



P R I T E X

SUPPLIER QUALITY MANUAL

PRI 291

Issue 1 06/24



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Company Background

Pritex Ltd., located in Wellington, Somerset, is a leading manufacturer of acoustic and thermo-acoustic insulation products for the automotive and industrial markets.



Established in 1959, Pritex operates from a facility based in Wellington, Somerset in the UK.

Pritex offers a range of services including foam conversion, lamination, welding, moulding, technical conversion, and press cutting. With a focus on innovation and customer service.

Introduction

This Supplier Manual 'PRI291 - Supplier Quality Manual' is designed to detail many of the expectations and requirements that Pritex Ltd has of its suppliers. Our business relationship will be based on the requirements set forth in this manual as well as the purchase order terms and conditions that are specific to your transaction(s) with Pritex Ltd.

These requirements are set out according to the ISO 9001, IATF 16949, ISO 14001 & ISO 45001 standards and Pritex's own customer specific requirements.

Any new version and or amendment of the Supplier Quality Manual shall become applicable upon written agreement between the Parties and shall render the respective old version null and void.

This document in no way changes the existing Supplier / Pritex Ltd. relationship, nor does it relieve the Supplier of their responsibility to maintain an adequate quality system. The Supplier will remain fully responsible for all deficiencies concerning the quality of components or services, whether or not Pritex detects them.

Quality System Requirements

IMPORTANT: The following text is a basic guide only to the requirements of ISO 9001:2015, with additional requirements of IATF 16949.

Suppliers to Pritex are required to be third-party certified to ISO 9001:2015 as a minimum. While ISO 9001:2015 certification is the minimum requirement, Pritex strongly encourages suppliers to achieve IATF 16949 certification. This certification is specifically designed for the automotive sector and includes additional requirements beyond ISO 9001:2015.

Pritex is committed to helping suppliers in the process of obtaining IATF 16949 certification. This support may include providing guidance, resources, and assistance in understanding and meeting the certification requirements.

Quality Records

The Supplier will maintain records of all actions within the quality system, which will be stored and maintained to be readily retrievable and suitably protected. All records related to the manufacture of Pritex parts shall be retained for ten (10) years from the date of creation (15 years for safety designated items) or such longer period as may be required by Pritex's end customer.

Quality System Verification

The Supplier shall maintain a system to verify the adequacy of their Quality System. Adequate records will be maintained, detailing non-compliance's and corrective actions. This function shall be scheduled, and personnel utilised shall be correctly trained and independent from the area being verified.

Quality Objectives

The supplier will ensure that quality objectives (including those needed to meet product requirements) are established at all relevant functions within the organization. The quality objectives will be measurable and consistent with the quality policy.

Quality System Audits

Quality system Audits may be conducted for potential or current suppliers at the discretion of Pritex. Pritex personnel shall have the right of entry to supplier facilities, access to personnel, procedures & records, quality-system documentation, and the right to verify product or service conformance with the purchase order requirements; including the authority to request corrective actions, product-validation evaluations, or investigations.

Supplier Commitment to Quality Management System

The supplier will provide evidence of its commitment to the development and implementation of the quality management system and continually improve its effectiveness by:

- Internal communication of the importance of meeting customer and statutory requirements.
- Establishing a quality policy.
- Ensuring that quality objectives are established at relevant functions and levels within the organization.
- Conducting management reviews.
- Ensuring the availability of resources.

The supplier will maintain a documented quality system, which will include the Company Policy and objectives (see below), for defining the supplier's commitment to quality, and outlining the organization and responsibilities.

The supplier shall maintain documented procedures covering all aspects of the quality system and provide documented work instructions to ensure consistent quality of product and service, from review of order through to delivery of product.

The supplier shall utilize a formal, documented business plan, including short and long-term goals.

All elements of the quality system shall be reviewed at defined intervals. The supplier will encourage the use of multi-disciplinary approaches in decision-making. An appropriate communication process will be established to ensure that communication takes place regarding the effectiveness of the supplier's quality system.

The supplier will determine, provide, and maintain the infrastructure required to achieve conformity to product requirements. This includes buildings, workspace and associated utilities, process equipment (hardware and software), and support services.

Customer Specific Requirements

Pritex may share additional customer-specific requirements during the project phase, the supplier must review these requirements and confirm their understanding and agreement. If there are any questions regarding these specific requirements the supplier must contact Pritex.

This process ensures that all specific customer needs are integrated into the supplier's quality management system. It is imperative that the supplier reviews all terms and conditions of the purchase order and will conform to all applicable expectations and requirements of the stated contract.

The supplier will designate personnel with responsibility and authority to ensure that customer requirements are addressed (including selection of safety, special or critical characteristics, setting quality objectives and related training, corrective and preventive actions and product design and development).

Contract Review and Advanced Quality Planning

The Supplier shall ensure that before the submission of a tender, or the acceptance of a contract or order, it will be reviewed to ensure that all requirements can be met, or that any differences are formally resolved. Product data sheets and safety data sheets for proposed product must be submitted to Pritex Ltd. at the quotation stage.

Where required, a system of Advanced Quality Planning (AQP) shall be implemented, encouraging the use of cross-functional teams, and utilising such tools as feasibility studies, process flow, FMEA, control plans, packaging studies, etc.

The result of the AQP work is that, for 'critical' products, the Supplier will be requested to make a New / Changed Product Submission for approval by Pritex Ltd. before supply can begin for new products, or for changes from existing agreed specifications.

Change Management

Without prior notification and approval by the customer, the supplier shall not make any changes to the following: product design, composition, configuration (including form, fit, function or interchangeability), material and fabrication. The supplier shall convey this requirement to their suppliers. There are no exceptions to the rule. Any changes to the supplier's processes must be communicated prior to Pritex Ltd.

Document, Drawing and Specification Control

The Supplier will maintain a system for control of drawings and specifications. Obsolete or superseded documents, drawings or specifications must be removed from all points of issue and use.

Where the Supplier is manufacturing to Pritex's drawings or specifications, no changes that affect these drawings or product specifications will be made without the prior written authorisation of Pritex Ltd.

Where the Supplier is supplying product against their own drawings or specifications, no changes that affect the product specification will be incorporated into the product for shipment to Pritex Ltd., without advising Pritex Ltd. prior to manufacture. If the Supplier has any doubt about the effect of change to Pritex Ltd., it will be the responsibility of the Supplier to submit initial samples for evaluation before commencing manufacture.

Purchased Components and Services

The Supplier is responsible for assuring that all supplies and services bought in from outside sources conform in all ways to the requirements of Pritex's purchase orders. The Supplier, through a suitable appraisal system must also deem sources of such supplies and services acceptable. Measures of sub-supplier performance will include delivered product quality, disruptions to Pritex Ltd., delivery schedule performance and special status customer notifications related to quality / delivery issues.

The Supplier shall maintain a system for the control, storage and maintenance of any Customer supplied product provided for incorporation into other components. Any loss or damage of such product shall be recorded and reported to Pritex Ltd.

Product Identification and Traceability for Process Control and Test Status

The Supplier will ensure that product is identified at all stages of manufacture, including goods inward and despatch. All product supplied to Pritex Ltd. must be batch traceable back to source supply.

Suitable documented instructions, and/or visual aids, will be available at all process locations, for identifying and monitoring quality checks and ideals for workmanship, where required, to ensure that there is no chance of mistakes in manufacturing occurring. These instructions will have been derived from the AQP stage.

The Supplier shall ensure compliance with any applicable statutory, regulatory, safety and environmental requirements.

Preliminary and on-going process statistical capability studies will be utilised to monitor any Pritex identified significant characteristic. Capability (Ppk or Cpk) requirements will be advised to the Supplier.

The Supplier shall utilise a system of planned preventive maintenance and identify the availability of replacement parts for important equipment.

Positive identification of all product inspection status shall be maintained throughout goods inwards, production and final inspection.

Inspection, Measuring and Testing Activities and Equipment

The Supplier will have in place a containment plan for received goods, where applicable, to ensure compliance with specified requirements before use.

Suitable facilities will be provided by the Supplier, either in-house or by an approved source, to allow the minimum inspection, measuring and testing requirements to ensure and control product quality from goods inward to despatch, including when required, adequate final inspection procedures. Wherever possible, inspection and testing activities will be directed towards defect prevention, rather than defect detection.

The Supplier will be able to demonstrate compliance to such inspections or tests before delivery, or for sample approval, as required by Pritex Ltd. The fact that acceptance inspection/testing may be performed by Pritex Ltd. does not relieve the Supplier of his responsibility in this regard. Pritex Ltd. reserves the right to request results from Suppliers of such inspections or tests of bought in supplies that are fabricated into product for Pritex Ltd. This may take the form of statistical data or charts.

Layout inspection and verification will be required, following initial inspection, at a frequency established between Pritex Ltd. and the Supplier.

Equipment for inspection, measuring and testing will be suitably identified and controlled by the Supplier, with calibrations being traceable to National standards. This shall include employee-owned equipment.

If required the Supplier may be asked to demonstrate that statistical studies have been conducted on equipment to analyse the variation present in the results recorded, e.g. gauge repeatability and reproducibility studies.

Control of Non-Conformance

The Supplier shall be responsible for ensuring that no non-conforming product is shipped, without prior acceptance, to Pritex Ltd.

Suitable facilities will be provided to segregate non-conforming material, preventing inadvertent use, throughout all stages of manufacture, from goods inward to despatch.

The Supplier shall be responsible to credit Pritex Ltd. for product, where non-conforming product is shipped. This may also include costs for value added by Pritex Ltd., additional inspection or sampling, and any batch sorting of non-conforming product.

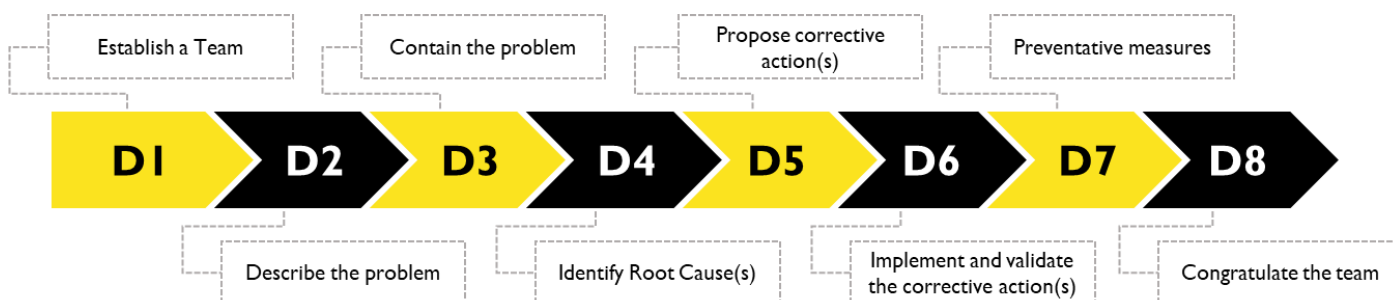
Where non-conforming product is discovered, and is held pending return to the Supplier, Pritex Ltd. will inform the Supplier of the goods ready for return. The Supplier will inform Pritex Ltd. of the action to be taken, i.e., whether Pritex Ltd. can destroy the product or if the Supplier is to collect. If after a further 14 days the product has not been actioned, Pritex Ltd. will assume that the product can be destroyed at a further cost to the Supplier.

Where non-conforming product is discovered before despatch to Pritex Ltd., application for a concession may be made in writing, direct to the Purchasing Manager. If agreed, all batches/deliveries sent will relate to the concession on any accompanying documentation. A concession does not negate the Supplier of his responsibility over the product.

Corrective and Preventive Action

The Supplier shall provide a system for positive action, both corrective and preventative, concerning non-conforming product or service, including Customer Complaints. Evidence of successful actions will be signed off to prevent recurrence and documented for all non-conformances.

8D: Pritex may ask the supplier to complete an 8D report, The supplier must meet the expected 8D standard by respecting the established deadlines shown in the following table.



8D Step	Deadlines
D3	24 hours after receiving the non-conformance notification. <i>Containment actions</i>
D5	14 days* <i>Verified root cause, and a plan to implement corrective and preventive actions.</i>
D8	30 days* <i>Implemented and verified corrective actions and actions to prevent recurrence.</i>

*Dependent on Pritex's customer requirements, Pritex will notify the expected timeline in the non-conformance notification.

HARD COPIES OF THIS DOCUMENT ARE NOT CONTROLLED

Pritex Limited, registered in England, Company Number 618659.
VAT Registration Number: 326 9553 76

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Continuous Improvement

The Supplier shall develop a philosophy for continuous improvement throughout their organisation. Continuous improvement tools include Kaizen, QOS, SPC, design of experiments and Six Sigma. Areas targeted shall include quality of service as well as quality of product.

All suppliers are expected to monitor the performance of their own manufacturing processes to support continuous improvement.

Employee Motivation and Empowerment

The Supplier will have a process to motivate employees to achieve quality objectives, to make continual improvements, and to create an environment to promote innovation. This will include the promotion of technological awareness throughout the Supplier's organization. The Supplier will also have a process to measure the awareness of employees of the relevance and importance of their activities and how they contribute to the achievement of quality objectives.

Training

The Supplier shall establish and maintain a program for training, to ensure all personnel are educated, trained and competent in proper execution of their job. This shall include production and Inspection Personnel.

Preservation, Packaging and Delivery

Goods will only be off-loaded between the times of 7.30 a.m.-4.30 p.m. Mon-Thurs, and 7.30 a.m.-12.30 p.m Friday. Deliveries outside of these hours may be turned away.

It is advisable to avoid delays in off-loading by booking in deliveries with the Purchasing Dept, telephone 01823 650133 or 01823 650132.

Deliveries must be made on the agreed date / time. Any changes to the agreed delivery date / time must be authorised by the Purchasing Dept. Points will be deducted from the Supplier rating score for late or early deliveries that are outside of any agreement. (See 'Supplier Assessment Process').

The Supplier shall be responsible to provide suitable packaging, and methods of handling, to ensure the quality of product delivered to Pritex Ltd. is maintained both in storage, and throughout delivery. Pritex Ltd. encourages the Supplier to reduce or recycle packaging materials whenever possible. Pritex Ltd. will encourage the return of packaging (e.g., cardboard tubes) to the Supplier for reuse.

The Supplier shall provide adequate identification for each deliverable item, which will include Pritex's purchase order number, the part number or description of the product, and the delivery and unit quantities of the product.

It will be the responsibility of the Supplier to ensure that Pritex Ltd. is aware in writing of any special storage requirements, or expiry shelf lives. Any non-conformance arising through this information not being forwarded to the Purchasing Manager will result in a debit against the Supplier.

The delivery performance of the Supplier will be monitored. If 100% on-time shipments are not maintained the Supplier shall implement corrective action to improve delivery performance, and communicate action to Pritex Ltd.

Supplier Assessment Process

Supplier Requirements Summary

- Target for quality: **Zero rejects - 0 PPM (Parts per million)**
- Target for delivery performance: **100% on time delivery.**
(Deliveries must be made at the agreed date / time. Penalties will also be given for early deliveries, unless authorized by the Purchasing Department).

Systems Assessment

Supplied with this document is the "PRI272 Supplier Questionnaire". The questionnaire must be completed and returned to Pritex Ltd. within ten days of receipt. (This document is also available on the Internet at <http://www.pritex.co.uk/Quality>)

As the policy of Pritex Ltd. is to use approved or Preferred Suppliers please enclose any brochure or other documentation detailing your Company, together with products and specifications, you currently supply to Pritex Ltd.

The completed questionnaire will be assessed and awarded a rating 0 to 5. This rating will be used in the monthly review of Suppliers.

If a quality system audit is conducted at your site, you will be awarded a rating from 0 to 5, and this will in future replace the questionnaire rating in the annual review.

Suppliers showing deficiencies in their quality system, either with the questionnaire, or during a system survey, will be informed in writing of the deficiency, and will be requested to forward an action plan to correct the non-conformity.

The Supplier may also supply any relevant information regarding their systems at any time, which may be used to improve their systems rating.

Where no certifications are attained the relevant Questionnaire will be reviewed every 2 years.

Incoming Quality Assessment

Incoming raw materials / product will be assessed on every batch / lot received, according to the requirements of the Pritex Ltd. critical material listings.

The rating will be from 0 to 5 depending on the suitability of the material to the requested specifications, and normal usage. A particular rating can be adjusted at any time through the life of the batch, if problems in manufacturing arise through the quality of the product. The Laboratory will maintain an average of the rating. Suppliers will be informed in writing of batches of materials that have either been rejected or accepted with minor non-conformities.

The Incoming Quality Rating (IQR) will be used as part of the monthly review of Suppliers.

Monthly Delivery Performance

All deliveries will be monitored for timeliness, with a target of 100% delivery performance. If a supplier fails to make a delivery on the agreed date / time, they will be requested to supply a reason for the non-compliance, and an action plan to prevent re-occurrence.

Monthly Supplier Review

The monthly review will be compiled using the supplier Incoming Quality Record (IQR) rating (from 0 – 5), the delivery performance rating (from 0-5), Customer Service rating (from 0-5), Supplier Questionnaire rating (from 0-5), Environmental rating (from 0-5) and Health & Safety rating (from 0-5)

This will result in a monthly review rating of zero to 30, with categories as follows:

- Approved Supplier Total average score 16 - 22 points
- Preferred Supplier Total average score of > 23

If a quality problem or late delivery directly affects a customer of Pritex Ltd, the supplier will automatically have points deducted from the monthly supplier rating.

Pritex Ltd. will encourage the use of approved and preferred Suppliers and will actively seek to replace any Supplier who scores less than 16.

Pritex Ltd. will cooperate fully with the Supplier to assist in improving their ratings, or indeed with help on any continuous improvement program.

Customer Service

Pritex Ltd expects a high level of customer service from suppliers. This includes communication about any delivery issues when the agreed delivery date cannot be achieved, rapid response to any reported quality problems, and support regarding requests for material information, health and safety data or restricted substance information. The level of customer service provided will be used to adjust the supplier's monthly score.

Statutory, Regulatory Environmental Requirements

As an environmentally responsible company, it is important that we understand the level of impact our suppliers and contractors operations have upon the environment.

We expect our suppliers to be environmentally aware, reduce their impact on the environment and wherever possible, either have or be looking to be registered to ISO 14001

It is the supplier's responsibility to ensure compliance to all Statutory, Regulatory Environmental Requirements. Specific requirements related to environmental regulations are detailed below.

Please complete and return the Supplier Questionnaire. This document is also available on the Internet and can be completed electronically at <https://pritex.co.uk/quality/>

Environmental, Social, and Governance (ESG)

Pritex Ltd. is committed to promoting sustainable and ethical practices throughout its supply chain. We require our suppliers to provide statements regarding their 'roadmap towards a more sustainable business' and collaborate with us to understand and reduce CO2 emissions and other environmental impacts. Please refer to Pritex's "Sustainable Policy Statement" for more information on our supply chain expectations.

We request that suppliers provide Pritex Ltd. with regular reports on ESG performance, including metrics and evidence of compliance with ESG requirements. Ideally, this information should be in the form of Environmental Product Declarations (EPDs) from Life Cycle Assessments (LCAs).

Recyclability of Products: Please include information regarding the recyclability of products supplied to Pritex. Any information you can provide regarding the reuse or recycling of any product supplied to Pritex will be useful.

Packaging Data: To assist us in complying with the 'Producer Responsibility Obligations (Packaging Waste) Regulations,' you may be requested to provide information regarding quantities and weights of packaging supplied 6 monthly. If this is the case, you will be notified separately at the appropriate time. You may also be requested to take part in packaging reduction initiatives.

- **Environmental Stewardship:** Implement practices that minimize environmental impact, such as reducing emissions, waste, and energy consumption. Comply with all relevant environmental regulations and standards to mitigate impacts on ecosystems and biodiversity.
- **Social Responsibility:** Uphold fair labour practices, ensure safe working conditions, and respect human rights. This includes prohibiting child labour, forced labour, and discrimination in any form throughout your supply chain.
- **Governance and Ethics:** Maintain high standards of corporate governance and ethical conduct. Ensure transparency, integrity, and accountability in all business dealings.

For more information or guidance on ESG, please email sustainability@pritex.co.uk.

Restricted / Prohibited Substance Declarations

It is your responsibility to ensure that any products supplied to Pritex do not contain substances that are prohibited by international laws. You must also declare any substances that are restricted and declarable. Pritex will assist suppliers in identifying the regulations and customer lists that are relevant, but suppliers are requested to review these requirements and ensure that any changes are brought to our attention.

Where requested, please provide any information required to ensure that Pritex complies with restricted and prohibited substance requirements. Existing suppliers will have already been provided with information regarding restricted substances and requested to make the necessary declarations. New suppliers will be requested to provide information and can provide this as part of the "New / Changed Product Submission" form.

- IMDS:

When required by the customer the supplier shall register into IMDS www.mdssystem.com. All communication shall reference Pritex's **IMDS # 11291**.

- Reach / ELV:

Supplier products must not contain and/or use any substances that are banned or in excess of quantity or method restrictions as defined by Customer Specific Requirements and / or Regulatory Agency [Regulations](#), including the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) delineated in the REACH Candidate List, Annex 14 and Annex 17 and the End of Life Vehicle Directive substances in the Global Automotive Declarable Substance List <http://www.gadsl.org>.

- RoHS - Restriction on Hazardous Substances:

RoHS Restriction on Hazardous Substances: RoHS stands for Restriction of Hazardous Substances and impacts the entire electronics industry and many electrical products as well. Our suppliers are required to be in conformity with the most recent RoHS requirements. <https://www.gov.uk/guidance/rohs-compliance-and-guidance>.

- POPS:

Persistent organic pollutants (POPs) are poisonous chemical substances that break down slowly and get into food chains as a result. In the past POPs were used in various products including pesticides and industrial chemicals and released during chemical and agricultural processes. The manufacture, sale and use of products containing POPs is now banned. <https://www.gov.uk/guidance/using-persistent-organic-pollutants-pops>.

- Biocides:

Biocides are typically additives used in products to promote "anti-fungal", "anti-microbial" and "anti-bacterial" properties. They may be present in films to extend plasticizer life, and are frequently present in manufacturing processes which involve the storage of water based solutions or emulsions.

<https://www.hse.gov.uk/biocides/uk-article-95-list>

<https://echa.europa.eu/information-on-chemicals/biocidal-active-substances>

- Conflict Mineral:

Suppliers must determine those supplied parts/assemblies that contain Conflict Minerals and the origins of their raw materials used to manufacture the parts/assemblies. Suppliers shall send Conflict Minerals reporting Template (CMRT) using the latest valid template <https://www.responsiblemineralsinitiative.org/reporting-templates/cmrt/>. Information available on RMI /CFSI website: <http://www.responsiblemineralsinitiative.org/>.

Please provide further information if any of the listed substances in the standards given are used in products that you supply to Pritex Ltd.

Statutory, Regulatory Safety Requirements

As a responsible company, it is important that we understand the level of compliance our suppliers and contractors have regarding health & safety Legislation.

We expect our suppliers to be aware of Health & Safety issues, and to, wherever possible, either have or be looking to be registered to ISO 45001.

Please complete and return the Supplier Questionnaire. This document is also available on the Internet and can be completed electronically at <https://pritex.co.uk/quality/>.

It is the supplier's responsibility to ensure compliance to all Statutory, Regulatory, and Safety Requirements.

At the very minimum Pritex will expect all suppliers & contractors to have a written Health & safety Policy and for a copy of this to be provided. We would also encourage our suppliers and contractors to have in place programs and targets improve their overall Health & safety Performance.

Health and safety Documents

As well as general material datasheets Pritex also expects the supplier to be able to provide Safety data sheets (SDS) and Control of substances hazardous to health (COSHH) sheets.

Additional information

Payment Terms

The standard payment terms, unless an early payment discount applies, are 60 days end of month following date of invoice.

Consequential loss or damages.

The supplier will be responsible for consequential loss or damages when it can be proved that the supplier did not supply product to the correct specification. For those purposes the "Pritex Specification" takes precedent.

Contacts

Further information or assistance may be obtained from:

Role	Name	Direct Line:	E-mail:
Purchasing Manager	Alison Harvey	+44 (0) 1823 650130	alison.harvey@pritex.co.uk
Compliance Manager	David Gray	+44 (0) 1823 650160	david.gray@pritex.co.uk
H S E Manager	Shaun Baker	+44 (0) 1823 650205	shaun.baker@pritex.co.uk

Please return the completed questionnaire to The Pritex Purchasing Department.