

## 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, including customer requirements, and to ensure that those requirements are flowed down to the Supplier's applicable external providers,

## 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.
- 2.2 Thomas Global's quality requirements are applicable to all purchased product unless otherwise specified in the purchase order.
- 2.3 Written approval from Thomas Global 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 of 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 will continually monitor the Supplier's performance and QMS status.

### 4.2 **Terms and Conditions**

- 4.2.1 Purchase orders issued by Thomas Global will be subject to any existing agreements with the supplier. In case no agreement is in place, the Thomas Global Terms and Conditions of Purchase that can be found via Internet at [www.thomas-global.com/supplier-portal](http://www.thomas-global.com/supplier-portal) shall exclusively apply.

### 4.3 **Quality Requirements.**

- 4.3.1 Thomas Global Systems will communicate to external providers specific 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 or quotation request. This also includes details of any 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, 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
  - Understand their contribution to product or service conformity;

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- 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 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 75% of the 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).
- 4.6.6 The Supplier shall notify Thomas Global 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.

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#### 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.

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

#### 4.10 Product Change Notification

- 4.10.1 Suppliers shall provide reasonable and sufficient timely notice to Thomas Global 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 buyer.

#### 4.12 Control of Non-Conforming Product

- 4.12.1 The Supplier shall;
- Alert Thomas Global Systems within 24 hours of the occurrence if non-conformity is detected.
  - 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 the disposition of non-conforming product.
  - Respond to Thomas Global 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 can be identified.

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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's name and address
- Manufacturer's name and address
- Thomas Global's 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&TE

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.

#### 4.17 Shelf-Life Control

4.17.1 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 Work is not delivered to Thomas Global. 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 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. Records shall be indelible and secured against damage or deterioration. Records shall be made available to Thomas for review upon request.

### 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
FAA	AC 00-56A
FAA	Part 21
EASA	Part 145
CASA	Part 21
C.A.S.E.	ACS, 1-A Standard

5.2 Related Thomas Global 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

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## 6.0 Definitions

<b>Thomas Global</b>	Includes all affiliate companies and subsidiaries as listed in <b>TE010-XDG List of Thomas Global Systems Affiliate Companies and Subsidiaries</b>
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)
NIST	National Institute of Standards and Technology
OCM	Original Component Manufacturer
OEM	Original Equipment Manufacturer
QMS	Quality Management System
RoHS	Restriction of Hazardous Substances
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)