



**CONTRACTUAL QUALITY
REQUIREMENTS FOR SUPPLIERS AND
SUBCONTRACTORS**

Table des matières

1	Updates	2
2	Distribution.....	2
3	Foreword.....	2
4	Quality content.....	3
5	General terms of purchase.....	10

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1 Updates

Version	Date	Nature of modification	Concerned paragraphs
1	09/05/02	Création of document	All
2	11/02/05	Adress, Marking	5.5 et 5.15
3	17/05/13	Review, document's update	All
4	24/02/14	Traduction / correction	4.9
5	06/06/2023	Logo change + addition of Portugal address and reception opening hours	All

2 Distribution

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| <input checked="" type="checkbox"/> Direction | <input checked="" type="checkbox"/> Sales department | <input checked="" type="checkbox"/> Exploitation / Production department |
| <input checked="" type="checkbox"/> Quality department | <input type="checkbox"/> Administrative office | <input checked="" type="checkbox"/> Technical department |
| <input type="checkbox"/> Human ressources department | <input type="checkbox"/> Clients | <input checked="" type="checkbox"/> Suppliers |

3 Foreword

Nowadays and for years to come, we must bring particular attention to the quality of our manufactured products and to cost leded to quality matters so as to stay competitive. Paris Saint-Denis Aero, refered hereafter as « the client », with its suppliers, must constantly strive to improve our quality process.

Our common goal is to reach a high standard of quality: our belief is focused in a constant improvement of quality and productivity while maintaining expenditures for quality at a reasonable price.

Thanks to the use of modern and well-established quality insurrance methods, this aim will be reached. Indeed as we all know, what makes a high quality product does not lie in the size of the company nor in the manufactured products but it is simply the result of adapted and reliable quality insurance methods.

This contract defines basic requirements to be used in quality systems of Paris Saint-Denis Aero's subcontractors.

Requirements below are based on french Law and on EN 9100 specifications.

The following aeronautical metallurgical products will be considered like products and it will be the same for provided services (for ex. by backing manufacturers and by freight forwarders).

The requirements that appears in italic must only be satisfied by suppliers of aeronautical metallurgical products.

Requirements that does not appear in italic caracters must be satisfied by all suppliers (aeronautical metallurgical products, freight forwarders...)

In this business requirements document, the modal auxiliary "shall" is employed and has the same meaning as "must".

4 Quality content

4.1 Suppliers Responsibility

The supplier is fully responsible of the quality of its products and of services provided. To meet expectations and fulfill requirements related to products' quality and provision of services, it is necessary that each supplier defines and maintains an efficient quality system which corresponds to its organization and in adequation with company size.

Both authority and responsibilities of staff members must be clearly defined and recorded.

The board of direction must define a clear quality policy that will be forwarded to the staff.

The commitments dealing with delivery, quality of products and dates of delivery have to be respected.

Each forwarding of order from the main supplier to a second rank supplier implies to pass on the whole applicable requirements.

4.2 Quality system

The supplier engages himself to keep up a quality system that successfully applies Quality policy defined by the direction.

It shall be established so as to meet requirements mentioned in this contract.

In general, every articles and requirements of this present agreement have to be described in a quality manual and specifically detailed in quality process.

Written recorded procedures have to be implemented to specify quality planning and to control the application of methods stipulated herunder:

- Leading of control, measurement and test equipment planning
- Establishment of control plans
- Leading of manufacturing feasibility studies
- Leading of initial tests over samples in accordance with customers' target specification
- Making of quality plans
- Leading of capability studies (process, measuring devices)
- Making of synoptic charts
- Conduct of process analysis

The quality system have to be planed in order to allow implementation of procedures for preventing non-conformity as a basis principle.

Quality planning is required in the following situations:

- Definition of new process
- Modification of processes and products
- Transfer of manufacturing or of production equipment.

Quality planning has to be made before starting manufacturing.

4.2.1 Planning control, measuring and test equipment

Choosing control, measuring and test equipment is a critical step in quality planning.

Variable characteristics have to be measured each time it is possible.

Probability for variable characteristics is significantly much higher than the one for attributive characteristics.

The analysis of variable characteristics has a higher significance in terms of process changes and as such allows a specific correction of these processes.

The appropriate precision and aptitude of control, measurement and test equipments have to be taken into account for all tests and controls.

Proof of the aptitude of control, measurement and test equipments has to be demonstrated.

4.2.2 Inspection plans

For all controls and tests, an inspection plan has to be established and has to take into account the following criterias :

- Process or product step
- Test item
- Test frequency
- Number of samples taken off
- Measuring equipment

4.2.3 –Manufacturing feasibility studies

Before confirmation of an order, a feasibility study must be done according to technical documents in order to insure inspection of production inside appropriate manufacturing facilities. If necessary, a separate agreement will have to be made by the customer's purchasing department.

4.2.4 – Tests on initial samples (delivery of samples)

Before delivery of first production, initial samples will be presented on request for approval in the following situations :

- Before delivering the first batch of a new product
- Before using a new tool in production line
- Before delivering the first batch after modification of tools or processes
- After transferring manufacturing facilities

The customer's quality department will define a fitted test program according to the above mentioned points.

Every initial samples must be made from processes and tools in use for the production line to come. The supplier must be convinced that his product meets requirements and specification before delivery of intial sample. It will be proved by the tecnical results achieved by the sample.

4.2.5 Quality plans

A quality plan shall be established. Its aim is to describe all production stages including controls and tests. In all tests and controls procedures, the following criterias must be specified :

- Process parameters / control and test characteristics
- Control and test frequency
- Number of samples taken off
- Control, measurement and test equipment
- Control and test method

4.2.6 Capability studies

Only with appropriate processes and a stable process basis in a long term, a steady level of Quality can be achieved. Unsuitable processes weigh the costs of defects that can be prevented.

Before launching a manufacturing series of products, preliminary studies of skills are necessary for all the important features and process parameters.

Unadapted processes must be corrected and should not be applied before getting the proved approval of an aptitude superior or equal to a Cpk of 1.1. Concerning processes that do not meet expected requirements, special processes of monitoring like 100% control must be used.

4.2.7 Synoptic charts

Synoptic charts must be used in order to describe all different processes so as to get a satisfying overview of all stages of production, inspection and tests.

4.2.8 Process analysis

To avoid a quality loss during production and to have control and test operations to the minimum needed it is necessary to perform various process analysis on new products and on modified products. This analysis process must be carried out before starting production, using tools or installations and before putting new or modified process into practice. If needed the process analysis file can be used by the final customer (client of Paris Saint-Denis Aero) for qualification or monitoring product quality.

4.2.9 Contract review

Before launching a tender or accepting an order, the request of the customer must be investigated. The following criteria have to be clarified in details:

- Ability to meet specifications
- Manufacturing feasibility
- Complying with delivery dates and quantities
- Terms of payment

Ambiguous points or deviations have to be clarified with the purchasing department of PARIS SAINT-DENIS AERO before the supplier confirms the order.

If a customer of PARIS SAINT-DENIS AERO requires realisation of tests and inspections on products or raw materials in the supplier's premises, the supplier shall accept this request.

4.3 Documents and data control

The supplier must establish appropriate procedures to control the supply, review and distribution of specifications and standards.

Concerning internal procedures and specifications, the supplier must insure that process and internal requirements have been reviewed, approved and shared according to requirements. Modifications shall be recorded, reviewed and approved. All required documents must be available anytime in the office and must be kept updated.

4.4 Purchases

Concerning the purchase of raw material having an impact on products' quality - procedures shall be established to ensure suppliers' selection and assessment of delivery performances. Existing specifications shall define quality of products to buy. All orders shall mention clear purchasing datas and give references to certified specifications to avoid confusion or delivery mistakes. Delivered goods must be checked.

4.5 Identification and traceability of goods

All goods shall be identified in order to avoid any risks of confusion. If possible, the identification will be on the product itself (while fabrication process), with conditioning and with the delivery note. The lot identification shall correspond to definition of the natural lot.

The supplier must work out a system capable of securing ascending and descending traceability of goods. A complete documentation including history of the product, from the buying product to the final product has to be established.

4.6 Management of process

All processes shall be managed and executed under controlled conditions. To achieve this result, all procedures have to be recorded, have to describe process progress and contain all parameters appropriate with the process.

Process modifications, introduction of new processes and modifications of production site must be declared and sent to the customer for approval at least 7 months before running any actions.

When it is impossible to check the characteristics of the product, appropriate process parameters will be followed carefully and recorded.

Control cards must be used to ensure good management and control of the most important characteristics of the product.

Characteristics and parameters chosen by the supplier must be forwarded in a written way to Paris Saint-Denis Aero.

The capabilities, measurement and processes must be determined to guarantee a continuous improvement. Results have to be recorded in written records and sent to PARIS SAINT DENIS AERO every six months. The supplier must implement a process which guarantees that products and manufacturing processes will comply with governmental

constraints and with security constraints related to the limited use of toxic and hazardous substances.

All required governmental conditions concerning Environment and security matters must be respected.

The supplier must comply with the REACH requirements.

The supplier must schedule operations of preventive maintenance in its factory. Measurement equipment are part of these operations.

4.7 Controls and tests

The supplier must specify the monitoring and testing programs which describe the chronological run of inspections performed on the product. This programs must include controls of the entering product, of the product being manufactured and of the final product. We underline the importance that all major characteristics of the product have to be taken into account. Control and test results must be recorded.

4.8 Management of control, measurement and testing equipment

All control, measurement and testing equipment used to verify the quality of products must be mastered, calibrated and maintained in good shape. For this purpose, written procedure which describe control sequences and calibration procedures must be established. As regards to control, measurement and testing equipment, appropriate intervals will be prescribed for calibration.

Control, measurement and testing equipment must be identified so that the dates of last and next calibration checks as well as the number of control, measurement and testing equipments are visible.

Mechanical aptitude studies of these equipments should be made.

4.9 Status of inspections and tests

The status of inspections and tests confirms that the products does or does not meet requirements of the specification. It refers to quality tests and inspections made. This report must be established on the product itself or must appeared in the documents related. The control and test status must indicate without ambiguity the compliance or the non-compliance.

The accuracy and dispersion of tests must be guaranteed. Annual participation in campaigns of external cross test is possible.

4.10 Management of non-compliant products

All non-compliant products must be identified without ambiguity and must be set apart from compliant products. Before taking any decisions with regard to disposal, adjusting or repairing, the product must be reconsidered.

The special release of non-compliant products can only be authorized by the customer.

All adjusted or repaired products must be checked and reassessed in compliance with the quality plan.

4.11 Improvements actions

The supplier have to establish a process that describes the execution of improvements actions. Appropriate corrections must immediately be taken for all deviations from the objective. So as to determine the appropriate improvements actions, a rigorous analysis of causes related to products, processes and to the quality system must be done and recorded on a written way. The defined actions have to be put in place. The measures implemented must be submitted to a control that will review their efficiency.

Answering to the customer complaints requires a detailed description of defect, root causes of defect and of the implemented improvements actions by all means within 10 working days.

The improvements actions are coming from quality audit results, quality records, internal defects and customer complaints. Actions must follow from these results to eliminate potential sources of defects before they occur.

For any non-conformity impacting the product and/or performance, the supplier must inform us of the non-conformity and obtain our agreement for its treatment before any delivery.

4.12 Handling, storage, conditioning, preservation and delivery

To avoid product damages, the supplier must use appropriate means of transport. Storage must be appropriate to avoid any quality deterioration.

The packaging of products must be realised in accordance with client instructions. In the absence of packaging requirements, a specific packaging for the product must be selected. When appropriate methods of preservation are required, the supplier must meet this requirement.

Unless opposite requirement issued by Paris Saint-Denis Aero, the supplier is responsible for the correct delivery of products.

4.13 Management of Quality records

The supplier must keep and store appropriate records relating to production files, validation files for modification of test results, control performed, process analysis, quality plans, results of quality internal audits and records of calibration.

All records relating to quality must be readable and shall be stored so as to be easily found and not suffer any damages. Unless opposite requirement defined in the customer specifications, the period for keeping records relating to product quality is at least 30 years for aviation activity, 12 years for any other activity. Other records must be kept for a minimum period of 4 years. At anytime, the client has the right to review records relating to quality above mentioned.

4.14 Internal quality audits

Internal quality audits shall be planned and shall apply to all applicable elements of the EN 9100 specification. The results of quality audits must be recorded. Improvements actions arising must be implemented and checked.

4.15 Training

It is really important that employees of supplier are properly trained and particularly in terms of *statistical techniques* and quality management. This ensures that the quality techniques are used optimally.

All training must be planned and recorded in a training plan. Records for planning, monitoring and effectiveness of training activities must be kept.

The supplier must demonstrate the competencies, including the required qualifications, of the persons.

It is of the utmost importance that suppliers' employees are adequately trained, particularly in statistical techniques and quality management. This ensures that quality techniques are used optimally.

All training activities must be planned and documented in a training plan. Records must be kept of the planning, management and effectiveness of training activities.

The supplier must ensure that people are made aware of :

- - their contribution to product and service conformity
- - their contribution to product safety
- - the importance of ethical behavior

4.16 Statistical techniques

The need for statistical techniques must be determined in order to improve the product and the process. The following procedures can be used :

- *Trend analysis*
- *Pareto analysis*
- *Causes vs effects analysis*
- *Control cards*
- *Aptitude studies (process, control, measurement and test devices)*

4.17 Performance control and monitoring

An OTD and OTQ target has been defined for operation with PSDAéro. A letter of commitment will be issued annually by the Purchasing department to define the quantified target.

4.18 Right to access :

The supplier undertakes to provide access to regulatory authorities at all sites and to documented information applicable at any level of the supply chain.

4.19 Non approved and/or counterfeit parts :

The supplier must prevent the use of non-approved or suspected non-approved or counterfeit parts.

4.20 Various

If necessary, employees visits of the customer will be allowed at any time in the supplier's premises for product approval and so as to review records relating to quality.

5 General terms of purchase

5.1 Object

Accepting orders from PARIS SAINT-DENIS AERO implies unconditional acceptance of the present terms of purchase – the supplier expressly renounces to rely on its own sales conditions.

However, specific technical, commercial and administrative requirements terms prevail over general terms of purchase.

The supply must be delivered with accompanying documents required for their proper use, their storage and maintenance; they must be in accordance with the standards and requirements applicables to the order.

If this is not respected, the products may be refused.

5.2 Acceptance of orders

The acknowledgement attached to the order must be returned to PARIS SAINT-DENIS AERO duly approved within 14 days of receipt of the said order and must contain the trademark of the supplier. If no return in a timely manner, the order is considered accepted by the supplier.

Any technical or commercial changes of order must be approved by a new agreement or other documents signed.

5.3 Packing

For delivery, the supplier must provide at his own expense packaging that preserves the product, depending on its nature and transport and avoiding all possible damage (corrosion, impacts, and scratches).

The access to delivery documents (delivery note, mill certificate) must be enabled without breaking packaging.

Billing for packaging will only be accepted if it is clearly specified in the order or in the acknowledgement of order.

All returnable packaging, accepted by PARIS SAINT-DENIS AERO must in all cases be clearly mentioned on delivery notes.

5.4 Delivery

All shipments are freight prepaid to the buyer's factory.

A delivery note will be attached to every delivery.

It should mention without mistake the order number, complete description of the supply and the quantity of the concerned delivery.

PARIS SAINT-DENIS AERO reserves the right to refuse any excess deliveries. The return of eventual surplus will be at the expense and risk of the supplier.

For processors and material suppliers, a declaration of conformity in accordance with NF L 00-015.

5.5 Reception, transfer of ownership

The transfer of ownership occurs at delivery to the following address:

PARIS SAINT-DENIS AERO
5 bis avenue Georges Bataille
60330 Le Plessis Belleville, France

Reception hours are :
Monday to Friday
8h00 to 11h30 - 13h30 to 16h.

<p>PARIS SAINT-DENIS AERO 9 avenue Saint Guillian 31620 Castelnau d'Estretfonds, France</p> <p>Reception hours are : Monday to Thursday 8h00 to 11h30 - 13h30 to 16h30 Friday 8h00 to 11h30 - 13h30 to 15h30</p>	<p>PARIS SAINT DENIS AERO Rua Padre Barnabé Afonso Barradas, N°12A 7570-281 Grandola, Portugal</p> <p>Reception hours are : Monday to Friday 8h00 to 11h30 - 13h30 to 16h.</p>
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All unloading of plates are made exclusively using forklift (up to 2 tons) and laterally as pictured below :



All unloading of long products are exclusively made with a crane (up to 3 tons) requiring an open top truck.

When parcels not intended for PARIS SAINT-DENIS AERO hinder unloading, PARIS SAINT-DENIS AERO may refuse unloading.

The product is transported at supplier's risks. Obvious defects discovered by the customer after delivery is the responsibility of supplier to replace the defective products at its own expense and without delay.

5.6 Delivery dates

Delivery dates specified in orders are mandatory and correspond to the date of delivery of products at their destination. Deliveries shall take place neither in advance nor in arrears from the date agreed unless otherwise agreed in writing or stated in an amendment. In case of an order being late, delivery by rapid means could be requested at the expense of the supplier. The supplier must inform PARIS SAINT-DENIS AERO of any delay when it is detected so that PARIS SAINT-DENIS AERO may take any appropriate provision.

If the cause of delay is due to cases of force majeure without faults or negligences of the supplier, delivery dates can be changed in a reasonable manner taking into account circumstances. This change in delivery date is contractualised in an amendment or an annex order.

In all cases PARIS SAINT-DENIS AERO reserves the right to cancel the whole or part of orders undelivered on time by notification mail with acknowledgement of receipt.

5.7 Penalties

Except for cases of force majeure any delay in deliveries implies the application of penalties which are calculated in calendar days up to 2% of the supply amount each day of delay.

PARIS SAINT-DENIS AERO reserves the right to claim penalties to the supplier for any other damage which consequences have a direct or indirect impact on delays for which the supplier is responsible.

5.8 Refusal

All products that do not meet the specifications of the order must be replaced by the supplier within 30 days of notification from Paris Saint-Denis Aéro.

After this period, PARIS SAINT-DENIS AERO will return the products to the supplier at its own expense. Any rejected product leads to a right of a credit note. In the case where the supplier is responsible for picking up the goods, he has 2 months to perform this operation. After this period, the product may be destroyed. Any rejected product should be considered as not delivered and subject to penalties. Replaced products shall be managed by a new bill. Penalties and the warranty period must be linked to the new date of receipt shown on the invoice.

In addition, PARIS SAINT-DENIS AERO reserves the right to claim engendered expenses occurring during handling operations.

5.9 Warranty

General conditions:

The contractor warrants that the products or services purchased are able to hold all functions and all specified service and that their production was performed according to the rules of art.

Regardless to the specific conditions stipulated in the order, the supplier must ensure that in the unlikely case of default related to products or services, the products or the service delivery should be replaced immediately or must be repaired in order to regain compliance, without costs induced to PARIS SAINT-DENIS AERO. Failure to comply with this clause will automatically trigger the application of penalties.

In case of an anomaly found on a product when using the material by the end user, all transformation and/or putting back in compliance of the material by the end user will induce costs that will be passed to the producer.

Limited lifespan products:

In the case of purchase of limited lifespan products or restrictive storage conditions the supplier must specify:

- Storage precautions to ensure conservation of the product
- Validity expectancy, before use and counted from the date of manufacture
- The use before date indicated on an appropriate and indestructible manner over the part of the package which serves to contain, support or protect the supply so that the user knows about residual validity of delivery.

5.10 Liability and insurance of the subcontractor

- 1- The supplier will be solely responsible and release of all claims PARIS SAINT-DENIS AERO, agents, employees and insurers for any liability or damage caused to PARIS SAINT-DENIS AERO supplier's good or to third parties when the subcontractor executes its obligation under this order.
- 2- The sub-contractor shall be responsible for all loss or damage on products or on installation or when executing, towards PARIS SAINT-DENIS AERO or third parties, caused by performances or linked to performances.
- 3- The supplier commits to ensure :
 - Its civil liability and professional responsibility,
 - Its civil liability on products after delivery.

5.11 Termination

In the event of failure or refusal of the supplier to perform one, several, or part of accepted order or in case of serious non-observance of one or more specific or general terms of orders, PARIS SAINT-DENIS AERO will be entitled of formal demand by registered letter with acknowledgement of receipt – not followed by any effect within eight days – to notify the supplier in writing the termination with full right of the supplier's wrongs for all or part of the order. PARIS SAINT-DENIS AERO reserves the right to terminate other current orders with the supplier and claiming damages for the following prejudice.

In addition, PARIS SAINT-DENIS AERO has the right to request, subject to compliance with legal requirements, the automatic termination of all or part of orders accepted by registered letter with acknowledgment of receipt, if the supplier stops its activities, is in receivership or judicial liquidation.

If PARIS SAINT-DENIS AERO decides to stop or reduce its orders or if the contract and/or the agreement, under which the order is placed, is to be partly or totally terminated or if due to a case of force majeure the supplier is not able to meet its obligations, or if a subsequent failure to a case of force majeure is likely to affect the execution of PARIS SAINT-DENIS AERO's programs, PARIS SAINT-DENIS AERO has the right to automatically terminate all orders with a notice period of thirty days – the supplier will not be able to claim for damages. A termination sum can be negotiated to reflect justly the costs incurred by the supplier at the date of termination.

5.12 Technical failure of the supplier

In the event that the supplier can not get the technical requirements of the order which has been accepted, PARIS SAINT-DENIS AERO reserves the right to reclaim money that could have already been paid to the supplier and/or expenses that might have been undertaken to reduce the failure of the supplier. PARIS SAINT-DENIS AERO reserves the right to claim damages in this case.

A product that does not meet all the technical requirements specified in the order can not be delivered without PARIS SAINT-DENIS AERO's deviation request acceptance.

5.13 Cost of qualification in the case of tripartite qualification

In the event of a tripartite qualification, the cost of qualification is endorsed by 50 % by PARIS SAINT-DENIS AERO within the limit of 5,000 euros - the rest being borne by the supplier.

5.14 Value analysis

At the initiative of one of both parts (PARIS SAINT-DENIS AERO or the supplier), both parties agree to use together different methods of organization and value analysis so as to reduce costs and time schedules. The implementation conditions of these analysis methods and work methods resulting must be approved on a case by case basis.

5.15 Marking

Metallurgical product marking must meet the requirements defined in the specification. PARIS SAINT-DENIS AERO can define on a case by case basis annexes summarizing marking requirements when dealing with products that meet several specifications. In this last case, PO's annexes prevail.

Failure to comply with the Annex may result in the refusal of the product or may result to pass on the cost of the additional marking to be made.

5.16 Price

Unless particular note specified on the order, prices are firm and final. They include the entire service delivery. The amount of all penalties and damage will be charged by PARIS SAINT-DENIS AERO and may be offset by the payment of any amount due or pending amounts.

5.17 Invoicing

PO number, designation, delivery note number and dates, indication of payment terms must appear on invoice. One invoice is dedicated only for one PO.

An invoice statement must be sent no later than the last day of each month for all deliveries made to the 24th day of the month. All deliveries made after this date will be assigned to the next month.

5.18 Payment

Invoices will be paid once the compliance of the product is validated by PARIS SAINT-DENIS AERO. The payments will be made 45 days end of month.

5.19 Security – privacy – ownership or copyright

The supplier is obliged to observe the necessary measures for safety and privacy. The supplier is required to meet its obligation of professional confidentiality: in particular, arrangements must be taken to ensure that specifications, plans and manufacturing details related to orders from PARIS SAINT-DENIS AERO are not disclosed or distributed to third parties or by its agents, employees or suppliers.

On one hand, the supplier must ensure that PARIS SAINT-DENIS AERO is not affected by the claims of a third-party on items already delivered while respecting property rights or copyright.

On the other, it agrees to assume all consequences and financial claims that PARIS SAINT-DENIS AERO could support resulting from that.

5.20 Advertising

The subcontractor agrees not to expose the products manufactured with the technical requirements of PARIS SAINT-DENIS AERO without written permission. Under no circumstances and in any form, orders can not give right to any direct or indirect advertising without written permission of PARIS SAINT-DENIS AERO.

5.21 Stipulations

From the time an order is placed under this contract under French arbitration law, the provider recognizes the authority of texts, stipulations, general terms and conditions regulated by contracts placed in France with PARIS SAINT-DENIS AERO.

5.22 Applicable law – Courts' jurisdiction

The general terms of this contract shall be governed by French Law. Both parties agree that if there is a dispute concerning interpretation and / or requirements and / or terms of the orders, they will do their best to come to an amicable agreement. Any dispute that both parties were unable to settle amicably shall be submitted to the exclusive jurisdiction of the courts of Senlis.

5.23 Modification of the supplier's legal position

The supplier commits to declare to PARIS SAINT-DENIS AERO any changes that may occur in the composition of its capital like any change in majority, merger, absorption as well as any judgment opening of collective proceeding.

In the event of changes in the composition of the capital supplier, PARIS SAINT-DENIS AERO may automatically terminate this agreement and any order within this framework without fault by registered letter with acknowledgment of receipt.