

PROCEDURE

Customer Supplied Product

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| Document Review Record | | | | |
|--|---|--|--------------|------------|
| Document No. and Name | | QMS-PRO-010 Customer Supplied Product Procedure | | |
| Rev No | Description | Prepared by | Checked by | Date |
| 0 | New | Mackay Safety Consultants | | 10.06.2013 |
| 1 | Revised to reflect RSG processes + reformat | E Wicks | G Wicks | 23.09.2013 |
| 2 | Remove reference to stocktake of laydown | E Wicks | G Wicks | 18.10.2013 |
| 3 | Update Numbering Structure | L Strappazon | M Delaney | 08.06.2016 |
| 4 | Remove and transfer responsibilities section to QMS-PRO-026 – Authority and Responsibilities Procedure. | A Forrest | L Strappazon | 27.09.2016 |
| 5 | Review | M Vorpagel | D McNeil | 29.08.2019 |
| Electronic approval by: Name: David McNeil Position: Operations Manager Date: 29.08.2019 | | | | |
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TABLE OF CONTENTS

| | | |
|----------|--|----------|
| 1 | PURPOSE | 2 |
| 2 | SCOPE | 2 |
| 3 | DEFINITIONS | 2 |
| 4 | RESPONSIBILITIES | 2 |
| 5 | PROCEDURE | 2 |
| | 5.1 Receipt of Goods | 2 |
| | 5.2 Inspection of Goods | 2 |
| | 5.3 Non-conformance action initiated | 3 |
| | 5.4 Storage of Goods | 3 |
| | 5.5 Security | 3 |
| | 5.6 Control of Damaged or Lost Product | 3 |
| 6 | REFERENCE DOCUMENTATION | 3 |

1 PURPOSE

This procedure details the guidelines for the control of customer supplied product within the company.

- To ensure customer-supplied product is protected against loss or deterioration.
- To maintain records of customer-supplied product.

2 SCOPE

This procedure covers product supplied by the customer for incorporation into their product.

This procedure is to be followed by all persons involved in receiving, handling, or storage of customer supplied product within the company.

3 DEFINITIONS

Company / the Company: Refers to Reay Services Group and associated entities.

Supervisor: Refers to the person directly in charge of the employee (this position is not limited to persons with the name Supervisor in their position title).

System: Quality, Safety and Environmental Management Systems.

4 RESPONSIBILITIES

All company employees and contractors are responsible for complying with the requirements of this procedure.

Refer to QMS-PRO-026 – Authorities and Responsibilities procedure for further details.

5 PROCEDURE

Requirements for customer supplied product may vary between projects. These are identified during project start up and shall be managed in accord with site and operational specific requirements.

5.1 Receipt of Goods

Customer supplied products shall be checked upon receipt to ensure the correct quantity is supplied and to ensure the product is neither damaged nor otherwise unsuitable for use (refer form QMS-FRM-006 Receipt Customer Supplied Product).

5.2 Inspection of Goods

During inspection of customer supplied product any deficiencies detected (eg. If goods quantities are incorrect or damaged or incorrectly supplied) shall be reported immediately to the customer. Non-conforming product shall be returned immediately to customer stores for replacement.

Customer Supplied Product Procedure

Where repeat deficiencies are found a non-conformance shall be raised using the Incident Report Form (WHS-FRM-006). Actions deemed appropriate to address the cause shall be determined in conjunction with the customer and where appropriate recorded on the Corrective and Preventative Action Register (QMS-REG-001).

5.3 Non-conformance action initiated

Where a non-conformance has been reported (following repeat deficiencies) the Area Works Manager shall raise this with the customer and take appropriate action.

5.4 Storage of Goods

Goods are stored and handled as per the manufactures' instructions or any legislation requirements.

Customer-supplied product is stored within Reay Services Group designated lay-down areas on customer sites. These locations will vary between projects.

Periodically the Site Supervisor and/or Area Works Manager shall inspect stored product to detect deterioration. The inspection is recorded on the Workplace Inspection Checklist (WHS-FRM-406).

Customer expectations for storage of their product shall be complied with, this may include return to customer stores of supplied product at the end of shift.

5.5 Security

All customer supplied product shall be stored within the secure laydown area designated as Reay Services Group's. This laydown area is a fenced and locked area with secure shipping containers within. In addition the customer site security applies as the laydown is located on the customer site; this security includes limited access to site to authorised personnel only.

5.6 Control of Damaged or Lost Product

Damaged product shall be clearly identified and removed to an appropriate location to ensure they cannot be used in the supply/production process. Control of damaged product will be in accord with the customer's site requirements.

Examples may include return of product to customer stores or removal to waste management or recycling facility.

Where intentional damage or loss occurs this shall be reported immediately to the customer. This is reported and investigated internally using the Incident Report Form.

Corrective action is implemented to prevent recurrence and/or to fix the problem and is recorded, monitored and closed using the QMS-REG-001 Corrective Preventive Actions Register.

6 REFERENCE DOCUMENTATION

QMS-FRM-006 Receipt Customer Supplied Product
QMS-REG-001 Corrective Preventive Actions Register
WHS-REG-002 Accident and Incident Register
WHS-FRM-006 Incident Report Form
WHS-FRM-406 Workplace Inspection Checklist
QMS-PRO-026 – Authorities and Responsibilities Procedure