. In accordance with the verification requirements defined in the PO, the Supplier must also present the testing and control plan defined in order to guarantee the conformity of the product/service. Any sampling proposals (e.g. percentage control) must be supported by objective evidence (e.g. recognized and adequate statistical principles, technical justifications related to the production process).

9.8. Once the checks, inspections and tests required for the completion of the FAI have been completed, the Supplier must transmit the documentation relating to DOM in accordance with what is defined by the AS/EN9100 standard, or different requirements specified in the OA.

9.9. DOM may also request to receive the part (or parts) that have been used for the FAI verification to allow DOM to carry out the checks and re-checks it deems appropriate.

9.10. Following the review of the completeness and correctness of the documentation provided, and any other checks carried out on the part subject to FAI, which demonstrate the adequacy of the production process and the conformity of the product, DOM will give formal approval to proceed with production.

9.11. The parts subject to the verification process can be sent to DOM only after formal approval by DOM; any exceptions to this requirement must be agreed with DOM and documented.

9.12. It is understood that this approval does not in any way relieve the Supplier of its responsibility to guarantee the conformity of the product, process or service covered by the Purchase Order, responsibility which remains entirely the responsibility of the supplier.

9.13. Once approved, the production process cannot be modified except with prior notification to DOM and related possible request for complete or partial repetition of the FAI.

9.14. The Supplier is responsible for ensuring that the same requirements are applied to its sub-suppliers as well, and is responsible for the completeness and correctness of the documentation prepared by them.

10. RELEASE OF PRODUCTS AND SERVICES

10.1 If requested in the PO, the Supplier is required to issue the Certificate of Conformity (CoC) for each supply, certifying the conformity of the product, process or service supplied with the applicable requirements. the CoC must always be attached to the product.

10.2 Personnel authorized to approve the product and sign the CoC must be identified.

10.3 The Supplier must maintain documented information that certifies the conformity of the product with the requirements, and the traceability of the personnel who authorized the resolution.

10.4 Documented information required for product or service approval must be available and complete prior to approval.

10.5 The supplied material must be packed using containers of adequate density and resistance, capable of preventing damage, deterioration, contamination and loss of the product, using adequate filling or fastening systems to protect and prevent the movement of the objects during transport . The materials used for packing and filling must comply with all the legal requirements in force for disposal and recycling.

10.6 In the event of damage to the supplies during handling and transport, the parts will be considered non-compliant.

10.7 The Supplier is required to promptly notify DOM of any delays in delivery and to agree on a new delivery date.

10.8 The Distributor of raw materials is required to send DOM the certificate of chemical analysis and mechanical characteristics acquired from the steelworks without any modification; altered documents or statements by Distributor regarding compliance with material requirements are not considered valid.

10.9 The documentation must be archived for a minimum of 10 (ten) years from the closing date of the order, the Supplier must be able to provide this documentation upon request by DOM, at no additional cost.

11. CONTROL NON-CONFORMING OUTPUTS

11.1 The Supplier who identifies one or more Non-Conformities on the product that may affect lots or parts already delivered to DOM, must immediately notify DOM's Quality Department, and comply with the relative provisions that will be communicated.

11.2 The Supplier who detects Non-Conformities on parts still at its factory or one of its sub-suppliers, at any stage of the production and testing process, which concerns a product/process/service intended for DOM, must immediately notify the Quality SUN.

11.3 The Supplier is NOT authorized to decide how to deal with the non-compliant material, but must wait for the assessment and related provision by DOM and DOM's customers, and strictly comply with these provisions.

11.4 In the event of reworking or repair, the supplier will receive from DOM instructions on how to proceed, and may be involved by DOM in this assessment; in any case, any additional repair or reworking operations will be borne by the Supplier without additional costs for DOM.

11.5 In some cases, as a result of audits or other evaluations at the exclusive decision of DOM, a Supplier may be authorized by DOM to decide only the discard arrangement without waiting for DOM's arrangement.

11.6 The Supplier must strictly comply with the instructions received from DOM; the continuation of processing and the delivery of the parts subject to derogation can only take place after implementation of the provisions and approval by DOM.

11.7 Pending the disposition by DOM, the non-conforming part/material/parts must be suitably identified and stored in suitable areas with limited access (quarantine) in order to avoid their involuntary use or processing progress. The method of identification of the non-compliant material must take place according to the rules of the supplier's QMS (labelling, cards, non-compliance report) but must in any case guarantee the identification of the product (Part Number, Serial Number if applicable), the traceability (PO, job order, production order, date, operation), and the non-conformity detected.

11.8 When the Supplier rejects a part made on subcontracting, starting from raw material or a semi-finished product supplied by DOM, the latter must report the quantity of rejected parts on the CoC and DDT so that the cost (of the raw material or of the semi-finished product) may possibly be charged to the Supplier. The non-compliant material must in any case be delivered to DOM suitably identified as indicated above.

11.9 DOM promptly notifies the Supplier of any non-compliance detected by DOM or its Customer whose responsibility is attributed to the Supplier on the product/process object of the supply.

11.10 In some cases of particular relevance, as defined by DOM and/or by DOM's customer, the Supplier may be required to conduct further in-depth investigations and/or also extended to other products/processes, according to methods that will be defined and agreed if were to present the case.

11.11 The cost of the NCR is charged to the supplier who is required to cover all the costs generated by the non-conforming product supplied, including management costs and the costs of what is necessary to correct the non-conformity, including costs relating to any complaints by the Customer of DOM due to non-conformities generated by the Supplier.

11.12 The product/material which, following Non-Conformities detected in any of the cases mentioned above, should be declared waste, must be returned to DOM, or scrapped directly by the Supplier, according to the indications that will be communicated, according to methods that guarantee its improper use (see chapter 12 on counterfeiting prevention).

12. COUNTERFEIT PREVENTION

12.1 The Supplier must take actions to prevent the use and circulation of counterfeit or suspected counterfeit parts.

12.2 The materials/products declared waste must be segregated before being scrapped in closed areas accessible only to identified personnel, normally from the Quality function, in order to avoid their involuntary use.

12.3 The materials/products declared waste for which DOM authorizes the Supplier to scrap, must be suitably damaged/mutilated so as to make them unusable before the scrapping itself, in order to prevent it from being put back into circulation as compliant.

12.4 If material declared as waste by the Supplier is present within its factory, DOM reserves the right to render it unusable before returning it to the Supplier.

12.5 The Supplier must notify DOM of any case of counterfeiting or suspected counterfeiting of which it becomes aware, both relating to materials/parts within its competence, and to third parties in which DOM may be interested. Counterfeit or suspected counterfeit parts must be properly identified and segregated in order to prevent their inadvertent use.

13. DOCUMENTATION MANAGEMENT

13.1 The Supplier's Quality Management System must provide that the documents necessary to demonstrate the achievement of conformity of the product/process/service with the requirements are kept.

13.2 The documentation must be kept for a minimum of 10 years, but different periods may be requested according to the requirements requested by DOM's Customers.

13.3 The Supplier's Quality Management System must provide that the date and point of introduction of the individual changes are identified and recorded, both on the technical documents and on the production and verification documents used in the manufacturing and testing process, maintaining the registration historic.

13.4 Any corrections to entries must be dated and signed with the original legible and traceable data. Erasures with complete removal of the data and the use of white out are not permitted.

13.5 Electronic records must be controlled, maintained and traceable in compliance with the same requirements specified for paper documentation.

14. MONITORING

14.1 DOM chooses and approves its suppliers based on assessments of adequacy and risk, also based on the information obtained from the Supplier itself

14.2 Where deemed necessary based on the type of product/process/service requested, the Supplier's certifications, risk assessment or other considerations, DOM reserves the right to carry out supplier qualification audits

14.3 The result of the audit is evaluated in terms of percentage of compliance with the requirements expressed according to methods that are illustrated during the audit, and is communicated to the Supplier, accompanied by any request for an improvement plan and corrective actions in the event of incomplete compliance to the required requirements.

14.4 DOM also continuously monitors the Supplier's performance in terms of product conformity and delivery punctuality, using indicators and delivery methods suitably defined and periodically communicated to the Supplier.

14.5 In the event of insufficient performance, DOM requires the Supplier to take adequate recovery actions, failing which, if the insufficient performance persists, it can decide for the disqualification and possible cancellation of the Supplier from the List of Approved Suppliers.

14.6 As mentioned in the previous point, the Supplier is required to allow access to DOM, to the DOM customer, to the Regulatory Authorities and to make the necessary documentation, means and personnel available.

15. FURTHER COMMUNICATIONS

15.1 Ethics and Confidentiality

In relations of supply of goods and provision of services, the DOM operates in accordance with the EN/AS 9100 standard and with the internal procedures adopted, in compliance with industrial secrecy and binding regulations.
In the light of the foregoing, the Suppliers are bound by industrial secrecy regarding the information contained in the documents used in production (customer drawings, work cycles, etc...) provided by DOM.

Therefore, the Supplier must act in compliance with the principles of honesty, rectitude, loyalty, good faith, correctness, transparency and reliability, inspiring criteria which all activities must comply with.

Finally, all information and data held by the Supplier must be treated in compliance with current legislation on the protection of confidentiality and it is absolutely forbidden for directors, managers, employees, agents, consultants and external collaborators to use and process information and data legitimately held and processed by entities for personal purposes and, in any case, for purposes other than those permitted and authorized.
It is prohibited for directors, managers, employees, agents, consultants and external collaborators to use information or news acquired in the performance of their job duties for their own benefit or that of third parties.

15.2 Awareness

With regards to product safety and compliance awareness, the Supplier shall plan and implement a training program in order to ensure that all personnel involved in work and services on AS&D programs are aware of:

- of its contribution to the conformity of the product or service (full compliance with the applicable requirements);

- its contribution to product safety.

15.3 Context Variations

The Supplier must promptly notify DOM in the event of corporate changes, significant changes in the company organization chart, changes in production processes including special processes, changes in company policies that may affect the Supplier's qualification conditions, as well as changes in the validity of the certifications possessed or of the approval conditions of National and International Authorities.