

303-00001 (R6) Quality Requirements for Suppliers

Flightcell International Ltd (FIL) is an ISO9001:2015 accredited company that manufactures world-class high-quality satellite and cellular communications systems for aviation in the GA, Para-public, Government and Military sectors.

FIL is committed to delivering the highest quality equipment to its customers and requires all suppliers to be certified to the highest quality standards or have an equivalent quality system in place.

FIL, their customers, certification bodies, regulatory agencies and military authorities shall on request be given access to the facilities of any Supplier involved in supplying goods to FIL.

FIL designs and manufactures products used in aviation applications. Supplier contributions to FIL products directly affect the safety of those products in service. Suppliers must understand and support FIL's product safety obligations.

Revisions & Approval

Revision	Effective Date	Written By	Approved By	Reason for Change
1	01 Jul 2019	Silena Kirkconnell-Kawana	Hamish Neill Silena Kirkconnell-Kawana	New document ¹ ¹ This document replaces Flightcell Supplier Requirements v2 dated 15 Jan 19
2	05 Mar 2020	Silena Kirkconnell-Kawana	Hamish Neill Silena Kirkconnell-Kawana	Assigned technical document number TEC_DZ4_067 to requirements so document correctly managed as per OBSOLETE SOP-23 (R2) Technical Document Management
3	09 May 2022	Brodie Hemmings-Sykes	James Glasgow Brodie Hemmings-Sykes	Updated as per QS-1019 - 2021 ISO Surveillance Audit Finding - Special Processes

Revision	Effective Date	Written By	Approved By	Reason for Change
4	27 Jul 2023	Brodie Hemmings-Sykes	James Glasgow Brodie Hemmings-Sykes	As per QS-1140 - Leonardo Audit Report Non-Conformance
5	10 Apr 2024	Brodie Hemmings-Sykes	Juliana Faria Lisa Tucker	As per QS-1162 - Update Quality Requirements for Suppliers with REACH and RoHS requirements
6	25 Jun 2026	Juliana Faria	Kate Ambler Hamish Neill	Updated as per QS-1787 - Update 303-00001 Quality Requirements for Suppliers

Quality Requirements

Manufacturing requirements

- Suppliers must supply goods according to the drawings and technical specifications provided by FIL. The Supplier must not make any change to the drawings or specifications without prior written approval from FIL
- Where drawings and technical specifications change, FIL will issue an Engineering Change Notice (ECN) to the Supplier documenting the required changes and provide updated drawings and technical specifications
- The Supplier must ensure all components used in the supply of goods are checked against the specifications on receipt and records of the components maintained for traceability purposes. Supplier must ensure alternative components are not used in the supply of goods without prior written approval from FIL

Purchasing Requirements

FIL Purchase Orders

An order confirmation is to be issued and sent to FIL within 7 days of receipt of FIL Purchase Order. Order confirmation can be via email and should include as applicable:

- Confirmation of FIL Required Date. If date cannot be meet, an accurate estimated shipping date is to be provided
- FIL Purchase Order number

- Supplier code and description of parts requested
- Confirmation of quantity ordered on FIL Purchase Order
- Confirmation of price included on FIL Purchase Order

Prevention of Counterfeit Parts

Counterfeit parts are any material, component, part, assembly or product that is a copy, unauthorised substitute or modified item made without legal right or authority that is misrepresented as being genuine. FIL requires only new, unused, authentic and genuine parts or raw materials are used in the manufacture of FIL designed parts or supplied under a Purchase Order. Suppliers must have a documented counterfeit control plan in place that addresses at minimum the following:

- Detection methods: the supplier must describe the methods used to detect suspect or confirmed counterfeit parts, including visual inspection, documentation verification, and any applicable electrical or physical testing
- Quarantine process: any parts identified as suspect or confirmed counterfeit must be immediately quarantined and segregated from conforming stock.
- Physical destruction: confirmed counterfeit parts must be rendered permanently unusable before disposal. Evidence of destruction must be retained. Parts must not be returned to the supply chain or sold on to third parties under any circumstances
- Incident reporting: the supplier must report any confirmed or suspected counterfeit parts to FIL immediately upon identification.

Preferred Source Hierarchy

Suppliers must source all components and materials intended for supply to FIL from authorised channels. The following source hierarchy applies in order of preference:

- Original Equipment Manufacturer (OEM): direct purchase from the component manufacturer
- Authorised Distributor: purchase from a distributor with a written franchise or authorisation agreement with the OEM
- Authorised Aftermarket Manufacturer: manufacturer authorised by the OEM to produce equivalent parts
- Independent Distributor: only to be used when the above sources are unavailable (e.g. End of Life / Last Time Buy situations). Enhanced inspection and verification requirements apply and FIL must be notified before purchase

Suppliers must not source from broker networks, online auction platforms or unverified distributors without prior written approval from FIL. Where independent distributors are used, the supplier must provide evidence of enhanced incoming inspection and traceability documentation.

Traceability Requirements

The Supplier shall maintain a method of traceability that ensures tracking of the supply chain back to the manufacturer of all items being supplied under any Purchase Order. If counterfeit items or suspected counterfeit items are supplied or furnished under any Purchase Order, the Supplier shall quarantine any items that they still retain and report the issue to FIL immediately including any applicable test or inspection report.

The Supplier shall flow down these requirements contained to the Supplier's supply chain for any items that are intended for supply to FIL.

Supplier Change Notification

Suppliers must notify FIL in writing within 30 days of any of the following changes:

- Manufacturing location, ownership, or key personnel responsible for quality or production
- Sub-tier suppliers used for the manufacture or processing of FIL-related parts
- Their quality management system certification status (e.g. ISO 9001, AS9100D) - including lapse, suspension or withdrawal of certification
- Any process, material, or component substitution that could affect the conformity, performance or traceability of parts supplied to FIL

FIL reserves the right to require re-qualification, additional inspection or a risk assessment before accepting goods produced under the changed conditions. Where a work transfer is required, including transfer of sub-tier supplier or contract manufacturer, the Supplier must obtain approval from FIL before the transfer takes effect.

Packaging Requirements

Bag and Tag

All goods sent to FIL are to be packaged as follows:

- Each part securely packaged and clearly identifiable
- Where shipments include multiple goods on the same FIL Purchase Order:
 - Each part type must be separately wrapped to segregate it from the other parts and labelled clearly for identification purposes with the Supplier Name, Supplier code and description, and quantity
- PCBAs are to be sealed in an ESD bag per PCBA type and labelled with the Supplier Name, Supplier code and description, and quantity

Shipment Requirements

Shipments

All FIL Purchase Orders are to be shipped in full unless notified prior to the shipment being received.

Where the Supplier ships a part or split shipment without FIL approval, FIL will not be responsible for any freight costs.

If the Supplier consolidates several different Purchase Orders inside one shipment the following must be adhered to:

- Do not mix items issued on different Purchase Orders within the shipment packaging
- Do not mix multiple items of different supplier codes within the shipment packaging
- Shipment to be constructed aggregating all items belonging to one Purchase Order or supplier code inside one intermediate package
- Intermediate packaging must have the following minimum information:
 - FIL Purchase Order Number
 - Supplier Code
 - Quantity

Delivery Documentation

All goods sent to FIL must include the following documentation as requested on the Purchase Order:

1. **Packing slip**

- a. The Packing Slip must include the following:
 - i. FIL Purchase Order number
 - ii. Supplier code and description
 - iii. Quantity ordered

2. **Certificate/Statement of Conformance**

- a. The Certificate or statement of conformance must include the following:
 - i. Supplier code and description
 - ii. Quantity
 - iii. Lot or batch number
 - iv. Date codes, where applicable
 - v. Manufacturer name and country of origin

- vi. FIL Drawing Number reference, where applicable
- vii. A statement confirming that the goods are supplied as per the requirements of the FIL Purchase Order (For Example: *This statement certifies that (Supplier) is fulfilling this order as per the customer's purchase order with product that has been assembled, tested and inspected in accordance with (Supplier's) technical specifications and procedures*)
- viii. The certificate/statement of conformance can be included on the packing slip

Inspection Report

An inspection report may be requested. Supplier will be advised on the Purchase Order if an inspection report is required.

If requested, the inspection report must include the following:

- FIL Purchase Order number
- Supplier code and description
- Quantity ordered
- Initial Inspection results, who completed the inspection and when the inspection was completed
- Rework results, who completed the inspection and when the inspection was completed
- QA name and signature of the person who completed the final inspection and the date the inspection was completed

Record Retention

FIL requires that Suppliers retain records for any documents associated with the realisation or supply of items to FIL under relevant purchase orders. This includes any documents supporting the conformity of the items, parts or raw materials, test or inspection reports, non-conformance and corrective action, supplier approvals, audit reports and any other relevant documentation.

Records shall be:

- identified and retrievable within a 24-hour period
- legible with any deterioration or damage is kept to a minimum
- permanent and safeguarded against loss, fire, flood etc.
- protected by appropriate security measures to prevent theft, negligence, malicious or fraudulent use of the contents or their corruption

- if required, amended by hand by crossing out the original text, making the amendment and signing and dating the change
- archived as necessary but must remain controlled, retrievable, accessible and protected from damage
- retained for a minimum of the life of the item supplied to FIL plus 30 years
- assessed at the end of the stipulated retention period to determine if they should be re-archived or disposed of. Prior to disposal consideration shall be given to any contractual requirements, quality plan requirements, regulatory requirements, statutory requirements and security classification requirements

The Supplier shall flow down these requirements contained to the Supplier's supply chain for any Items that are intended for supply to FIL.

Notification of Quality Alerts

FIL requires that any issue identified that affects the conformity, integrity or performance of an item supplied under any Purchase Order is notified to FIL immediately upon identification. Notification must be within 24 hours of identification of the issue.

The notification should include where applicable:

- a clear description of the non-conformance and cause
the part number and serial numbers involved and the description of the item
- the affected batches and quantity
- analysis performed to determine the affected quantities/batches that ensure all the defective quantities are captured
- the delivery date
- possible limitation to use and any other relevant information
- Photos, test results etc.
- the actions to be taken to prevent any other potential failures from being used and suggested schedule
- Detailed root cause analysis and corrective actions implemented to prevent failure reoccurrence
- any other information required to fully understand the problem

The Supplier shall flow down these requirements contained to the Supplier's supply chain for any Items that are intended for supply to FIL.

REACH and RoHS Compliance

- Article 33 of the European REACH Regulation N°1907/2006 on the Registration, Evaluation, Authorisation and Restriction of Chemicals which entered into force on 1st June 2007, requires suppliers of products which contain(s) a Candidate List substance of very high concern in a concentration above 0.1% of the weight of the product to inform the recipient of the product. Flightcell is committed to compliance with REACH and requires our suppliers to advise us of any products that are purchased by Flightcell that contain any of the substances of very high concern in a concentration above 0.1% of the weight of the product.
- Restriction of Hazardous Substances (RoHS), known as Directive 2002/95/EC, is a compliance regulation that restricts the use of specific hazardous materials found in electrical and electronic products (EEE) and originated in the European Union. Flightcell requires our suppliers to advise us of any products that are purchased by Flightcell that are not RoHS compliant.

Ethics and Business Conduct

FIL is committed to conducting business with the highest standards of ethics and integrity. FIL requires all suppliers to operate in accordance with applicable laws and regulations, to maintain honest and transparent business practices, and to avoid any form of bribery, corruption, modern slavery or other unethical conduct.

Suppliers are required to familiarize themselves with and act in accordance with FIL's Ethics Policy. A copy of FIL's Ethics Policy is available on [Ethics Policy – Flightcell](#). By accepting a FIL Purchase Order, the Supplier confirms that their business practices are consistent with the principles set out in FIL's Ethics Policy.

FIL Receipt of Goods

On receipt of goods FIL will complete Goods Inspection and Testing of the goods as follows:

Delivery Inspection

- A Delivery Inspection is completed to ensure the shipper / product packaging is not damaged and that the correct product, quantity, packaging, labelling and documentation as referenced above is included
- Where goods fail the Delivery Inspection, they will not be receipted into stock or paid for by FIL. FIL will contact the supplier to advise of the failure. If the failure cannot be rectified the goods will be returned to the supplier at the supplier's cost for replacement and receipt of the correct parts

Technical Inspection and Testing

Where the Supplier is a Contract Manufacturer to FIL these goods will require a Technical Inspection as follows:

- Goods received by FIL will undergo a 100% inspection and testing program, unless agreed otherwise upon assessment of risks
- All goods that fail the Technical Inspection will be returned to the Supplier for warranty replacement or repair as determined by the Supplier
- Where goods pass the Technical Inspection program and then subsequently fail when used by FIL, these goods will be returned to the Supplier for warranty replacement or repair as determined by the Supplier
- FIL will provide Supplier with a non-conformance document outlining the failure and other relevant details
- If required, FIL will use Supplier's RMA form for the return of the goods

Invoicing Requirements

- All invoices must include reference to Supplier code and description, quantity ordered and FIL Purchase Order number. Invoices may be emailed to FIL at accounts.admin@flightcell.com
- Invoices will not be paid until goods have meet the quality requirements listed above and have been receipted into stock
- Where goods do not meet the delivery requirements as specified above these goods will not be receipted into stock or be paid for and will be returned to the Supplier
- Invoices will be processed as per the Flightcell Terms of Payment