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## Instructions to Suppliers

### ORDER PROCESSING

Orders must not be sub-contracted without written authorisation from Reliance. If anything on the order is not clear then check with your Reliance contact.

### HANDLING

Take care to protect components at all times. Use individual containers whenever possible; parts should not be allowed to knock together.

Take care not to scratch or damage components during masking, deburring or machining. If any items supplied to Vendor are damaged on receipt then this should be reported to Reliance before starting work.

When holding work for machining, take care not to bruise or damage clamping surfaces.

### RIGHT OF ACCESS

Reliance Precision Limited, its customers and any agent of our customer, of any Government department, or of any relevant Regulatory Authority, reserve the right to perform audits and inspections at your facility and at any sub-tier facility at any reasonable time and with reasonable notice.

If delivery and/or quality performance is deemed to be unsatisfactory then Reliance reserves the right to attend site at short notice, request recovery plans specific to the concerns or undertake an audit

### CUSTOMER OWNED PROPERTY

You shall clearly identify all property and tooling owned by us and supplied to you and store it as per any instructions. In the event that tooling provided by Reliance becomes damaged or unsuitable for use, you shall notify us immediately.

### QUALITY ASSURANCE

We are very willing to help with any inspection or quality control matters. Please ask your Reliance contact if any inspection advice is required.

If you are certified by a third party to an industry standard such as ISO9001, ISO13845, NADCAP, ISO17025, AS9120 or AS9100 then our orders shall be fulfilled in accordance with the relevant certification.

You must maintain records of actions in processing the order (such as production records, non-conformance, delivery documentation for any sub contract operations and sub-components/materials used in satisfying the order,) and record any defects noted. Prior to destruction of any record associated with production of our product, you shall inform us and transfer the relevant record(s) to us if requested to do so.

Significant changes to your Management System, process or product shall be communicated to Reliance Precision in advance where possible. Changes including, but not limited to:

- a) Certification status or scope of Quality Management System
- b) Ownership
- c) Key Quality Management personnel
- d) Location of manufacture

Some orders will require a Certificate of Conformance to support the goods. This should read: "The above parts have been manufactured, inspected and tested and except where stated below conform in all respects to the order no. \_\_\_\_\_ "and be signed by the person responsible for the Company's quality.

Ensure that all measuring equipment is calibrated.

Do not attempt any salvage scheme without consulting Reliance Precision Ltd; do not replace a scrapped component with your own materials.

All sub-standard or non-conforming products must be declared to Reliance Precision Ltd before despatch. If parts are subject to concession approval then this must be submitted formally using Concession Form ([QA0020](#)) or equivalent. Parts must not be despatched without

concession approval or explicit authorisation from Reliance Precision Limited.

If it is discovered after the event that nonconforming, counterfeit, or suspect counterfeit material has been shipped to Reliance without written agreement, then written notification must be sent to Reliance Precision within 24 hours of discovery.

If you receive a US Government Corrective Action Request (GCAR) or an equivalent request from any other government or government agency then you must provide us with a copy of the request and any associated documentation, opportunity to review your response before submission, and a copy of your final response.

#### **NONCONFORMING PARTS**

If we receive parts from you that we believe to be nonconforming then we will send you a reject note and where required a non-conformance report or a supplier corrective action report (SCAR).

#### **A SCAR contains the following sections for you to complete.**

1. **Containment:** Details of what has been done to stop the immediate escape of nonconforming outputs (ie. quarantine of parts, capture of documents, etc) or harm happening to individuals or the environment. If there is no risk of escape or harm, then containment may not be required. If this is the case, then state that no containment is required and give a reason given why containment is not required.
2. **Correction:** What has been done to find and fix currently nonconforming outputs and prevent reoccurrence of the issue in the short - medium term (i.e. rework of parts, documents, additional checks or safety measures, etc). If there is no issue that needs an immediate fix or at risk of short to medium term recurrence, then correction may not be required. If this is the case, then state that no corrective action is required and give a reason given why correction is not required.
3. **Root Cause[s]:** The analysis of why did the fault occur in the first place and what enabled the fault to happen. The level of the investigation will depend on the fault, the extent of the issue as found in measure and the business knowledge of the root cause.
4. **Corrective Action:** What actions have been taken to prevent recurrence of this or similar faults. Where possible look for long term, error-proofed actions that include updates to processes, procedures, methods or systems. Remember that training and briefings only have a short effective life unless they are regularly refreshed and logged on a training/skills matrix.
5. **Verification and Closure:** Verification and validation of the effectiveness of the action, that the improvements have been implemented and are effective.

Please acknowledge receipt of the corrective action form within 1 week. After investigation of the non-conforming parts, the completed corrective action form should be returned within 6 weeks.

#### **CONFLICT MINERAL REPORTING**

You must adopt and maintain adequate measures to enable due diligence as to the source and chain of custody of Conflict Minerals as necessary. Upon Reliance's request, you shall promptly provide written certification concerning Conflict Minerals contained in Goods sold to Reliance.

#### **COUNTERFEIT PREVENTION**

You must ensure that the Goods to be delivered shall be and shall only contain authentic materials obtained directly from the Original Component Manufacturer (OCM) or the Original Equipment Manufacturer (OEM) or an authorised reseller or distributor. Further, you must notify us in writing immediately in the event that any material to be delivered cannot be procured in accordance with this requirement and requirements applicable to the purchase order.

### **THE ENVIRONMENT, HEALTH & SAFETY**

All processes and facilities used to process this order must comply with all applicable environmental and Health & Safety legislation.

Where the goods ordered are hazardous, the goods shall be clearly labelled as such and a Safety Data Sheet (SDS) provided

### **COMPETENCE AND AWARENESS**

You shall ensure that all your employees involved in provision of the products or services are suitably trained and competent.

You shall ensure that all your employees and external providers supporting you are aware of:

- a) Their contribution to product or service conformity
- b) Their contribution to product safety
- c) The importance of ethical behaviour
- d) Their contribution to prevention of counterfeit product