

Supplier Quality Requirements

1. INTRODUCTION

In order to be a preferred supplier to our customers, Roscomac Limited must continually improve quality levels. As part of this improvement, Roscomac Limited have a process in place which encourages, supports and ensures suppliers meet agreed quality performance expectations. This manual controls the communication of applicable quality assurance requirements to our supply chain partners, as required by AS 9100 and our end customers. Specific organisational strategies include: Assure ongoing compliance with AS 9100, ISO 9001 and other industry or regulatory standards. Long-term partnerships and close interaction among our engineering, manufacturing, purchasing, quality personnel and suppliers. Printed copies of this document are not controlled. Copies are available upon request from Roscomac Limited. It is the responsibility of each supplier to ensure they are in receipt of the latest issue. Suppliers must check the issue status against the Roscomac Limited purchase order details before processing any purchase orders or product.

2. SCOPE

2.1. The requirements of this document apply to all suppliers used by Roscomac Limited, when specified on purchase orders.

3. RESPONSIBILITIES

3.1.1. Roscomac Limited's Quality Representative is responsible for establishing the applicable Supplier Quality Requirements.

3.1.2. Roscomac Limited's Quality Representative is responsible for specifying when the requirements of this procedure form part of this purchase order, including denoting Roscomac Limited's, end customer to ensure suppliers are aware of any additional imposed supplier quality assurance requirements.

3.2. Suppliers must: Be in possession of the necessary information and technical documents required to carry out its contractual obligations. This may include access to Roscomac Limited's end customers' supplier quality assurance requirements. Obtain any missing information or documents from Roscomac Limited. Provide the required documentation as specified in Roscomac Limited's purchase order requirements. Obtain written authorisation from Roscomac Limited for any deviation from the requirements specified in the purchase order requirements. Promptly notify Roscomac Limited in writing if any changes in the supplier's name, ownership, facilities, senior management, management representative or any other situations that could impact on the performance of the contractual obligations.

4. SUPPLIER QUALITY REQUIREMENTS

4.1. Management Responsibility

4.1.1. Suppliers must define and document its quality policy and ensure it is understood, implemented and maintained at all levels of the organization. Supplier's management must define responsibilities and assign authority to personnel to identify, document and prevent non-conformities and to monitor effectiveness of corrective actions. Adequate resources must be in place to ensure products meet customer requirements.

4.1.2. A management representative must be named to ensure the quality program is implemented and reviewed at planned intervals and to liaise with customers or other interested parties, as required.

4.1.3. All communications between suppliers and Roscomac Limited must be co-ordinated through the Roscomac Buyer, responsible for the purchase order. The Buyer may request that such communications be provided in writing. Any non-documented changes, agreements or other instructions must not be implemented by suppliers prior to obtaining written approval from Roscomac Limited.

4.1.4. Management must ensure that all employees are aware of: Their contribution to product and service conformity; Their contribution to product safety; The importance of ethical behaviour.

4.2. Supplier quality system requirements

4.2.1. Suppliers must have a documented and current quality program based on AS 9100; ISO 9001 or equivalent, appropriate for the types of operations being performed. Roscomac Limited may elect to approve suppliers and their processes following successful completion of a supplier survey. The procedures supporting the quality program or the process instructions must be documented, approved for use and available to personnel performing work affecting the quality of the product required by the purchase order.

4.3. Order review and acceptance

4.3.1. Suppliers must have a system in place to review the requirements of purchase orders, including purchase order amendments and to transmit pertinent information to all functions within its organisation. Suppliers must return a signed copy of the purchase order to show acceptance of the purchase order requirements. Any requests or clarifications regarding the purchase order requirements must be communicated in writing to Roscomac Limited.

4.3.2. Suppliers must ensure all documents received make reference to the Roscomac Limited purchase order number and if applicable, relevant part number(s), batch number(s) and serial number(s).

4.3.3. Roscomac Limited reserves the right to cancel a purchase order at any time if Roscomac Limited's end customer cancels the original contract or the supplier's performance, as determined by Roscomac Limited, falls below an acceptable level. In either case, an amendment to the purchase order will be sent to suppliers notifying why the order is being cancelled.

4.4. Design control

4.4.1. No design changes are allowed without written authorisation of both Roscomac Limited and the end customer.

4.5. Document and data change control

4.5.1. Suppliers must have a system to ensure any changes to drawings, specifications, test methods and contract agreements are implemented within their organisation upon receiving a purchase order amendment or other Roscomac Limited change requests.

4.5.2. Suppliers are requested to sign a Non-Disclosure Agreement (NDA) covering the disclosure of technical data and information which is confidential but relevant to the supplier's provision of goods. The information disclosed between Roscomac Limited and its suppliers is strictly for the use of the specific originators' product only. Possession of such data does not convey the right to reproduce such information and/or the resulting product without written permission from Roscomac Limited.

4.6. Supplier procurement

4.6.1. Purchasing Requirements.

4.6.1.1. All supplier purchased material or services must be obtained from Roscomac Limited approved end customer approved suppliers, where applicable. This action does not relieve suppliers of their responsibility to perform receiving inspection of the material to ensure compliance to requirements prior to further processing.

4.6.1.2. Key/critical/special requirement(s) identified by Roscomac Limited or a supplier must be communicated in writing on the purchase order. The purchase order request will notify 'sub-tier' suppliers of any special requirement as identified in AS 9100.

4.6.2. Use and Approval of Sub-tier Suppliers.

4.6.2.1. When a supplier uses sub-tier supplier, special and 'end customer controlled' processes must be performed at Roscomac

Limited and 'end customer approved' sources only.

4.6.2.2. Suppliers must communicate pertinent purchase order and quality requirements to sub-tier suppliers so that product traceability is maintained. In addition, supplier's shipping documentation must specify the Roscomac Limited purchase order number.

4.6.2.3. Suppliers must maintain a list of approved suppliers and have a system to define the extent of controls exercised over their suppliers. The system must include supplier approval and disapproval criteria. Records, including those resulting from supplier evaluation as well as system, product or process audits, must be available for review, as applicable.

4.6.3. Quality Surveillance

4.6.3.1. When quality surveillance (source inspection) activities are a purchase order requirement, suppliers will follow the instructions provided on the purchase order to arrange for source verification.

4.6.3.2. Suppliers must ensure the items below are identified and available before arranging source inspection. Certificates of Conformance, signed by the relevant approval signatories. Purchase order(s), including any revisions. Drawings at the applicable revision levels. Certificates of conformance for special processes performed by sub-tiers suppliers. Inspection and test reports including First Article Inspection reports. Non-conformance reports. Measuring and test equipment. Supplier representative.

4.6.3.3. Purchase order deliveries requiring submission of a completed First Article Inspection report (FAI) must be authorised by Roscomac Limited Quality Department prior to shipment. Any production parts shipped to Roscomac Limited prior to first article approval will be returned to suppliers at the supplier's expense.

4.6.4. Supplier Evaluation

4.6.4.1. New suppliers are evaluated for selection by means of a supplier survey questionnaire, physical audit or a combination of these. Once approved, suppliers are added to an Evaluated Suppliers List. The list records the scope of supply approval, including specific product(s) and/or process type(s).

4.6.4.2. The ability of suppliers to deliver 'on time, all the time' is periodically evaluated according to Roscomac Limited's supplier review process. Supplier delivery and quality performance is monitored on a continual basis to establish the level of conformance to purchase order requirements. If performance drops below acceptable levels, suppliers will be informed and requested to provide corrective action(s) and improvement plan(s) showing steps initiated to meet purchase order conformance.

4.6.4.3. Roscomac Limited, its end customers or any relevant external regulatory bodies reserve the right to review the supplier's quality system, product(s) and processes and related documentation at any stages of production to determine the level of compliance with purchase order requirements.

4.6.5. Request for Material Substitution or Technical Change

4.6.5.1. Material substitution, technical changes, process changes or deviations from product requirements are absolutely forbidden without receiving written authorisation from Roscomac Limited. Written confirmation of authorisation and relevant documents must be kept as part of supplier's quality records.

4.6.6. Order Conformity

4.6.6.1. All requirements and conditions of the purchase order must be met in their entirety. Roscomac Limited must be informed promptly and in writing of any details causing a deviation from the purchase order requirements.

4.7. Control of Customer Supplied Materials

4.7.1. Suppliers shall ensure Roscomac Limited supplied material, or material shipped from one of its end customers or supplier, is accompanied by traceability documentation and subjected to a receiving inspection. Inventory control of material in storage is a requirement and must be performed by suppliers.

4.7.2. Suppliers must identify, segregate, and use the material to fulfil the specific purchase order requirements only. Once the work is finished, suppliers must request disposal instructions from Roscomac Limited for any excess material.

4.8. Identification and Traceability

4.8.1. Suppliers shall ensure the traceability of raw materials to the relevant quality documentation. If this is a specific purchase order quality requirement, details will be communicated to suppliers on the purchase order. Lot or batch codes must be able to trace the product from the receipt of raw material (at the supplier) and through each processing stage including the final shipment to Roscomac Limited. Depending on the criticality of the supplied items, traceability identification may be required on individual parts through serialisation.

4.8.2. If the identification of the revision on a part is required, only the end customer revision must be applied to the part. Unique Roscomac Limited revision levels or part numbers must only be recorded on the documentation accompanying the part, such as inspection reports, certificates of conformity, shipping and packing slips.

4.8.3. If Roscomac Limited and its end customer provide serial numbers, the serial numbers must always appear on supplier's certificate of conformity, or those of sub-tier suppliers. In case of lost traceability, parts must be declared as nonconforming product and processed accordingly.

4.8.4. In the case of value-added operations on a product, suppliers must always maintain product identification and traceability. For forgings, serial numbers assigned to each part must be maintained throughout all stages of the production process and cannot be interchanged in any given manner whatsoever. In case of lost traceability, parts must be declared as nonconforming product and processed accordingly.

4.9. Process Control

4.9.1. Manufacturing Planning

4.9.1.1. Manufacturing shall be carried out in controlled conditions. Manufacturing plans, work instructions, flow charts, workshop routing documentation and inspection plans or a combination of these, must be developed for each part number and process where suppliers are manufacturing or processing to an engineering drawing or specification.

4.9.1.2. Manufacturing plans must contain sequential manufacturing, processing, processor name and inspection steps in the sequence required by the applicable engineering drawings/process specification and shall provide evidence of processing in compliance with the applicable purchase order, drawing(s), specifications(s) and other relevant requirements. Objective evidence must show all manufacturing and inspection operations have been performed as planned to meet requirements. Manufacturing plans and generated quality records must be controlled and available upon request.

4.9.1.3. If a supplier's manufacturing plan or production technique is required for approval by Roscomac Limited and the end customer, details will be communicated to supplier on the purchase order. Following approval, the manufacturing plan/technique shall be considered frozen, and suppliers may begin production. Re-approval by Roscomac Limited and the end customer is required when any of the following changes occur: New part revision; Changes in material and/or processing methods; Change in location of manufacturing and

- or approved personnel; Changes affecting equipment, tooling, die, mould or pattern; re-sequencing of operations, New sub-tier supplier.
- 4.9.1.4. Suppliers must have written instructions for the process(es) and demonstrate that the person(s) assigned to work on the product are qualified as required and have the relevant skills and competencies to monitor the process parameters and take corrective actions, as necessary.
- 4.9.1.5. Details of certain processes may be considered proprietary by a supplier; however this does not relieve suppliers from requirements specified in this document. Proprietary information shall be made available for review at the supplier's facility as required.
- 4.9.1.6. Manufacturing plans, work instructions and other contract documentation submitted to Roscomac Limited for approval as part of the purchase order requirements will be dealt with in a confidential manner and controlled within the organisation accordingly.
- 4.9.2. Prevention of Counterfeit Parts
- 4.9.2.1. The supplier shall prevent and mitigate the use of counterfeit parts.
- 4.9.2.2. The supplier shall request and obtain approval from Roscomac prior to the use of shipment of material with broken traceability or material provided from a non-authorized supplier.
- 4.9.3. Loaned Tooling
- 4.9.3.1. Roscomac Limited may loan tools, jigs and fixtures to suppliers as an aid to fabricating parts but this does not relieve suppliers of their responsibility to prove the adequacy of the equipment to release for production use. Loan requests for tooling, must be made in writing to Roscomac Limited.
- 4.9.3.2. Suppliers will store and maintain all products in a manner that will prevent damage or loss. Any supplied product that is damaged, lost or otherwise unusable must be documented and reported to Roscomac Limited immediately.
- 4.9.3.3. Tooling fabricated by suppliers but owned by Roscomac Limited must be inspected and accepted to applicable engineering data prior to release for production use. The tooling must be clearly identified as to the ownership and tool number (engineering part number). Any subsequent need to modify or rework the tooling must be first approved by Roscomac Limited. Loaned tooling used as a media for inspection must be periodically inspected/ calibrated by suppliers or returned to Roscomac Limited for calibration, ahead of the calibration due date.
- 4.9.3.4. Suppliers remain liable for any damages occurring to tooling whilst in their custody and for the replacement cost of any lost tooling. Suppliers are responsible for routine maintenance of loaned tooling and are subject to periodic inventory audits by Roscomac Limited. Any loaned tooling must be returned after the purchase order requirements are completed, or as requested by Roscomac Limited.
- 4.9.3.5. Tools and equipment as provided and owned by Roscomac Limited cannot be used for any other customer, without prior written approval from Roscomac Limited.
- 4.10. Inspection and Testing**
- 4.10.1. General Requirements
- 4.10.1.1. Suppliers must demonstrate all materials received, manufactured and tested have been 100% inspected, unless a recognized statistical sampling plan is implemented and in use. Records must identify the authority responsible for inspection and release of the product at all stages. A positive recall system must be in place to monitor product released prior to verification of conformance to requirements.
- 4.10.1.2. Suppliers shall check raw material test reports against specification requirements.
- 4.10.1.3. Suppliers shall ensure product subject to "shelf- life control" has no more than 20% of their shelf life expired at the time of shipment to Roscomac Limited
- 4.10.2. First Article Inspection
- 4.10.2.1. First article inspection (FAI) shall be performed as requested by Roscomac Limited on the purchase order. The First Article Inspection report (FAIR) must show clear evidence of acceptance by the supplier's quality assurance representative. Records of all first article activity will be documented, treated as quality acceptance records and made available to Roscomac Limited and the end customer as required.
- 4.10.2.2. Unless noted on the purchase order, suppliers must abide by the requirements of AS 9102 "Aerospace First Article Inspection Requirement" when completing a First Article Inspection Report (FAIR) or a Delta FAIR package. This includes using AS9102 Forms 1 to 3 to document results of the FAI.
- 4.10.2.3. A copy of the First Article Inspection Report will accompany shipped parts at all times. When shipped to Roscomac Limited, the First Article "FAI Part", must be labelled by means of a tag identifying the item.
- 4.10.3. Final Acceptance
- 4.10.3.1. Final acceptance of a supplier's product by Roscomac Limited shall not relieve suppliers of their obligation to meet all contractual and warranty requirements.
- 4.11. Control of Inspection, Measuring and Test Equipment**
- 4.11.1. Suppliers must have a documented system to control and calibrate inspection, measuring and test equipment used as a media for inspection. Tools and gauges used as production aids shall be identified in a manner which will prevent their use for inspection/acceptance of the end product.
- 4.11.2. Suppliers must calibrate equipment at consistent periodic intervals against applicable standards and traceable to national standards laboratories.
- 4.11.3. Suppliers must ensure its sub-tier suppliers' maintain and document suitable systems to control its calibration inspection, measurement and test equipment processes.
- 4.12. Inspection and Test Status**
- 4.12.1. Suppliers must maintain a system for identifying the inspection status of material throughout all production and final acceptance phases. Identification may be accomplished using controlled stamps, tags, stickers. Identification of inspection status shall also be indicated on the accompanying quality documentation.
- 4.13. Control of Nonconforming Product**
- 4.13.1. Suppliers must have a documented procedure to record, identify and segregate nonconforming product. Suppliers must report all nonconformities by telephone, fax or email.
- 4.13.2. Any delivered parts found to be nonconforming at Roscomac Limited will be documented on an NCR. In the case of urgent production needs, parts may be reworked or repaired by Roscomac Limited, but at the supplier's expense. Roscomac Limited will inform suppliers when such a situation occurs. Under normal circumstances, nonconforming parts will be returned to suppliers for rework/repair

according to the dispositions made by the Roscomac Disposition Team. If requested, suppliers will be required to provide a corrective action report.

4.13.3. Occurrences of non-conforming product identified by suppliers after delivery must be reported to Roscomac Limited immediately. Nonconforming parts will be identified, quarantined, and reviewed for disposition by the Roscomac Disposition Team. Suppliers will be notified of the review details and required to provide a corrective action report.

4.13.4. Suppliers must ensure its sub-tier suppliers' maintain and document suitable systems to control nonconforming product

4.14. Corrective and Preventive Action

4.14.1. Suppliers must have a written procedure for corrective and preventive action to ensure the elimination or early detection of problems, including those found at sub-tier suppliers or reported by the customer. The processing of nonconformity must show evidence suppliers have: Identified the root causes and established immediate corrective actions to correct the problem; Determined the impact on parts in production, in storage or already delivered; Taken remedial corrective actions to eliminate the root cause(s); this may include changes to procedures, processes, instructions, training methods, etc.; Verified the implementation of the corrective action(s) to ensure effectiveness of the actions taken and to prevent recurrence; Advise the process owner of the results.

4.14.2. Suppliers must ensure its sub-tier suppliers maintain and document suitable systems to ensure corrective and preventive action(s) are appropriate, effective and implemented.

4.14.3. Records, of corrective and preventive actions must be available for review, as applicable.

4.15. Handling, Packaging, Storage, Preservation and Shipping

4.15.1.1. Suppliers will store and maintain all products in a manner that will prevent damage, deterioration or loss during internal processing or pending its use or delivery. Any supplied product that is damaged, lost or otherwise unusable must be documented and reported to Roscomac Limited immediately. Suppliers must use designated areas for storage of product. The condition of product held in storage must be reviewed at planned intervals.

4.15.1.2. Packaging of product shall be done in accordance with the applicable purchase order, drawing(s), specifications(s) and other relevant requirements.

4.15.1.3. In all circumstances, packaging will be undertaken in order to prevent: Incorrect identification, physical, damage, contamination and corrosion in transit. Packaging materials in direct contact with product must be dry, non-corrosive and non-hygroscopic; Packaging/container(s) are appropriate for the weight and size of the parts; Ergonomics and safety considerations must be given to the operators moving the containers throughout the supply/process chain; Bare metal-to-metal contact is not allowed except for items such as pins, rivets and springs which can be allowed to be bulk packaged with parts touching.

4.15.1.4. The handling, packaging, storage, preservation and shipping of products must include consideration of any special requirements relating to: Prevention, detection and removal of foreign objects; Handling sensitive products; Marking and labelling including safety warnings; Shelf-life control and stock rotation; Special handling of hazardous materials.

4.15.1.5. Product received in a damaged condition due to improper identification, packaging or showing evidence of rust or surface corrosion will be returned to suppliers or reworked at Roscomac Limited, at the supplier's expense.

4.15.2. Shipping Documentation

4.15.2.1. Shipping documentation will be in accordance with the applicable purchase order, drawing(s), specifications(s) and other relevant requirements. They must include where applicable: Certificate of Conformance; Raw material certification complete with mill test run reports and heat/lot/batch code numbers; Forging certification complete test reports; Heat treat certification, including process summary (entry and exit time, temperatures and media for each stage, hardness) and test reports; Special process certification, including those performed by sub-tier suppliers; Complete First Article Inspection Report/Delta FAI as per AS 9102; A copy of the duly completed manufacturing process sheets for any FAI parts subject to a conformity inspection; Inspection/test Reports; Nonconforming Material Reports; Material Safety Data Sheets.

4.16. Quality Records

4.16.1.1. Suppliers and sub-tier suppliers must have a documented procedure to control quality records. Documents showing conformity of a product to specified requirements must be kept for a minimum of 7 (seven) years after delivery of the last item on a purchase order and must not be destroyed unless written approval is obtained from the Roscomac Limited. If extended retention times are required by the end customer details will be included in the purchase order requirements.

4.16.1.2. Records must be legible and archived in such a way as to be protected against deterioration and loss and be easily retrievable for review by Roscomac Limited, its customers or regulatory authorities, upon request.

4.16.2. Certificates of Conformance

4.16.2.1. Material supplied per Roscomac Limited purchase order must be accompanied by a certificate of conformance that states conformance to purchase order requirements and all applicable engineering drawings, process specifications.

4.17. Audits and Right of Access

4.17.1. Suppliers and sub-tier suppliers must have a documented procedure defining the responsibilities and requirements for planning and conducting audits, establishing records and reporting audit results. Suppliers must carry out internal audits on a planned basis to show compliance to their quality program.

4.17.2. Roscomac Limited, its end customers and regulatory authorities must be afforded the right of access to supplier's facilities. Suppliers must also communicate the right of access provision to its sub-tier suppliers. Right of access must extend to the audit of the quality management system and the inspection of the work to ensure product conforms to purchase order requirements, including verification of records and material. Suppliers and sub-tier suppliers must provide reasonable assistance in audit and access activities.

4.18. Training

4.18.1. Suppliers and sub-tier suppliers must have an adequate training program for all personnel having an impact on product quality. Employee records showing levels of competence, skills and experience including training certification and qualification as required by relevant product or process specifications must be maintained.

4.19. Servicing

4.19.1. When servicing is a purchase order requirement, suppliers must implement a procedure for the performance monitoring, verification and reporting of servicing completed.

4.20. Statistical Techniques

4.20.1. When Statistical Process Control is a purchase order requirement, suppliers must control the key characteristics identified on the engineering drawing or supplied by Roscomac Limited. An appropriate key characteristic symbol must be shown on the supplier's

inspection and test plans and results documented using a control plan for monitoring the Cpk value. Statistical Process Control (SPC) records must be provided to Roscomac Limited, when requested.

4.21. Infrastructure and Work Environment

4.21.1. Suppliers shall, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable: Buildings, workspace and associated utilities; Process equipment both hardware and software; Supporting services such as transport, communication or information systems.

4.22. Environment, Health & Safety, Risk Management and Business Continuity

4.22.1. If Roscomac Limited deems it necessary based on identified risk situations, suppliers must provide risk management and business continuity plans for mitigating actions. Roscomac Limited will notify suppliers in writing when identified as part of a risk situation.

4.22.2. Suppliers must provide a safe and healthy working environment at all times and have suitable processes for managing risk and potential disruptions to business operations. This process must include organisational roles, responsibilities identified and plans of action, checklists of activities, communication plans and escalation procedures. Supplier EHS programmes should cover the following: Worker protection and process safety; Control of Substances Hazardous to Health (COSHH) and Hazard information; Emergency preparedness and response.

4.22.3. To address these suppliers must. Adopt adequate measures to identify risk; Monitor key H&S indicators and check workers have access to health care for basic needs; Provide Environment and Health & Safety training to induce and ensure good practice and compliance with legal regulations and international standards; Comply with applicable international health and safety standards; Maintain appropriate records.

4.22.4. Suppliers must certify compliance with international legal constraints on the use of conflict materials, restricted substances (SVHC) and European Community legislation relating to the protection of human health and the environment, applicable to and as specified in the Roscomac Limited purchase order requirements.

5. REFERENCE

5.1. Reference Documents

AS 9100 Aerospace - Model for Quality Assurance in Design, Development, Production, Installation and Servicing.

AS 9102 Aerospace - First Article Inspection Requirements.

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