PRO ACH002 Rev D

GENERAL REQUIREMENTS APPLICABLE TO SMAC SERVICE PROVIDERS

Revision history

Revision	Reason for change	Date
A	Creation of the document – Cancels and replaces FIC ACH004	02/2016
B	Update following changes to EN 9100	03/2020
C	Additional requirements on documentary traceability and product preservation; addition of a paragraph on packaging	01/2024
D	Update of supplier requirements: integration of supplier criticality, Responsible Purchasing Policy, Responsible Supplier Charter, environmental requirements, cybersecurity, supplier monitoring and CSR / environmental maturity	07/2026

Changes made to the document are identified by a vertical red line in the margin of the relevant paragraphs.

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PURPOSE

To define the quality and environmental requirements and the rules to be observed regarding the organization, human and material resources, processes and procedures implemented by any SMAC Supplier or subcontractor in order to guarantee achievement and maintenance of the quality level required by SMAC. The SMAC Responsible Purchasing Policy – POL ACH001 is the umbrella document for the purchasing process. This procedure provides the operational deployment of that policy to suppliers, subcontractors and service providers, in line with ISO 9001, EN 9100, ISO 14001, applicable customer requirements and SMAC CSR commitments.

SCOPE

This document applies to all supplies and/or subcontracted work ordered by SMAC.

The requirements of this procedure are applied proportionately according to supplier criticality, the nature of the purchase, the impact on product conformity, customer requirements, and quality, environmental, regulatory, information security and continuity-of-supply risks.

REFERENCE DOCUMENTS

Document	Description
NF EN ISO 9001	Quality management systems – Requirements
NF EN 9100	Quality Management Systems – Requirements for Aviation, Space and Defence Organizations
NF EN ISO 14001	Environmental management systems – Requirements with guidance for use
NF L 00-015	Aeronautics and space – Quality management and assurance / Declaration of conformity
SMAC GPC	SMAC General Purchasing Conditions
POL ACH001	SMAC Responsible Purchasing Policy
PRO ACH003	SMAC Responsible Supplier Charter
FOR ACH021/22/23	SMAC Supplier Cybersecurity Requirements
FOR ACH005 / FOR ACH010 / FOR ACH011 / FOR ACH012	Supplier evaluation, qualification, monitoring and review

DEFINITIONS

Term	Definition
Supplier	Any manufacturer, distributor of products and equipment, subcontractor including second-tier and further tiers, delivering a product or service subject to a purchase: design, development, manufacturing, implementation or maintenance of the product, or service providers such as engineering office, transporter / stockist, verification or calibration operations, after-sales service.
Contract	A purchase contract, purchase order, specification, or technical specification.
Product	Generic term used to describe the subject of a purchase contract: service, item, equipment, raw material, packaging, trading item, or subcontracting operation. It may be purchased from various distributors sourcing from one or more manufacturers.

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1. PRINCIPLES AND RESPONSIBILITIES

To obtain and maintain the trust of its customers, SMAC must guarantee the quality of its manufacturing, products and services.

This condition can only be met if the quality of SMAC purchases is controlled. To achieve this objective, SMAC requires its Suppliers to maintain an organization designed to control and continuously improve the quality of the product and/or services.

This document lists all normative requirements and additional requirements to the standards required by SMAC.

The provisions defined herein do not release the Supplier from its full responsibility to ensure the conformity of the Product or Service delivered with the technical, quality, regulatory or other clauses of the purchase contract or purchase order.

Applicable CSR, ethical, social, environmental, confidentiality and cybersecurity requirements are defined in the SMAC Responsible Purchasing Policy, the SMAC Responsible Supplier Charter, the General Purchasing Conditions and, where applicable, the Supplier Cybersecurity Requirements. This procedure sets out the operational deployment of those requirements where they affect conformity, traceability, risk control, delivery or continuity of supply.

2. CONFIDENTIALITY UNDERTAKING

SMAC undertakes to comply with industrial confidentiality rules towards the Supplier, in the same way that the Supplier guarantees to SMAC that it will not disclose to any third party any documents, data or information provided in the performance of the contract without written authorization.

When the Supplier accesses technical, commercial, personal, customer or sensitive information, applicable confidentiality, data protection and cybersecurity requirements must be complied with.

3. CONTROL OF THE MANAGEMENT SYSTEM

REQUIRED CERTIFICATIONS

The Supplier shall maintain a management system defining the structure, responsibilities, procedures and resources needed to ensure and demonstrate product conformity to the requirements specified by SMAC. This system shall be based, as a minimum, on ISO 9001 and preferably on EN/AS/JISQ 9100 and/or ISO 14001.

The Supplier shall also deploy and maintain a risk analysis covering all its activities and determine the associated actions.

SMAC assesses the management system implemented by its Suppliers through a preliminary evaluation questionnaire issued during the initial sourcing stage (FOR ACH005).

SMAC reserves the right to assess the Supplier management system by audit, depending on the information collected in the questionnaire.

Certificates and attestations proving recognition of the Supplier management system shall be sent to the SMAC Quality Department upon initial award and at each renewal.

The following paragraphs highlight SMAC additional requirements with regard to the standards defined above.

RIGHT OF ACCESS

The Supplier shall grant access to representatives of SMAC, its customers, its contracting authorities and, where applicable, regulatory authorities, to the production sites where the services covered by the Contract are designed and performed. The Supplier shall also grant these representatives access to all applicable documents and/or records until the end of their retention period.

Such visits shall be announced in advance in writing.

TRANSFER OF ACTIVITY AND USE OF SUBCONTRACTING

The Supplier undertakes not to subcontract all or part of the service covered by the contract without SMAC prior express written authorization.

The Supplier shall maintain an up-to-date list of qualified subcontractors and make it available to SMAC upon request.

SMAC requirements shall be fully flowed down to subcontractors.

4. GENERAL QUALITY REQUIREMENTS

The Supplier bears full responsibility towards SMAC for the quality of its supply and for conformity to technical requirements.

Upon receipt of the purchase order, the Supplier shall ensure that it has all information needed for performance. The Supplier is responsible for requesting any additional information it considers necessary to carry out all manufacturing and inspection phases of the product.

The Supplier undertakes to notify SMAC as early as possible of any delivery delay.

The Supplier undertakes to notify SMAC in writing and as soon as possible of any anomaly occurring during manufacturing and any anomaly discovered after delivery.

SMAC reserves the right to perform or have performed manufacturing and quality surveillance at the Supplier facilities. In liaison with the Supplier, this right of access is extended to second-tier Suppliers.

Consequently, Suppliers shall provide SMAC and official surveillance services with free access to their facilities and to all documents relating to SMAC orders, and shall provide all facilities needed to enable the mission to be fully completed.

5. CONTROL OF DOCUMENTS AND RECORDS

The Supplier shall ensure that it has all documentation necessary to perform the order and that this documentation is up to date and consistent with the purchase order specifications.

The Supplier shall manage these documents to prevent the use of obsolete documents and shall ensure their distribution to the relevant departments and subcontractors where applicable, as well as their registration and traceability.

Documentation supplied by SMAC may be subject to strict distribution rules, such as Restricted Distribution, Company Confidential, Industrial Confidential or Company Reserved. In such cases, this documentation may not be disclosed to any third party without SMAC authorization.

The Supplier shall archive quality documents and records relating to SMAC business for a minimum period of 30 years or longer depending on specified requirements.

6. QUOTATION AND CONTRACT REVIEW

The Supplier shall prepare its price and delivery-time quotation, clearly reporting any discrepancies from the request issued by SMAC. The Supplier shall comply with the requested response deadline.

The Supplier shall acknowledge receipt of the purchase order within 5 working days. The Supplier shall ensure that it has the required documentation, that it is up to date and consistent with definition requirements.

The Supplier shall report to the SMAC Purchasing Department any errors or ambiguities identified in the purchase order and associated documents.

Requirements issued by SMAC shall be taken into account. The Supplier shall implement procedures that meet these requirements.

7. RESOURCE AND RISK MANAGEMENT

The Supplier shall ensure that its personnel are qualified and capable of performing the requested operations.

The competencies of personnel implementing special processes or performing product monitoring and measurement tasks shall be demonstrated through initial and continuous training actions.

Personnel shall be made aware of product and service conformity, safety, security and environmental requirements.

RISK MANAGEMENT

The Supplier shall implement a process for identifying, periodically assessing and reducing risks likely to disrupt the industrial process and contractual commitments relating to product quality and compliance with delivery deadlines.

SECURITY MANAGEMENT

The Supplier shall take the necessary measures to prevent any misuse of the purpose of the Product intended for SMAC, for example through the security of its facilities, storage areas and logistics resources.

Personnel shall be made aware of and trained in the detection and removal of foreign objects. The Supplier shall implement all arrangements and resources needed to prevent intrusion and the presence of products prohibited by regulations.

SAFETY COMPLIANCE

The Supplier shall identify and eliminate any dangerous work situation and shall implement all preventive measures needed to prevent occupational accidents and occupational diseases.

ENVIRONMENTAL COMPLIANCE

The Supplier undertakes to have an environmental organization suited to its activity, enabling it to control and reduce the environmental impacts of its activities, products and services.

The Supplier shall strive to protect the environment and focus particular efforts on reducing waste including solid waste and wastewater, atmospheric emissions, and its carbon footprint.

If the Supplier is subject to ICPE regulation (Installations Classified for Environmental Protection) or equivalent regulations for countries outside France, it shall hold its operating authorization and ensure continued compliance with it.

Furthermore, the Supplier shall be able to demonstrate design activities that reduce the environmental impact of its products and services throughout their life cycle, taking into account factors such as energy consumption, use of materials and end-of-life treatment.

The Supplier shall be able to demonstrate environmentally responsible manufacturing practices.

In all cases, no substance or product prohibited by applicable regulations, notably REACH, shall be contained in products, equipment or services delivered to SMAC.

Applicable environmental requirements are assessed according to significant environmental aspects related to the product, service, supplier site, substances used, waste, packaging, transport and life cycle where relevant.

Upon SMAC request or according to purchase criticality, the Supplier shall be able to provide relevant evidence: ISO 14001 certificate or equivalent, environmental regulatory compliance, SDS, information relating to regulated substances, evidence of control of waste, packaging, consumption or transport-related impacts.

CORPORATE SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

The Supplier shall take into account, in its activities and management, the interests of the various stakeholders. SMAC encourages its Suppliers to develop a policy and actions to address social and environmental challenges.

8. PURCHASING AND SECOND-TIER SUBCONTRACTING

When the Supplier must procure the supplies required for execution of the purchase order itself, the Supplier assumes responsibility for all products incorporated into its service.

The Supplier shall flow down to its own Suppliers the relevant requirements of this document and any document referenced in the contract or purchase order, as well as ISO 9001 and/or EN 9100 normative requirements as applicable.

This flow-down covers applicable requirements that may affect conformity, traceability, product safety, change control, prevention of counterfeit parts, confidentiality, environment or continuity of supply.

When the subcontractor is not imposed in the definition file, SMAC reserves the right to verify the approval and monitoring conditions of the subcontractor selected. The Supplier shall implement a process for evaluating and selecting its subcontractors.

The Supplier shall plan all inspections and tests required to ensure conformity of its procurements with the corresponding definition requirements. All necessary arrangements shall be made to ensure traceability and storage of incoming supplies under satisfactory conditions. Nonconforming products shall be isolated to prevent any unintended incorporation into the service.

Records relating to incoming verification of supplies shall be made available to SMAC.

9. IDENTIFICATION AND TRACEABILITY

The Supplier is responsible for :

- Identifying its products by marking or any other appropriate means, packaging marking or accompanying documents.
- Implementing a system ensuring manufacturing traceability of the product.
- Taking the necessary identification measures in its manufacturing and inspection documents to locate the product with regard to results concerning its quality.
- Ensuring continuity of traceability when it concerns SMAC items or records.
- Archiving quality records relating to SMAC business for a minimum period of 30 years or longer depending on specified requirements.

Traceability shall also be ensured at documentary level; the Supplier shall report batch numbers, PVC numbers, and similar references on all documents relating to manufacturing.

TRACEABILITY CHAIN (CONCEALMENT OF INTERMEDIATE OWNERSHIP)

The Supplier shall not under any circumstances conceal the origin of equipment or material or break the chain of ownership by removing the name, nomenclature or identification of a previous supplier.

Example : 3.1 certificate according to EN 10204.

SMAC must be able to retrieve full material traceability between the foundry and delivery to SMAC.

Therefore, upon delivery to SMAC, the foundry 3.1 certificate and, where applicable, certificates of conformity from intermediaries / distributors shall be available.

10. PRODUCT PRESERVATION

The Supplier shall take all necessary measures to ensure preservation of materials, products, components, equipment, tooling, and similar items.

This preservation shall also take into account, where applicable and according to specifications and legal and regulatory requirements, arrangements for:

- Cleaning.
- Prevention, detection and removal of foreign objects.
- Specific handling and storage conditions for sensitive products.
- Marking and labelling, including warnings and safety recommendations.
- Control of shelf life and stock rotation.
- Specific handling and storage conditions for hazardous materials.

11. CONTROL OF PROCESSES AND SPECIAL PROCESSES

The Supplier shall ensure that production processes are implemented under controlled conditions.

The Supplier shall identify the special processes implemented for product realization, for example surface treatments and coatings, heat treatments, laser welding, and similar operations.

These special processes shall be qualified by the Supplier before use. Significant parameters shall be identified, controlled and recorded. When special processes are implemented, operators shall be qualified according to the requirements specified on drawings, technical specifications, contracts or purchase orders. These arrangements also apply to subcontracted special processes. The special process qualification file shall be available to SMAC upon request.

The Supplier shall inform SMAC in advance of any change likely to affect product or service conformity: production site, process, material, source of supply, subcontractor, critical equipment, inspection method, certification or quality organization. Depending on criticality, SMAC may require prior validation, requalification or a new FAI.

12. INSPECTIONS AND TESTS

The Supplier shall perform and record all inspection operations required to provide evidence that the products or services produced conform to the specifications of the SMAC purchase order.

When specified in the contract, the Supplier shall provide records relating to inspections and tests performed on the products.

The Supplier shall make documentation relating to inspections performed available to SMAC.

FIRST ARTICLE INSPECTION / FAI

The Supplier shall implement a system for inspection, verification and documentation of the first article. This documentation shall include the list of characteristics required by design data, their tolerances, measurement results and test results. This documentation shall be updated to take into account definition changes and production process changes.

The Supplier may use its own documentation or the EN 9102 form.

13. CONTROL OF MONITORING, MEASURING AND TEST EQUIPMENT

Manufacturing and inspection tooling entrusted to the Supplier or possibly produced by the Supplier on behalf of SMAC shall be verified and identified. They shall be stored under conditions preventing any deterioration.

No modification of accepted tooling or programs may be performed without written agreement from SMAC technical services.

Monitoring, measuring and test equipment and inspection or test tooling shall be regularly calibrated according to the rules defined in EN/AS/JISQ 9100.

14. CONTROL OF NONCONFORMITIES

Any product, equipment or tooling that does not conform to definition documents but is considered recoverable shall be submitted for acceptance by SMAC Quality Control and shall be subject to an inspection document precisely describing the nonconformity.

Under no circumstances shall products, equipment or tooling that do not conform to the definition be delivered without a written request for approval from the Supplier and a favourable response from the SMAC Quality Department.

If accepted by the SMAC Quality Department, the delivery concerned shall be accompanied by a declaration of conformity showing the description of the anomaly, and supplies shall be clearly identified and isolated from conforming products.

If the Supplier Quality Department considers that a concession procedure may be applicable, it shall submit a written request to the SMAC Quality Department, which shall decide the course of action.

Any clear scrap shall be reported without delay to the SMAC Purchasing Department to trigger replenishment as quickly as possible.

Nonconforming equipment shall be identified and isolated in a secure location to avoid mixing with conforming supplies.

In the event of nonconformities discovered after delivery, the Supplier undertakes to implement all necessary resources to handle them in cooperation with SMAC departments.

Any nonconforming equipment discovered by SMAC shall be collected by the Supplier at its own expense.

15. CONTINUOUS IMPROVEMENT

The Supplier shall implement a system enabling it to take the necessary measures to correct any anomaly or nonconformity encountered, verify implementation of corrective actions and measure their effectiveness.

In addition, the Supplier shall respond to actions requested by SMAC by indicating investigation results, corrective actions decided and the forecast completion deadline.

16. COUNTERFEIT PARTS

SMAC endeavours to prevent the use of counterfeit products in products delivered to its customers.

SMAC requires its Suppliers to commit to these prevention actions:

- Implementing processes to identify and report counterfeit or suspected counterfeit products.
- Training the relevant personnel.
- Sourcing from authorized sources.
- Knowing the origin of all products and materials.
- Responding to requests for information relating to the origin of any material or product used.

The Supplier shall inform SMAC of any risk concerning delivery of counterfeit or suspected counterfeit products.

17. OBSOLESCENCE

For any product presenting an obsolescence risk, the Supplier undertakes to inform SMAC in writing as soon as possible and to propose a securing measure enabling qualification of a replacement solution.

The Supplier also undertakes to implement an organization to anticipate future obsolescence and monitor it.

18. SUPPLIER MONITORING

SMAC measures the operational performance of its Suppliers throughout the year.

Depending on criticality, data exposure or applicable contractual requirements, SMAC may request the Supplier to sign the SMAC Responsible Supplier Charter and/or the SMAC Supplier Cybersecurity Requirements. These commitments formalize applicable requirements relating to CSR, ethics, environment, confidentiality, data protection, cybersecurity and supplier cooperation.

Suppliers are evaluated according to quality performance criteria, delivery compliance, risk control and, depending on criticality and applicable requirements, CSR / environmental maturity, cybersecurity and documentary conformity. A summary of this analysis is periodically communicated to the Suppliers concerned. Depending on the results, SMAC may request immediate containment actions, corrective or preventive actions, strengthen surveillance or decide to end business relations when discrepancies are major, repeated or not corrected.

A Supplier audit programme is established following this evaluation.

Supplier KPI	Purpose	Frequency
Supplier OTD	Delivery-time compliance	Monthly / annual
Supplier OQD	Quality performance and reduction of nonconformities	Monthly / annual
Rate of critical suppliers evaluated or reviewed	Control of supply chain risk	Annual
Rate of supplier action plans closed	Effectiveness of continuous improvement	Annual
Supplier CSR / Environmental maturity	Assess formalized commitment, available environmental evidence, improvement actions and supplier cooperation	Annual / supplier review

The Supplier CSR / Environmental Maturity KPI is applied according to criticality and applicable requirements. It may be based in particular on the signed Responsible Supplier Charter, available environmental evidence, improvement actions undertaken and Supplier cooperation in handling discrepancies.

19. PACKAGING

The Supplier guarantees packaging appropriate to product preservation and proportionate to transport, storage and handling risks.

Depending on the case, packaging, conditioning and transport may be the subject of a Contract clause. Whenever compatible with product and customer requirements, reusable, recyclable or lower environmental-impact packaging is preferred.

Under no circumstances shall parcels contain polystyrene chips.

20. DELIVERIES

Products shall systematically be delivered with the following documentation:

A delivery note specifying:

- The SMAC purchase order number.
- The purchase order line number.
- The SMAC reference of the product delivered.
- The quantity delivered.

- The accompanying documents with their references, for example report no. xxx, inspection report no. xxx, type 3.1 certificate, etc.

A declaration of conformity according to NF L 00-015 mentioning:

- The delivery note number.
- The SMAC purchase order number.
- The SMAC reference of the supply.
- The accompanying documents with their references, for example report no. xxx, inspection report no. xxx, type 3.1 certificate, etc.
- The reference of any concessions.

Where applicable and depending on the contract clauses:

- An inspection report.
- A chemical analysis report.
- Other applicable documents.

21. APPENDIX 1 – CONFORMITY MATRIX

C = Compliant / PC = Partially Compliant / NC = Non-compliant / NA = Not applicable

Requirements	C	PC	NC	NA	If PC or NC: justification / action planned to become compliant and implementation deadline
2. CONFIDENTIALITY UNDERTAKING					
3. CONTROL OF THE MANAGEMENT SYSTEM					
4. GENERAL QUALITY REQUIREMENTS					
5. CONTROL OF DOCUMENTS AND RECORDS					
6. QUOTATION AND CONTRACT REVIEW					
7. RESOURCE AND RISK MANAGEMENT					
8. PURCHASING AND SECOND-TIER SUBCONTRACTING					
9. IDENTIFICATION AND TRACEABILITY					
10. PRODUCT PRESERVATION					
11. CONTROL OF PROCESSES AND SPECIAL PROCESSES					
12. INSPECTIONS AND TESTS					
13. CONTROL OF MONITORING, MEASURING AND TEST EQUIPMENT					
14. CONTROL OF NONCONFORMITIES					
15. CONTINUOUS IMPROVEMENT					
16. COUNTERFEIT PARTS					
17. OBSOLESCENCE					
18. SUPPLIER MONITORING					
18 bis. Applicable CSR / Responsible Supplier Charter requirements					
18 ter. Applicable cybersecurity / confidentiality requirements					
19. PACKAGING					
20. DELIVERIES					
Observations:					

SMAC VALIDATION:		
Name:	Date:	Visa:
Observations:		

22. APPENDIX 2 – SUPPLIER ACKNOWLEDGEMENT OF RECEIPT

SUPPLIER ACKNOWLEDGEMENT OF RECEIPT
I, the undersigned ...., acting in my capacity as .... for the company ...., acknowledge receipt of and accept, according to the attached conformity matrix, the requirements applicable to SMAC service providers. Date: ____________________ Signature: ____________________ Company stamp:
SMAC QUALITY DEPARTMENT VALIDATION:
Name: ____________________ Date: ____________________ Visa: ____________________
OBSERVATIONS: