



**Company Name and Address**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
State/Province \_\_\_\_\_  
Country \_\_\_\_\_  
Zip code/Postal code \_\_\_\_\_  
Telephone \_\_\_\_\_  
Fax \_\_\_\_\_  
Website address \_\_\_\_\_  
Public or private \_\_\_\_\_ | If private, who's the main owner : \_\_\_\_\_  
Location of your manufacturing plants \_\_\_\_\_

**Main Contacts** (name, title, e-mail, phone)

Customer service \_\_\_\_\_  
Engineering \_\_\_\_\_  
Accounting \_\_\_\_\_  
Production \_\_\_\_\_  
Quality \_\_\_\_\_  
Sales \_\_\_\_\_  
Environnement \_\_\_\_\_

**Business**

Years in business \_\_\_\_\_  
Annual sales \_\_\_\_\_  
% of business per product line \_\_\_\_\_  
Total number of employees \_\_\_\_\_  
Number of work shifts \_\_\_\_\_



EXFO Suppliers account opening form

**Indicate the type of business – manufacturers:**

- Manufacturer
- Manufacturing representative
- Distributor
- Broker

**Indicate the type of business – logistics, freight and customs:**

- Customs brokerage
- International freight forwarder
- Ground Transportation and logistics provider
- Integrated logistic carrier

**Description:**

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Continued below





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### **Manufacturing Businesses**

*Please take note that from this point, information must be relevant to all business facilities that could provide EXFO with parts and/or services. Please fill a form for each facility.*

#### **Technical capabilities**

Description of machinery/tools used

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Testing equipment / Measurement equipment

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Tolerances and possible precision

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Raw materials used

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Subcontracted operations

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What is your distribution network?

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### **Labor Relations**

Unionized workers

Yes  No

Name of union

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Affiliated union

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Collective agreement expiry

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No. of grievances over last 12 months

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Minimum age required to work there?

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### **Financial Stability**

Provide proof of insurance for product liability

Provide most recent financial statement(s) or Dun & Bradstreet report

### **Customer References**

Company \_\_\_\_\_  
 Contact \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 % of business \_\_\_\_\_

Company \_\_\_\_\_  
 Contact \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 % of business \_\_\_\_\_

### **Management System**

Certifications in place (ISO, TL, etc.) (9001, 14000, etc.) \_\_\_\_\_

*If you don't have certifications, please provide us with your programs in respect of quality (mission, vision and quality policy)*

**Are you willing to have EXFO audit your facilities?      Yes       No**

### **Last 12 months' performance for:**

% of on-time delivery \_\_\_\_\_  
 Average order lead time \_\_\_\_\_  
 % returned units vs. total units shipped \_\_\_\_\_



**Do you have an environment management policy / certification?**

Yes  No

**Are your products ROHS compliant?**

Yes  No

*If no, please indicate the date you will be compliant: \_\_\_\_\_*

**Can you provide REACH information? (link to the [regulation](#))**

Yes  No

**Can you provide conflict minerals information? (see the [CFSI website](#))**

Yes  No

**Does your products have any safety certification like CSA/UL/IEC/EMI/EMC?**

Yes  No

**Do you have any experience of getting through a certification process for its products?**

Yes  No

*If you answered **yes**, indicate which one(s):*

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**Do you have a “Part Changes Notification” (PCN) process in place for changes or phase-out of products?**

Yes  No



## EXFO Suppliers account opening form

### **Code of Conduct**

EXFO is always pleased to do business with reliable partners who, like us, are committed to excellence. We have issued a list of criteria on which we are evaluating potential and current suppliers (see [link](#)). EXFO is proud of its corporate citizenship record and looks for partners with the same values. We requires that you review the following code of conduct and formely accept it. Not signing and returning the form below implies that you don't accept those rules and principles and may disqualify your company as an approved vendor.

In general, all of our partners and suppliers must comply with EXFO [Agent Code of Conduct](#).(click to see more details)

### **Social Responsibility**

Our partner must endorse the United nations Global Compact principles and expect all his partners and suppliers to do so. Thoses principles are covering Human Righths, Labour, Environment and Anti-corruption. Reference: [United Nations Global Compact principles](#)

### **Protects the environment**

Our partners must respect applicable environmental laws and standards of the countries in which they operate. The elimination of environmentally harmful substances, reduced energy consumption and recycling of raw materials are our main concerns to promote the preservation of a healthy environment.

### **Adherence to laws**

The supplier will abide by the laws in effect and other legal requirements of the countries where it is in business. For countries that have a weak institutional framework, EXFO will carefully examine what good company practices from their home country should be applied to enable supportive, responsible company management.

### **Integrity and Organizational Governance**

The supplier gears its activities towards universally held ethical values and principals, especially integrity, honesty, respect of human dignity, openness and non-discrimination based on religion, ideology, gender and ethnicity. It focuses on professional behavior and high standards of quality for work.

### **Communication**

The supplier will communicate in an open way and is oriented towards dialogue about the requirements of this CoC and about its implementation among employees, clients, suppliers and other stakeholders. Every document and all information will be duly produced. EXFO secrets and partner's business information will be handled sensitively and will be kept in confidence.



## EXFO Suppliers account opening form

### General commercial requirements

1. EXFO reserves the right to place in the supplier plant, at EXFO's expense, an inspector or inspectors who shall be permitted reasonable access to the facilities operations and processes to the supplier to inspect during the process of manufacture of before shipment any goods subject to any order or release.
2. Unless EXFO's written consent is first obtained, the supplier shall not in any manner advertise, publish or release for publication any statement mentioning EXFO or depicting or describing goods or services purchased by EXFO or the fact that the supplier has furnished or contracted to furnish any goods or services to EXFO.
3. EXFO shall retain title to all designs, sketches, drawings, blueprints, patterns, inventions, dies, models, molds, tools, special appliances and material furnished by or paid for by EXFO. The supplier shall ensure that EXFO's property is identified as such while in the supplier possession.

Signature

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Title

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Date

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