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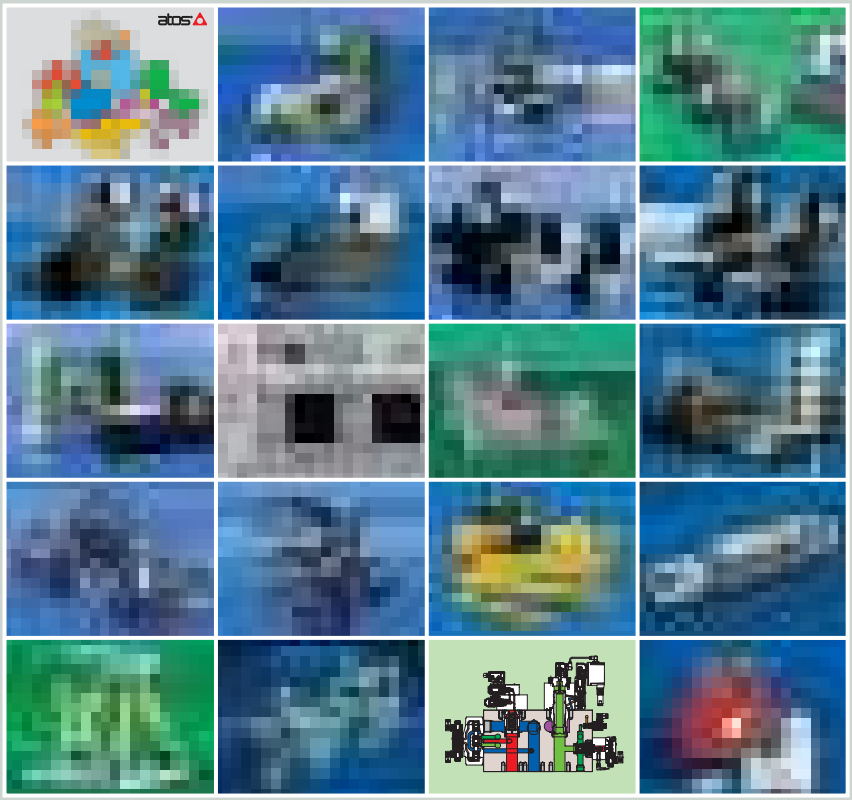


Suppliers
Quality manual

INDEX

1. PURPOSE

The goal of the Suppliers Quality Manual (SQM) is to define the general requirements and activities of the Quality Management System (QMS) that Atos expects from its partners to ensure a complete control of the production processes, products, and a continuous improvement in the quality of the supplies. Atos is convinced that its suppliers are essential members of its processes with whom share the responsibility for the customer satisfaction.
Atos is committed to actively support their suppliers to integrate the methodologies and tools required in this SQM to their quality system.
The activation of the methodologies and tools required in the SQM must be viewed as an opportunity of growth and improvement for all those who still do not implement them.

The Atos Quality Assurance Service and Purchasing department are available for any clarification or deepening on the contents of this manual.

2. GENERAL REQUIREMENTS

Through the application of the methods here described, Atos directs its suppliers towards **the achievement of ISO 9001 certification**. Beyond this, Atos guides and actively supports its suppliers in the development of some **methodologies and tools typical of the ISO / TS 16949 standard** (e.g. PAP, Control plans, flow charts, and others) that Atos considers to be of added value in terms of improvement of the quality assurance of the finished product.

The supplier must establish and maintain objectives and goals for each process, as far as possible, specific and measurable. The enabling of improvement programs, in which they identify resources, responsibilities and timelines, will then be the means to achieve those objectives.

Upon notification, Atos needs access to the suppliers plant and, in cases deemed to be of major importance, obtain the willingness to visit its sub-suppliers, in order to evaluate parts, processes, documentation, methodologies and systems used for the production, control of the supply.

3. SUPPLIERS SELECTION

3.1 Scope

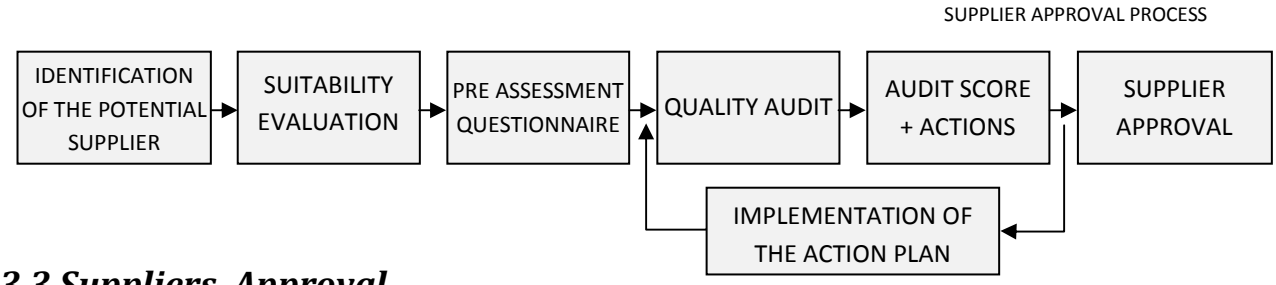
This section is intended to illustrate the process of Selection and Approval of suppliers. The increasing Market demands in terms of quality and reliability, pushes the choice of suppliers that guarantee high standards and high repeatability of the production processes. The objective of Atos, in these terms, is to create a park of suppliers that meet these requirements and with whom to start a **relationship of partnership and mutual growth**.

3.2 Selection of potential Suppliers

The suitability of a potential supplier is defined by a double assessment by the Quality and Purchasing depts. of Atos.
1. At first, Atos analyzes the company structure, the production potential and all those aspects that allow getting an overview of the supplier capability. In this regard, the company considered is invited to fill in the "**Pre-Assessment Supplier Questionnaire**" (QT1 form).

2. Afterwards it is then carried out an inspection at the supplier plant in which Atos analyzes the production process, examining the crucial elements and paying particular attention to the quality management system. The assignment of a score for each aspect of the QMS will be reported in the questionnaire and thus will contribute to the final evaluation that will be communicated later through official audit report (QT.251 form, "**Supplier Quality Audit**"). The achievement of the minimum score (90%) in accordance with ISO 9001, will determine the suitability of the company to provide products to Atos. A lower score will not affect the possibility of the supplier to produce for Atos, provided that it will proceed, in the meantime, to the presentation and the subsequent implementation of an action plan to achieve the standards set within the timeline declared and with the implementation of the appropriate corrective actions.

A supplier is considered appropriate to supply Atos only if both evaluations express a positive outcome.



3.3 Suppliers Approval

The supplier that achieves positive result after double evaluation is enabled as a "**qualified supplier**". Will be evaluated every six months through Vendor Rating (see Chap.13). The qualification of the approved supplier will lead the same, in case of progress, to the **Self-Certification** status first, and then to the **Free-Pass** status of the supplies (see Chap. 14).

4. PURCHASE CONDITIONS

Delivery of the products must comply with the provisions in the document "**General conditions of Purchase**" (Annex to the order) or specific "framework supply agreement" in terms of delivery, quality, price and the supplier's responsibility. Details of the contract requirements are entirely written on contracts.
Any variation from the provisions must be authorized in advance by reference functions of Atos. For each supply must be issued a delivery note showing the details of the purchase order and the references to the product codes.
A copy of each order must be returned for acceptance, duly stamped and signed.
Deliveries are made every day except Saturdays, Sundays and public holidays during the week at the following times: 8:00 to 12:15, 13:15 to 17:00. Days and times different than expected reading should be agreed in advance with the Purchases department of Atos. The terms agreed for deliveries are mandatory.

5. TECHNICAL DOCUMENTATION

Atos distributes to its suppliers the necessary technical documentation for the manufacturing of its products. These documents are exclusive property of Atos; it is therefore forbidden to reproduce and distribute to any outside organization or company that is not part of the group.

5.1 Drawings and technical characteristics

The technical drawing gives the necessary indications for the manufacture of the part or equipment. It shows all the views and sections necessary for the complete identification of the exact shape and size, accompanied by dimensions and tolerances, machining marks of the various parts, indications of materials, including any treatments or surface finishes. The technical drawings sent by Atos to its suppliers may include: standard component (relative to an equipment provided with technical table) or non-standard component.

5.2 Technical specifications

The technical specification is a document accompanying drawings to make conform the product to the contract, to a certain function or use. It defines the characteristics required of a product, the safety, the size, the requirements applicable to the product concerning the terminology, symbols, testing and test methods, packaging, marking and labeling.
Atos, in addition to the technical specifications that define the above and directly related to the specific product, shares with its suppliers also specifications that show the proper activities and management of orders as expected from its quality standards.

5.3 Management of Atos technical documentation

The supplier that is starting to produce an Atos component, must have the reference **drawings and technical specifications according to the revision index specified in the purchase order**. It is his task to manage, store and distribute internally such documentation.

6. IDENTIFICATION AND TRACEABILITY

6.1 Identification

The supplier must provide an adequate system that allows, by suitable means (plates, tags, production sheets), **the recognition of the type and the code of the various parts** during the manufacturing process, discriminating even the scraps from the conform parts. The identification is ensured by the correlation between physical product and identification data on the documents.

6.2 Traceability

Each batch of products in order, during processing and delivery must be recognized and distinguished from other identical batch but produced separately, in different times and conditions, identified with the documentation attesting the processes, controls and tests carried out. **The traceability of Atos products**, done through the placing of an alphanumeric code assigned at the beginning of the process and maintained up to delivery, **aims to trace every batch supplied in a unique way**.
The raw material traceability code is assigned by Atos Quality dept. as described in paragraph 6 of the SAS-042-M specification. The traceability code, depending on the product on which it will appear, may

provide (in addition to the raw material traceability) the reference to the Atos purchase order number as indicated in Table 1 of the SAS-042-M. Only if previously agreed and accepted by ASQ Atos, is allowed the addition of serial numbers in use by the supplier for internal traceability.

For more details, see the specifications:
***SAS-042-M**: Assignment of traceability codes for raw material*
***QA-008-01-ASQ**: Identification and traceability, traceability of raw materials*

7. PART APPROVAL PROCESS (PAP)

7.1 Purpose

The PAP is designed to show that the supplier of components has developed its own process of design and production to meet the needs of Atos. The primary purpose is to **determine if the new processes or changes made on the existing ones can ensure that the products are conform** to the dimensional, functional and reliability requirements.
The result of this evaluation is formalized in a series of documents collected in a "PAP folder" that the supplier delivers to Atos together with an agreed product sampling to ensure its full compliance with the drawing. The PAP requires formal approval by the supplier and Atos. The Atos analysis on samples and accompanying documentation, is intended to determine that the product made with the "new process" does not hide problems with the use and over time could evolve into Nonconformities.
The PSW (Part Submission Warrant) is the declaration of responsibility of the supplier and its approval means that the supplier, in the person of the responsible representative (usually the Quality Manager) examined this package, and that Atos has not identified any issues that may prevent his approval.

An approval for the production, managed in accordance to what is described above, is released from Atos exclusively for:
- A specific product code
- A specific revision index of the product code
- A specific Supplier plant/equipment/process
- A specific Sub-tier supplier

The PAP is to be submitted also for the changes in production processes for products under the Self-Certification or Free-Pass.

Depending on the change to the production process, the Quality department of Atos may require a series of documents referred to the three possible levels (A, B, C) shown in chap. 6 of the SAS-465-Q.

*For more details, refer to the **SAS-465-Q** specification, Management of the Product Approval Process.*

7.2 Field of application of the PAP

The Supplier must always report and request written approval (by mail sent to Suppliers Quality Responsible Atos) before shipping the product in the following cases:
- New component or product
- Modification of the product at the design level, in the technical specifications or materials
- Use of alternative materials to those already listed in the drawing (not already listed as alternative in the drawing or specification)

- New sub-tier suppliers for components, different materials, treatments
- Changes in the production process and / or changes in the working methods
- New equipment and / or plant, added or changed
- Update or rearrangement of equipment and / or existing plant
- Production performed with equipment and / or plant transferred to different or additional production plant

Atos Quality, depending on the criticality of the product, the use to which it is intended or the risk connected to the change, will define whether or not to open the PAP procedure and the level to assign.

*For more details, refer to the **SAS-465-Q** specification, Management of the Product approval Process.*

8. INSPECTION AND TESTING

8.1 Inspection by the Supplier

The supplier must perform **inspections on the process and product** during any stage of processing and managing of the products realized for Atos. This should reflect what appears in the control plan.

PS: The control plan defines and displays all of the controls necessary to ensure the suitability of the product assuring that the process variations remain within acceptable limits.

In order to ensure the compliance of the product and the identification of possible causes of defects, as well as the immediate action for their resolution, the supplier has the duty to perform:
a**) checks in the production startup**; b) **in-line checks**; c) **final checks**.

Parallel to the quality department activities is essential to perform self-controls by the operator, equipped with appropriate and certified measuring instruments, with dimensional checks during the managed production process. The evidence of the dimensional checks required in the control plan, must be made through the recording of the data that the supplier must maintain to demonstrate compliance of the product.

8.2 Acceptance inspection of Atos

Atos reserves the right to carry out acceptance inspection on the product delivered by its suppliers, with frequency and sampling method defined in accordance with its internal procedures. Depending on the historical quality data of the product, can be assigned three different levels of sampling control.

- Normal sampling: sampling standard assigned as default
- Reduced sampling: smaller sampling activated with five consecutive batches accepted with normal sampling
- Reinforced: greater sampling activated after two consecutive batches rejected with normal sampling

- The Self-certification status is controlled by reduced sampling.
- The free-pass status does not require any dimensional check in acceptance inspection

The acceptance inspection of Atos does not free in any way the liability of the supplier for the quality of the product delivered and documentation submitted.
The delivery of defective supply, thus not satisfying the specifications outlined in the design or technical specifications supplied by Atos, **produces a Not Conformity in Acceptance**.

*For more details, refer to **SAS-080-Q** specification, sampling control in acceptance.*

8.3 Characteristics of the product subject to control

The checks performed on the product may interest to the following requirements:

8.3.1 Dimensional and geometrical characteristics

All the dimensions and tolerances expressed in the drawing (dimensional values, roughness and geometric tolerances) to be observed in the production phase and whose verification generates values objectively assessable.

8.3.2 Burrs and processing residues

It is essential to avoid the possible presence of burrs or processing residues that, while not representing the "out of tolerance" with respect to the dimensions, while using the product could cause contamination of the fluid circulating in the system, malfunctions or blocking of the internal sliding parts. *For further information contact Atos Quality dept.*

8.3.3 Aesthetic Features

Some aesthetic defects, although not creating out of tolerance or potential functional consequences, are not acceptable because affects the final appearance of the product and may cause complaints from the customer. This category includes: protective treatment non-homogeneous, surface defect on the casting or machining. *For further information contact the Atos Quality dept.*

8.3.4 Technological characteristics

The characteristics related to the material or to the treatment applied to the part, must comply with the table in the drawing or specification. It is therefore necessary to have the material analysis certificate issued by the raw material sub-tier supplier.

8.4 Levels of critical features

The level of criticality, reported on the technical documentation distributed to the supplier, is a classification given to a single component and assembly in relation to the impact on the operation or safety in the event of its functional or structural failure. The scale of criticality consists of the following levels:

Critical class: the characteristic that the experience and the technical judgment indicate should be obtained in order to avoid possible sources of risk, unsafe working conditions or the failure of the product. This characteristic is indicated in the technical documentation Atos with a "C" surrounded by a triangle

Important class: characteristic tolerated explicitly on the drawing, the failure to obtain can reduce the possibility of use of the product with respect to the intended use.

Common class: feature where the failure to obtain not reduces the possibility of use of the product with respect to the intended use or constitutes a modest deviation to it. Are features subject to general tolerances, as indicated in the title block of the drawing.

8.5 Measuring instruments and equipment

The supplier, to guarantee the checks executed and reported in the quality certificate sent to Atos and compliance with the dimensions listed in the drawing, must have and use appropriate **measuring instruments properly identified, managed, calibrated and certified** in accordance with applicable standards (ISO 9001).
The measuring instruments must have adequate degree of uncertainty and resolution according to the measures to be checked.
The measuring equipment must also be calibrated or verified at specified intervals according to international/national standards or in reference to internal company procedures (defining measurement standards traceable to national standards and having established special procedures for calibration) or externally at accredited laboratories (for all the primary samples, and for those instruments for which you do not possess the means for internal calibration).
The management of the measuring equipment shall be done by the metrology laboratory or quality control department, which, depending on the criticality of the tolerances in drawing and specifications, must define the use in the various stages of the production process.

9. WAIVER/DRAWING MODIFICATION REQUEST BY THE SUPPLIER

9.1 Waiver request

The supplier who discovers dimensions or characteristics out of tolerance with respect to construction drawing, before the shipment of the supply, have to advance a regular **waiver request. It is a voluntary declaration of a problem arisen in the process of realization of the product**, for which it was not possible to intervene before process end but which is deemed to not be a reason for rejection, manageable with acceptance in derogation or repair.
The request **must be made before the delivery of the products to the Atos Supplier Quality Responsible** filling the QT257 module as defined by **SAS-452-Q** specification.
The request will then be evaluated by Atos and the response communicated to the supplier which has to follow the instructions communicated. Only if the waiver is granted, the supplier can deliver the batch of material in the conditions accepted and properly identified and labeled.
Any repairs or selections have to be made before the delivery to Atos as indicated in the QT 257 module.

9.2 Request of drawing modification or use of alternative material

The supplier that during the execution of an component realizes the inconsistency in the drawing, deems it appropriate to make proposals to improve the project on the basis of its experience or to propose the use of alternative material, have to use the same procedure established by the SAS-452-Q specification, using the same QT257 module and forwarding the request to Atos Supplier Quality Responsible. The request will be evaluated and the results communicated to the supplier directly in the module.

10. MANAGEMENT OF QUALITY CERTIFICATIONS BY THE SUPPLIER

10.1 Delivery of certificates

The certificates must be sent by e-mail (PDF file) to Atos Suppliers Quality Responsible within eight working hours after the shipment of goods. Only in exceptional cases, if properly and previously agreed with Atos Quality, is allowed to send paper copy.

The file attached to the email, must contain all the documents requested in the SAS-095-Q specification and to be named by the supplier as follow:
drawing number_last 6 digits of the Atos purchase order (e.g.: A6-DH-100011_123456)

Types of certificates required:
- Declaration of Conformity
- Test report
- Analysis Certificate for Raw material
- Analysis Certificate for Treatments

For deliveries in Free-Pass status, see Section 14.2.

*For more details, refer to **SAS-095-Q** specification - Management and certification of materials and supplies for standard and special products.*

10.2 Data recording

The supplier have to **record the results of inspections and tests related to its production and those of sub-tier supplier** in order to provide evidence of conformity to requirements and of the effectiveness of the quality management system.
The supplier must document the control procedures necessary for the identification, storage, protection, retrieval, retention and disposal of records.
Records of checks and all certificates mentioned in the previous point must be stored by the provider and available to be checked on request by Atos.

11. PACKAGING AND DELIVERY

11.1 General note

In order to preserve the suitability of the products made for Atos, the supplier must deliver the same according to the appropriate packaging instructions provided by the SAS-559-Q. **The packaging must be designed to preserve the conformity of the product content**, protecting it from potential shocks and frictions that, during transport and handling, may damage them aesthetically and functionally.
Depending on the type of product delivered, the size, the degree of finish, Atos defines a range of containers, shelves and internal packages which, based on experience is defined to correspond to the best solution usable. Where required, and in relation to the material, internal handling or storage in the warehouse, the metal components not treated on the surface must be protected with a suitable rust inhibitor. The material delivered to Atos must have a high level of cleanliness and the total absence of cutting waste and residues of packaging material.
Unless otherwise indicated, **the packages must contain only one type of product identified in a clear and unambiguous and marked, where provided, with corresponding traceability code**. The division of the components and the use of the specific packaging also allow the correct storage of the material at the Atos warehouses.
The finding of non-compliant packaging, damaged or mixed types of products may lead to open a Non Conformity in Acceptance.

*For more details, refer to **SAS-559-Q** specification - Packaging methods for material.*

11.2 Delivery of Prototype and Pre-series products

The prototype and pre-series materials must be delivered correctly identified as reported in the SAS-095-Q. Being subject to specific checks and tests in Atos, the **Prototypes and Pre-series products should never be delivered in Free-Pass and Self-Certification or follow the PAP procedure.**

*For more details, refer to **SAS-095-Q** specification - Management and certification of materials and supplies for standard and special products.*

12. NON CONFORMITY OF THE SUPPLIER

12.1 Definition

Non Conformity is **any difference measured on a product in reference to the requirements set in the construction drawing and in the technical documentation** listed to in the order / contract.
Any deviation, in function of the severity level found, may produce one or more of the decisions listed below.

12.2 Class of Non Conformity charged to the Supplier

12.2.1 Scrap or Replacement

The product defined as scrap is represented by those batches whose defects cannot be accepted or repaired in any way because, in addition to deviate from what is required into the drawing and technical specifications, generate (or may generate) malfunctions in the application to which it is intended. Such material will be charged to the supplier or alternatively it will be requested replacement. For how to manage the return see section 12.4.

12.2.2 Selection and/or Repair

In the event that the defect corresponds to a recoverable Not Conformity, the supplier will be required to repair the products. If the batch is partially not conform, may be required selection with replacement or charge of the NC products. In both cases, the additional work will be done by and at the expense of the supplier. For this type of NC, the statistical weight in the calculation of **PPM** corresponds to **100%** of the amount found to be defective.

12.2.3 Acceptance in deviation

If the defects found during the acceptance inspection of Atos involves non-critical or important characteristics and not involves functional problems, may be evaluated as acceptable. In this case a NC will be created but the batch accepted and sent to the subsequent processing stages or warehouse, weight **10%** of the batch in the calculation of **PPM**.

12.2.4 Acceptance of waiver request from suppliers

The supplier who discovers dimensions or characteristics out of tolerance with respect to construction drawing during the in-line or final checks of components, must and has the right to advance a waiver request through the use of the QT257 module before delivery (see section 9.1). The preliminary evaluation of the problem done by Atos will lead to acceptance in deviation or rejected the request. The statistical weight in the calculation of **PPM** corresponds to **5%** of the involved quantity.

12.3 Non Conformity Management

12.3.1 Non Conformity opening and sending

Upon receipt of a batch found Not Conform during the acceptance inspection of Atos, the control department COPA generates an **internal report of Not Conformity** in which is described the problem detected, as well as the data of the product, supplier and purchasing order.
After an internal evaluation and once identified the class of Non Conformity (section 12.2), the supplier will be informed by mail including the report of Non Conformity (NCFOR) in which he **will be required to give feedback of the root cause and corrective actions** through its 8D report or QT233 module shared by ASQ Atos.

12.3.2 Implementation of Corrective Actions, Preventive Actions and Supplier response

The supplier responsible for the Non Conformity, following receipt of the NCFOR report, is obliged to take charge of the problem, analyzing the causes and identifying solutions.

- First, has to prepare a **short term reaction plan** (Containment Actions) through which act on the Not Conform batch and make it available to the needs expressed by Atos
- Second, done the containment actions, identify the root cause of the problem, distinguishing the cause that generated the defect in the production phase and the reason why it was not intercepted during the next check.
- Third, it must define the corrective actions to be included in the production process and in the control plan. Corrective actions should be implemented from the next production.
- Finally, it is necessary the evaluation of similar products/process that may show the same problem and extend the Corrective Actions applicable as defined previously. In this way it will be able to introduce effective Preventive Actions.

Results of the above analysis must be reported in QT233 module that the supplier send to Atos Supplier Quality Responsible as reply of NCFOR. To be defined also the reponbible of the analysis and the timing of implementation for the actions defined. Alternatively, it is permitted to use another 8D module already used by the supplier.
The reply from the supplier must be sent to Atos Quality dept. no later than 10 working days from the receipt of the Non-Conformity (NCFOR).

12.4 Procedure for Return and Debit note

For the material found not acceptable, not acceptable in deviation or waiver request, Atos will:

- Request the replacement or free repair
- Declare the contract dissolution with crediting the amounts already paid to the supplier
- Request a debit note for the processing of components owned by Atos.

13. SUPPLIERS EVALUATION – VENDOR RATING

To evaluate the performance of a supplier, Atos uses the Vendor Rating (VR).
The aspects considered in the evaluation, as considered more significant are:
Quality (60%) + Price (20%) + Delivery (20%) + QMS certification + Technical Quality support

The evaluation is shared every six months by the Purchasing dept. with official letter.

13.1 Performances evaluated in the Vendor Rating

13.1.1 Quality performance

In order to standardize all suppliers with the same evaluation metric, **the Quality index is calculated based on the PPM** (Parts Per Million) of Not Conform parts. This value is defined as the ratio between the quantity of non-conforming components and the total of the parts delivered in the period, multiplied by one million. In the case where the components are defined as "scraps" will be counted the 100% of the batch. In the case of selection or repair by Atos, will count 100% of the batch. For selection and repair by supplier, will count 100% of the quantity NC after selection/repair. In case of acceptance in deviation to 10% of the batch, while for acceptance of waiver request to 5%.
PPM weighted = PPM scrap / rework + 0.1 * PPM accepted in deviation + 0.05 * PPM accepted on waiver request

13.1.2 Price performance

The score is assigned by comparing the price applied by the supplier to the one represented by the average of the market. More the price is competitive, more the class will be high.

13.1.3 Delivery performance

The score concerning the Delivery performance is assigned according to the percentage of On Time Deliveries, in the period, compared to the total delivered plus an Index of Severity of delays (quotient of the severity of delays in relation to the number of weeks of delay, the bigger id the DGI index the most critical is the delays severity).

13.2 Insufficient VR Index

The weighted average of Quality, Price, Delivery performances, plus the score for QMS Certification and the score for the contribution to the processes and quality, is the VR index of the supplier. The alignment of that value to the average value found among suppliers or contrarily its deviation, will be the basis for the attribution of the Class (A,B or C). **A supplier with an insufficient VR index should immediately activate an improvement plan** that includes all the necessary corrective actions to bring the value within the threshold, as quickly as possible. This corrective action plan must be preliminarily shared with the Quality (and Purchase) dept of Atos, which will analyze the validity of the actions defined and will monitor their implementation, through surveillance audits.

14. SELF-CERTIFICATION AND FREE PASS

The approval of the supplier allows it to become part of the list of qualified companies with which Atos entertains a partnership characterized by interaction, transparency and mutual trust and based on high quality standards. The approved supplier is committed to maintaining a quality management system aimed for the continuous improvement of its performance. The path taken with the approval Audit continues, over time and with the results, towards the achievement of the two subsequent steps: Self-Certification and Free Pass.

For more details, see the legend attached to the Vendor Rating evaluation sent every six months.

14.1 Supplies in Self-Certification

The status of deliveries in Self-Certification assumes that the supplier guarantees the compliance of the product and the production process by which it was realized, through appropriate controls and a quality management in line with the good findings of the approval audit. Supplies in Self-Certification status will be checked in acceptance by Atos with a Reduced sampling inspection.

The suppliers, in order to make deliveries in Self-Certification to Atos, must meet the objective set in **section 2 of SAS-050-Q specification**. Together with the delivery of the material, the supplier must send the certificates mentioned in Chap. 10.

14.2 Supplies in Free Pass

By achieving the Free-Pass status, the Supplier delivery to Atos a product on which there will be no incoming inspection by Atos. The supplier declares and warrants, under its sole responsibility and signing of a framework supply agreement, that all the components delivered are conform to the agreed order, have been produced with materials, resources and production processes suitable and have been controlled under quality procedures which will ensure the safety and compliance with specified requirements of drawings and specifications. The suppliers, in order to make deliveries in Free-Pass to Atos, must meet the objective requirements of **section 3 of SAS-050-Q specification**.
Parallel to the delivery, the supplier is required to transmit only the "Declaration of Conformity". The remaining certificates will have to be filed in paper format or in digital copy by the supplier and available for consultation in the event that Atos will express the need.
For more details, see the specifications:
***SAS-050-Q**: Specification of requirements definition for supplies in Self-Certification and Free Pass*
***SAS-080-Q**: Sampling control in acceptance*
***SAS-095-Q**: Management and certification of materials and supplies for standard and special products*