

1.0 Purpose

The purpose of this document is to ensure that externally provided processes, products, and services conform to requirements specified by Thomas Global Systems, including customer requirements, and to ensure that those requirements are flowed down by the Supplier to their sub-tiers.

2.0 Scope

- 2.1 This document applies to all external providers, and their sub-tier suppliers, that provide processes, products, and services to Thomas Global Systems.
- 2.2 Thomas Global Systems' quality requirements are applicable to all purchased product unless otherwise specified in the purchase order.
- 2.3 Written approval from Thomas Global Systems is required for any exceptions to the requirements listed in this document and must be received prior to purchase order acceptance.

3.0 Introduction

- 3.1 Thomas Global Systems recognises the very important role our Suppliers have in the value we offer our customers. As an extension of our own operations, we rely on our Suppliers to provide materials, products, and services which meet all the requirements of Thomas contracts, applicable specifications, and the quality management requirements outlined herein.

4.0 Requirements.

4.1 **Quality System**

- 4.1.1 The Supplier shall provide manufactured product or service under a Quality Management System. Preference shall be given to suppliers who have a QMS certified to ISO 9001, AS 9100, NADCAP, ASA-100 (AC 00-56), or Part 145 quality standards.
- 4.1.2 The Suppliers that provide calibration service are required to have a Quality Management System certified to ISO / IEC 17025 quality standard(s) and provide a calibration certificate that meets NIST, NATA or NAMAS.
- 4.1.3 Thomas Global Systems will continually monitor the Supplier's performance and QMS status.

4.2 **Terms and Conditions**

- 4.2.1 Purchase orders issued by Thomas Global Systems will be subject to any existing agreements with the supplier. In case no agreement is in place, the Thomas Global Systems' Terms and Conditions of Purchase shall exclusively apply. The Terms and Conditions of Purchase are published on the Thomas Global Systems Internet page <https://thomas-global.com/support/supplier-information/>.

4.3 **Quality Requirements.**

- 4.3.1 Thomas Global Systems will communicate to external providers any additional requirements via a purchase order, a formal agreement, or as listed in relevant technical data (e.g., specifications, drawings, process requirements, work instructions) included with the purchase order, quotation request, or other communication. This also includes details of any TGS customer requirements, critical items, or key characteristics.
- 4.3.2 In addition, the Supplier shall,
 - Manufacture product IAW the relevant technical data provided by Thomas Global Systems, or provide goods and services, as stipulated on the Purchase Order, or as stated in other supply agreements.
 - Maintain a list of approved suppliers and a quality history for each source.

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- Understand their contribution to product or service conformity.
- Be aware of their contribution to product safety.
- Act Ethically and with Integrity.

4.4 Inspection and Testing

- 4.4.1 All Suppliers are required to include inspection and testing processes as part of their Quality Management System that shall be commensurate with the complexity and reliability of the product or service to be supplied. Typically, the inspection and testing processes would include the following:
- Receiving Inspection
 - In-process Inspection (or operator self-evaluation)
 - Final Inspection and Verification
 - Product Testing
 - First Article Inspection
 - Production Process Verification
- 4.4.2 If required, the Supplier may be asked to provide details of the inspections or tests performed, or to use a Thomas approved Inspection Test Plan.
- 4.4.3 Details of all Inspection, Measuring, and Test Equipment used by the Supplier during in-process and final tests and inspections to make a compliance evaluation shall be listed on the test / inspection record to provide traceability.
- 4.4.4 The Supplier shall use statistical techniques for product acceptance and related instructions for acceptance.
- 4.4.5 When requested, all Suppliers shall give Thomas Global Systems, their customers, and regulatory authorities access to the applicable areas of facilities and to applicable documented information, at any level of the supply chain. This access may be required for verification or validation activities, audits, or other investigation purposes. Objections to this obligation shall be raised in advance by the Supplier prior to signing a contract or the conformation of an order.
- 4.4.6 Thomas Global Systems will perform incoming inspections of goods received and notify the Supplier if any non-conformance has been identified. The Supplier shall take the necessary actions to rectify the non-conformance and to prevent reoccurrence of the non-conformance identified.

4.5 ESD/MSD Products

- 4.5.1 The supplier shall have processes to handle, store, and ship Electro-static discharge (ESD) products and moisture sensitive devices (MSD) they supply and have risk mitigation program for all ESD sensitive material they manufacture.

4.6 Quality of Workmanship

- 4.6.1 All workmanship shall be performed by competent staff, including any skills and qualification necessary to perform the tasks.
- 4.6.2 Manufactured product shall be free from burrs, and sharp edges.
- 4.6.3 The Supplier shall supply life-limited product with at least 80% of the shelf-life remaining.
- 4.6.4 The Supplier shall make their staff aware of:
- their contribution to product or service conformity.
 - their contribution to product safety.
 - the importance of ethical behaviour.
- 4.6.5 The Supplier shall use customer-designated or approved external providers when required, including process sources (e.g., special processes).

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4.6.6 The Supplier shall notify Thomas Global Systems of changes to processes, products, or services, including changes of their QMS status, external providers, or location of manufacture, and obtain Thomas Global Systems approval.

4.7 Foreign Object Debris

4.7.1 The Supplier shall implement cleanliness standards during manufacture to minimise the risk of Foreign Object Debris (FOD). The product shall be cleaned where applicable during production and at the end of production to remove any FOD.

4.7.2 Product will be protected from contamination or damage from foreign objects during processing, testing, inspection, handling, and packaging prior to delivery to Thomas Global Systems.

4.8 Traceability of Parts & Material

4.8.1 The Supplier shall maintain the traceability of parts and materials by lot number / batch number etc.

4.9 Control of Drawings & Specifications

4.9.1 The Supplier shall ensure that the drawings and specifications supplied by Thomas Global Systems and used for production are the correct revision as specified on the Purchase Order.

4.9.2 Processes must be in place to flow down any revised documents provided by Thomas Global Systems.

4.9.3 The Supplier shall comply with any special requirements requested by Thomas Global Systems regarding the access or control of drawings and specifications i.e., ITAR compliance.

4.9.4 Suppliers shall contact Thomas Global Systems immediately if it is noticed that there are errors or omissions on drawings and specifications supplied by Thomas Global Systems.

4.10 Product Change Notification

4.10.1 Suppliers shall provide reasonable and sufficient timely notice to Thomas Global Systems for related.

- Product Change Notifications
- Product Alerts i.e., formal notifications by manufacturers
- Product Redundancy
- Product Recall Notice

4.11 Part Substitution

4.11.1 Part substitutions to product specified in a purchase order are not permitted without written approval from a Thomas Global Systems buyer.

4.12 Notification of Escapes and Control of Non-Conforming Product

4.12.1 Suppliers shall provide written notification to Thomas Global Systems when a non-conformance is determined to exist, or is suspected to exist, on product already delivered to Thomas Global Systems. Written notification shall include,

- a) Affected processes or product numbers and names.
- b) Description of the nonconforming condition and the affected engineering requirement (i.e., what it is and what it should be).
- c) Quantities, shipping dates, purchase orders and destinations of delivered shipments.
- d) Suspect / affected serial number(s) or date codes, lot numbers, or other part identifiers.

Notification must occur within three (3) business days of the supplier knowing all the above information. However, immediate notification is required if the non-conforming product may be an Aviation safety risk.

4.12.2 The Supplier shall.

- Have effective containment plans to prevent the delivery or use of the non-conforming product.
- Implement containment and corrective actions to prevent recurrence of the non-conformity.
- Determine root causes and improvement actions to prevent further non-conformance.
- Determine the disposition of non-conforming product.
- Respond to Thomas Global Systems Supplier Corrective Action Requests (SCARs) within 10 days of receipt. This will provide detailed information to Thomas Global Systems related to the identification the root cause of the non-conformity and the actions that will be taken to prevent the recurrence of the non-conformity.

4.13 Concessions / Change Requests

4.13.1 If required, the Supplier may submit concession to accept non-conforming product.

4.13.2 The Supplier may not make any unauthorized changes to Thomas Global Systems designs. The Supplier can request a change to the design and their request will be processed by Thomas Global Systems IAW *TE749-XPG Engineering Change Note Procedure*.

4.14 Packaging & Labelling

4.14.1 The Supplier shall pack the product in a manner to avoid delivery damage. Electrostatic-sensitive product shall be packed in an ESD protective bag.

4.14.2 The Supplier shall mark the product and packaging so that it can clearly be identified.

4.14.3 The Supplier shall comply with any special packaging & labelling requirements requested by Thomas.

4.15 Release Documentation

4.15.1 Suppliers will provide a certificate of conformance (C of C) or packing list with each shipment. The following items should be clearly noted (when applicable):

- Thomas Global Systems' name and address.
- Manufacturer's name and address.
- Thomas Global Systems' purchase order (PO) number.
- Manufacturer's part number (and revision when applicable).
- Drawing number and revision as listed on the PO.
- Manufacturing Specification.
- Quantity.
- Description.
- Date Code.
- Batch / Lot code.
- Serial Number.
- Signature of authorized company representative.

4.15.2 When applicable, the Supplier will provide a statement of conformance to any manufacturer, government, industry, or drawing specification.

4.16 Calibration of IM&T Equipment

4.16.1 All Inspection, Measuring, and Test Equipment used by the Supplier during in-process and final inspection to make a compliance evaluation shall be calibrated to the national standard.

4.16.2 A record of IM&T equipment that were used by the supplier to verify products or equipment shall be maintained by the supplier.

4.16.3 Suppliers and calibration agencies shall notify Thomas Global Systems immediately if any issues were found with IM&T equipment used to verify products or equipment that they have supplied.

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4.17 Shelf-Life Control

- 4.17.1 For products that have shelf-life limits, the Supplier shall ensure that at least 80% of shelf life needs to remain on the product at the time of its delivery to Thomas Global Systems.
- 4.17.2 The Supplier shall only use shelf-life parts / materials within the expiry date to manufacture the product.

4.18 Restriction of Hazardous Substances (RoHS)

- 4.18.1 The Supplier shall comply with RoHS requirement listed on the PO and limit the content of hazardous substances (lead, mercury, cadmium, hexavalent chromium, and certain halide-containing flame-retardants).

4.19 Counterfeit / Suspect Parts

- 4.19.1 Supplier shall maintain a Counterfeit Prevention program/plan using AS-5553 and/or AS6174 or equivalent to ensure that counterfeit product is not delivered to Thomas Global Systems. The plan shall document the processes used to prevent, detect, mitigate, disposition, and report suspected or confirmed counterfeit parts/materials or assemblies.
- 4.19.2 The Supplier shall not use, or supply counterfeit / suspect parts identified as a copy or substitute part whose material, performance, or characteristics are knowingly misrepresented.
- 4.19.3 Supplier shall only purchase parts/materials to be delivered to Thomas Global Systems directly from authorised sources of supply. Authorised sources of supply include the Original Component Manufacturer (OCM), the Original Equipment Manufacturer (OEM); the OCM/OEM authorised distributor chain, and sources with the express written authority of the OCM/OEM or current design activity, including original raw material and/or hardware manufacturers, authorised aftermarket manufacturers, approved suppliers, authorised resellers, authorised suppliers, and the manufacturer-authorised distributors.
- 4.19.4 The Supplier shall certify that only new and authentic materials are used in products or goods delivered to Thomas Global Systems and that the products / goods delivered contain no Counterfeit Parts. The Supplier shall only purchase authentic parts / components directly from the OEMs / OCMs or through the OEM's / OCM's authorised or franchised distribution chain. The Supplier shall not purchase parts / components from Independent Distributors unless it has prior written approval by Thomas Global Systems.

4.20 Ethical Behaviour

- 4.20.1 TGS approved suppliers and their staff shall,
 - Act lawfully and ethically and encourage this behaviour in the marketplace.
 - Deliver quality goods and services in line with qualifications, professional commitments, and contract terms.
 - Maintain independence and objectivity and avoid conflicts of interest or undue influence.
 - Preserve business confidentiality and privacy.
 - Promote goods and services honestly and engage only in fair competition.

4.21 Records

- 4.21.1 The supplier shall retain quality records for a minimum of 7 years or as specified in any other formal agreement with Thomas Global Systems. Records shall be indelible and secured against damage or deterioration. Records shall be made available to Thomas Global Systems for review upon request.

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4.22 Flow-down of Requirements to Supplier Sub-tiers

- 4.22.1 If the Supplier uses sub-tier suppliers as part of the products or services provided to Thomas Global Systems, all applicable Thomas Global Systems requirements shall be flowed down to those sub-tier suppliers.
- 4.22.2 It is the supplier's responsibility to verify that their sub-tiers are meeting the Thomas Global Systems requirements, however Thomas Global Systems reserves the right to do the verification if required.

5.0 References

5.1 Regulation or standard being addressed by this procedure being adopted:

Quality	AS9100 / ISO 9001
WHS	AS / NZS 45001
OHSAS	ISO 18001:2007
Environmental	ISO 14001
Risk Management	ISO 31000
Aviation Suppliers	ASA-100
FAA	Title 14 CFR Part 145 & Part 21
FAA	AC 00-56A
EASA	Part 145
CASA	Part 21
C.A.S.E.	ACS, 1-A Standard

5.2 Related Thomas Global Systems Documents:

TE043-XD	(TEOA) General Terms and Conditions of Purchase
TE010-XDG	List of Thomas Global Systems Affiliate Companies and Subsidiaries
TE110-XPG	Supplier Management Procedure
TE112-XPG	Purchasing Procedure
TE265-XDG	(TGS) General Terms and Conditions of Purchase

6.0 Definitions

TGS	Includes all affiliate companies and subsidiaries as listed in TE010-XDG List of Thomas Global Systems Affiliate Companies and Subsidiaries
AC	Advisory Circular
AS	Aerospace Standard
ESD	Electrostatic-Sensitive Device
FAA	(USA) Federal Aviation Administration
FOD	Foreign Object Debris
IEC	International Electrotechnical Commission
IM&TE	Inspection, Measuring, and Test Equipment
ISO	International Standards Organisation
ITAR	International Traffic in Arms Regulations
NAA	National Aviation Authority
NADCAP	National Aerospace and Defence Contractors
NAMAS	National Measurement Accreditation Service (the United Kingdom)
NATA	National Association of Testing Authorities (Australia)

Doc No. TE302-XPG

Revision: 5

Release Date: 27-Sep-2023

Process Owner: Quality Manager

Page 7 of 7

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NIST National Institute of Standards and Technology
 OCM Original Component Manufacturer
 OEM Original Equipment Manufacturer
 Product Escapes Any product released by an internal or external supplier that is subsequently determined to be nonconforming to contract and/or product specification requirements.
 QMS Quality Management System
 RoHS Restriction of Hazardous Substances
 Sub-Tier Supplier Is a company that provides materials, components, or assemblies to another company, which in turn produces products or provides services to customers.
 Supplier In this document procedure could also mean Subcontractor.

7.0 Revision History

Effective Date	Revision	Approved by	Description of Revision
27 Feb 2014	1	Martin Wlodarski	Initial release.
24 Apr 2014	2	David Percy	Update 6.15 6.15 Counterfeit / Suspect Parts
23 Jul 2021	3	David Percy	New document template – change bars are not used for this revision. Added 4.2 Terms and Conditions Expanded 4.3 Quality Requirements Update title per Part 21 - ACO/MIDO feedback Audit E3090 Added 4.20 Ethical Behaviour (CAR1378)
25-Nov-2022	4	David Percy	Minor changes following AS9100 audit
27-Sep-2023	5	David Percy	Minor Changes identified during Audit P179 (CAR1557)