



Quality Assurance Agreement for Suppliers

1. Purpose

The company Steel Trading & Technology GmbH (hereinafter referred to as STT) is a company operating in the aviation sector that has high expectations in terms of quality and partnership.

This quality assurance agreement (hereinafter referred to as QAA) has been drawn up based on these principles to define requirements prior to concluding an agreement. The requirements defined in the standards EN9100 / EN9120 are to be implemented within this QAA.

Should a supplier not be able to fulfill one or more of these requirements, they are to inform STT in writing in order to effect the appropriate exclusions. The supplier undertakes to deliver flawless goods only, as per the order requirements. Should the supplier depend on sub-contractors to manufacture the products, the supplier is liable for delivery quality and is thus accountable for any liability issues.

2. Scope of application

The QAA is applicable to STT's suppliers and their sub-contractors. The version valid at the time of the respective order applies. This QAA is an integral part of any order placed with STT and is subject to confidentiality.

3. Purchasing information for the product to be procured

The configuration of the products or services to be delivered by the supplier to STT is to be described

- in specifications;
- in additional requirements, as detailed in the order;
- in deviations in the specifications, as detailed in the order;
- in any general standards or guidelines, such as EN, DIN, DVS, VDE, etc.



Should the supplier detect any requirements that have not been detailed, yet which are essential for the defined or the intended application as generally known, the supplier is to inform STT of this without delay. Specifications or company standards mentioned will be sent to the supplier upon request.

The technical information listed in standards and catalogues for catalogue parts or standardized parts is a binding order reference.

The supplier has to plan and carry out the production and provision of service in accordance with the controlled conditions.

4. Requirements in conjunction with the approval of products, procedures, processes and equipment

The supplier is to check any STT order documentation to ensure that they will be able to meet the provisions safely as required and that any deliveries and services provided by the supplier are in compliance with the requirements as agreed.

Prior to being applied, any procedures, processes, production facilities, tools, programs and equipment have to be qualified, released and, in accordance with procedural instructions, be maintained and checked at regular intervals. The supplier is to implement and document work planning as appropriate in order to be able to provide evidence of the necessary work sequences and treatment processes having been carried out.

The supplier is to provide for the relevant fallback arrangements, contingency plans and capacity safeguards. Manufacturing and inspection operations have to be verifiable as planned, or documented elsewhere as having been approved and implemented.

The supplier undertakes to inform STT of any changes to the production facilities, to processes, products or services, including any changes made by external companies prior to these changes taking place.



5. Requirements for staff qualification

Staff carrying out work that affects product quality has to have the appropriate skills and experience. Relevant information regarding training, skills and experience is to be kept on record.

Technical facilities are to be kept in good condition by qualified personnel and adjusted as needed. Those responsible for such special processes have to have proof of their qualifications (i.e. for NDT positions in accordance with EN 4179, for welding jobs in accordance with DIN ISO 24394). By making the appropriate arrangements the supplier is to ensure that everyone involved is completely aware of their responsibility towards product and service compliance, product reliability and safety and of the significance of ethical conduct.

6. Requirements for the quality management system

The supplier and any sub-contractors are to maintain a quality management system in accordance with ISO 9001 and ideally in accordance with EN 9100 at the least. The supplier is responsible for presenting certification, and any updates made immediately upon expiration of the period of validity, unprompted to the purchasing department or to inform the purchasing department upon the expiration of such certification of their own accord. Any invalid or expired certification will lead to being removed from the list of qualified suppliers. STT shall issue a supplier assessment once a year in order to make adherence to delivery dates and the delivery quality more transparent.

7. Review of the quality management system

Pursuant to an announcement, STT has the right to review compliance with customer requirements at the supplier's location at any time. At their own discretion, STT reserves the right to conduct inspections and to monitor the supplier or to have such inspections or monitoring carried out (audits). This does not release the supplier from any responsibility for quality. An immediate review is permitted in cases of severe quality shortcomings.

The supplier is to ensure that STT staff, any customers thereof concerned and any respective authorities have access to any public areas of all of the facilities involved, at any



level of the supply chain (incl. access to any sub-contractors), who are involved in the order, and the supplier is to grant access to any relevant notes and records.

8. Requirements for documentation

Any documents, notes and records, specifications and standards including any changes thereunto are to be identified and managed according to their current versions. Details on any work carried out has to be on hand in the respective version stipulated in the order documentation. It must be ensured that all documents are legible and remain legible.

Notes and records must be easily retrievable and be made accessible to STT, their customers and any authorities upon request.

If traceability is required on the products to be delivered, the product development process, the application and the whereabouts of any product are to be traceable by means of proper notes and records being kept and, where appropriate, with partial labelling. All materials have to be verifiable at all times and unequivocally assignable to the relevant material test certificates. Compliance of the product with such requirements must be verifiable at all times.

The documentation is to be made available for 10 years after delivery. This applies to any documents and information related to the order, including at least the production order / route card, inspection reports, factory certification on all materials, measurement logs and delivery documents. Upon expiration of the retention period, a request for STT's approval for destruction of the documents is to be made. The notes and records may only be destroyed upon consulting with and obtaining permission from STT. STT reserves the right to demand documents and information to be returned upon expiration of the retention period.



9. Requirements for reporting faulty products

The STT purchasing department is to be informed immediately once the supplier has identified any deviations involving any deliveries that might already have been made. There is an obligation to notify even if the products involved have already been delivered and accepted. Should the supplier not be able to remedy such deviations prior to sending out the next delivery, the ordering customer's purchasing department is to be informed immediately and any further deliveries are to be stopped pending receipt of instructions to the contrary. The supplier is to document all corrective and preventative measures. The documentation of such measures is to be kept available for inspection. An 8D report or a 5 Whys analysis at the very least is to be included as well.

Any reworking that changes the characteristics of the product or that deviates from the technical documents provided is subject to authorization, including any reworking procedures planned. This applies to sub-contractors as well. The approval is to be granted in writing prior to commencing any reworking. This does not release the supplier from their responsibility towards the quality of the product.

Should it still be necessary to have to deliver deviating parts, this may only be done after receiving approval from STT on the application for deviation (NCR) submitted.

10. Requirements for commissioning sub-contractors

Consent from STT is required in such case as the supplier intends to commission an order partially or completely or to have it carried out by a sub-contractor. Any changes in the supply chain are to be approved by STT prior to being made. Furthermore, the supplier is obliged to pass on all of the requirements of this QAA to their sub-contractors, in the case of subcontracting. The supplier has to ensure that their sub-contractors only use sources of supply that have been approved by the customer for special processes.



11. Preventing counterfeit parts

The supplier undertakes to take measures to ensure that no counterfeit products or non-released products are delivered to STT.

12. Miscellaneous

If one or several clauses established in this Quality Assurance Agreement are deemed to be invalid or unenforceable, the remaining provisions will continue to remain in full force and effect. STT and the supplier oblige to act in accordance with the targets agreed upon in this agreement and to amend this agreement to give effect to the invalid or unenforceable clause to the maximum extent possible. The same applies to any non-consideration of any of the clauses of this agreement.

No verbal arrangements have been met. Changes and amendments to this agreement – including any declaration of renunciation with respect to the necessity of the written form – require signing a written agreement in order for them to enter into force.

The validity and the structure of this quality assurance agreement, as well as of any of the ongoing and future business relationships between STT and the supplier are subject to the fundamental laws of the Republic of Austria, whereby any conflict-of-law rules are not taken into consideration here.

[Company Name]

[Address]

[City]

[Austria]

Signature:

Date: