



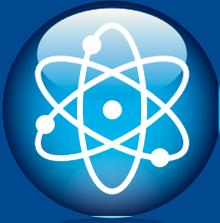
SQAP

Supply Quality Assurance Process

Requirements for Raw Material Suppliers to Our Worldwide Facilities

Performance you can rely on.





TECHNOLOGY
EXCELLENCE



RELIABILITY



COLLABORATION

Introduction

Infineum is redefining performance. At Infineum, everything we do revolves around the reliable delivery of additives that provide superior performance to the lubricants and fuels of our customers.

Drawing on nearly 80 years of experience and supported by a powerful R&D capability, we use our pioneering technologies to innovate, manufacture and market

petroleum additives for our customers, among them some of the world's biggest fuels and lubricant brands. With production facilities worldwide, sales representation in over 70 countries and business centers in Europe, USA and Asia, we conduct business in more than 20 languages. Our global supply chain and multicultural business teams make us a truly world-class organization.

Read more on our website www.infineum.com





Quality Policy

We are committed to achieving superior customer satisfaction through the comprehensive application of our Quality Principles and the Infineum Quality Management System (IQMS).

The IQMS will be independently verified to ensure that it meets the requirements of the international standard ISO 9001:2015. As part of our commitment to customers, Infineum will establish and review its quality objectives, and vigorously pursue continual improvement at all levels.

We would like to invite you, the Supplier, to share in our quality commitment. Those Suppliers who demonstrate continuous improvement in not only meeting specifications, but also by reducing variation through the development and application of their own quality system will share in our success.



Quality Requirements

The quality of purchased materials is important to guaranteeing the overall quality of Infineum manufactured products. Materials supplied to Infineum must meet our requirements. We source products from Suppliers who demonstrate a continuous improvement program that enhances process and product quality throughout their quality system.

Our Suppliers structure their organization to guide quality and productivity improvements, while actively involving all personnel in their quality system. The Supplier's quality plan directs the organization toward continuous improvement, reflecting an attitude of prevention, not detection, and taking full advantage of statistical methods.

A quality manual, fully documenting all phases of their quality system, excluding any proprietary information, is available for Infineum review.

The Supplier's document control system covers all supporting general administration process documentation including:

- **Statistical Quality Control (SQC) Data.** The Supplier maintains SQC Data on key parameters of their finished product and provides SQC data, as determined by Infineum, on a quarterly basis or other agreed upon frequency.
- **Business Continuity Plans (BCP).** The Supplier develops and tests BCPs to ensure the business can continue to function during an outage period.
- **Assessments of Quality Systems.** The Supplier conducts self-assessments on a regular basis to insure compliance to internal requirements and documents the assessment results and recommended corrective actions.
- **Certificates of Analysis (COA).** Supplier provides COAs to either accompany or precede all shipments as specified by Infineum.





New Supplier Approval Process

Infineum will initiate an approval process for Suppliers that meet one or more of the below criteria:

- New Supplier or new product to Infineum
- Previously qualified manufacturing site that has not supplied material for three years
- Previously approved material supplied from a new manufacturing site
- Disqualified Supplier seeking requalification

Infineum and the Supplier will work together to complete the following quality standards:

- Upon request, the Supplier will submit samples representative of their standard production.
- Infineum will perform a quality assessment of the Supplier. The Supplier must provide requested information that may include quality certification, supply chain information, material specification, Certificate of Analysis, regulatory information, and Supplier details.
- At Infineum's discretion, a quality assurance assessment team will visit the potential manufacturing location to determine the Supplier's ability to meet Infineum's requirements, manufacturing process capability and review the Supplier's quality system.
- Infineum may require a plant trial to evaluate the Supplier's product performance under our process conditions.
- Accurate, mutually agreed specifications are the backbone of an effective purchased product quality system. Suppliers' specifications and test methods are acceptable only upon mutual agreement. Supplier is required to sign a specification agreement to ratify specification.



Raw Material Control

Suppliers maintain and document standardized procedures for:

- **Raw Material Requirements.** Suppliers conduct periodic assessments on their suppliers and review their performance against documented requirements.
- **Segregation and Disposition of Nonconforming Raw Material.** Suppliers ensure raw material quality by maintaining a documented system that not only monitors the identification of nonconforming materials, but also includes methods for notifying raw material suppliers of quality problems and requesting corrective/preventive actions.
- **Measurement System.** Documenting and maintaining an effective measurement system insures process and product control. The procedure provides for maintenance and calibration, at specified intervals, of instruments and gauges used in laboratory testing, process analysis and process control.



Process Change

Suppliers maintain and document standardized procedures for managing process changes.

The Supplier advises Infineum, in writing, at least six (6) months in advance before making changes to the manufacturing process. Manufacturing process changes include, but are not limited to, changes in raw materials and feedstock.

Infineum may also request prior notification of other manufacturing process changes, as described in our specification agreement and/or contract, including, but not limited to, changes in process flow, process equipment, quality inspection or testing (check points,

equipment or methods), finished product composition (appearance or dimensions), packaging, and storage methods.

Supporting documentation for process control includes:

- Statistical Process Control charts
- Standard Operating Procedures
- Confirmation of traceability
- Calibration methods and maintenance records including schedules
- Process change log/records

Finished Product Control

The Supplier will have a documented system to insure that all finished products for Infineum meet agreed specifications and requirements. We expect our Suppliers to employ a detailed sampling procedure in accordance with established statistical methods and recognized standards.

The Supplier documents a procedure to identify, segregate and dispose of nonconforming materials. The procedure must be employed and available for Infineum's review. This procedure includes a system to request a formal waiver for the shipment

of a nonconforming material. The Supplier releases nonconforming material shipments only with written consent from Infineum.

Supporting documentation for finished product control includes:

- Dually signed specification agreement
- Statistical Quality Control data
- Finished products control procedures
- Appropriate retain samples for finished products

Service Requirements

The quality of services is equally important as product quality in our overall Supplier evaluation.

The Supplier adheres to all Safety, Health and Environmental guidelines prescribed by National and International Regulations when delivering product to locations specified by Infineum.

The Supplier has written standards for packaging to prevent product contamination or damage, and to comply with Infineum specifications, particularly regarding markings. In addition, packaging must conform to governing regulations between origin and destination.

Accurate and complete documentation is required for all shipments to provide unhindered movement of goods to the specified designated location. Shipping documents conform to the government safety, health

and transportation of hazardous materials regulations of all localities and countries through which they pass, with respect to, but not limited to, the required signs, notices, labels, documentation and containers.

Delivery to locations specified by Infineum must adhere to quantity, delivery date, time, mode, and any special requirements communicated to the Supplier. Infineum must be notified in advance of any deviations from our requirements.

Certificates of Analysis (COA) are required to either accompany or precede all shipments.

Supporting documentation for service requirements includes, but is not limited to, the following:

- Infineum delivery requirements
- Certificates of Analysis (COA).



Ongoing Supplier Assessment

Infineum determines if the Supplier is meeting all requirements by monitoring each shipment. Non-conformances are documented as they occur and will influence the Supplier's overall evaluation.

If the Supplier receives a nonconformance from Infineum, the Supplier must provide Infineum with a written Corrective/Preventive Action Plan to prevent recurrence within 21 days of receipt of nonconformance. Infineum

Suppliers are required to maintain their quality systems and provide updates to Infineum when ISO or other certifications are renewed.

Business Ethics

Infineum condemns the violation of human rights in any form. Infineum's Suppliers comply with all applicable laws, and where the law is permissive, choose the course of the highest integrity. Infineum supports and respects the protection of universal human rights and requires the same from parties with whom we do business.

requires Supplier cooperation in nonconformance resolution, including, but not limited to, liaising with contractors or 3rd party suppliers performing a service for Infineum on the Supplier's behalf.

Infineum's initial assessment helps us determine the capabilities of the Supplier's quality system. Based on Supplier performance, Infineum may choose to re-evaluate Supplier's quality system including an onsite assessment.

Infineum has a clear position on bribery and corruption. Employees shall not offer, accept, solicit or pay bribes. The direct or indirect offer, payment, soliciting or acceptance of bribes in any form by employees is prohibited. Infineum expects similar standards of behavior from its Suppliers.

Invoicing and Payment

Invoices must be submitted via email to:

GSSC.Payables@infineum.com

Invoices must be presented correctly for payment.

This means the invoice must include:

- Infineum purchase order number. Purchase order numbers are 10 digits and always start with 4500.
- Product name or description that matches the Infineum purchase order
- Units of measure and currency that correspond to the Infineum purchase order
- Weight or volume that corresponds to Bill of Lading
- Incoterms

Ancillary charges and demurrage invoices may be summary billing and must include:

- Infineum purchase order number for each shipment listed on invoice
- Product name or description that matches Infineum purchase order
- Complete description of charges
- Time allowances
- Rates for overage
- Detention dates (placement and release)

Where the Carrier is arranged by the Supplier, it is the Supplier's responsibility to convey our invoicing requirements to the Carrier.

Carrier freight invoices must include:

- Product name or description that matches Infineum purchase order
- Infineum purchase order number
- Shipper's name
- Delivery date
- Delivery location

Following these guidelines is essential for us to meet our obligations and remit timely payment. Failure to comply will delay payment.

We request the Supplier cascades the contents of this manual throughout their organization as required.

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Oct. 2012 201230 P2