NR5000
SUPPLIER QUALITY ASSURANCE MANUAL
(Product Services, Materials, Components, Etc.)

NR5000 - Icon Aerospace Technology Supplier Specific Requirements for use with ISO 9001 and EN 9100.

This manual is pertinent to all suppliers that supply material, components, tools, services, or equipment that are involved in the manufacture of finished products.

It is understood that certain suppliers may not comply with some of the items held herein, but the supplier must notify Icon where items may vary from requirement. This will be taken into consideration when the approval is considered.

There are certain elements that are mandatory: -

- Sections 4, 5, and 6.
- 7.1 Planning of Product Realisation
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I. Introduction

Commitment to Excellence

In direct support of Icon Aerospace Technology's commitment to excellence and desire to "exceed our customer's expectations", it is expected that our suppliers work toward exceeding the expectations and requirements of the Icon Aerospace Technology Customer Specific Requirements.

Excellence means perfection in all that you do, perfect planning, perfect execution, perfect communications, and perfect parts. This is demonstrated through consistent delivery of quality products to Icon Aerospace Technology and our customers. Our suppliers are expected to have zero incidents and zero disruptions, provide products with zero defectives, and have flawless delivery performance and on time responsiveness to issues.

Suppliers shall have a philosophy of total quality commitment, with subsequent planning and actions that drive for perfection. This commitment starts with top leadership and is driven through all levels and aspects of their operations.

Excellence in the Relationship

All Icon Aerospace Technology employees must conduct their business activities with suppliers exhibiting the highest ethical standards. Such conduct enables Icon Aerospace Technology to have mutually beneficial relationships with its suppliers and thus provide competitive advantage to Icon Aerospace Technology.

Icon Aerospace Technology is committed to delivering the right part, the right quantity at the right time to our customers via a lean enterprise. This commitment is also expected from our suppliers. Icon Aerospace Technology is committed to working with its suppliers to establish that lean enterprise as well. That may include engaging suppliers in lean supplier development workshops, utilising cost standards and cost models for determining contract pricing, and utilising Master Supply Agreements with suppliers that have a proven track record of quality, technology, service, and cost. Such practices and relationships will enable Icon Aerospace Technology and its suppliers to provide maximum value to Icon Aerospace Technology's customers with minimal waste in the supply value stream.

II. Customer Specific Requirements Document Structure

This document is structured as a companion requirements document to BS EN 9100. The requirements of all stated documents are applicable.

Exceptions to any part of these requirements must be approved in writing by Icon Aerospace Technology's Quality department for Supplier Quality specific issues, and by the Buyer for any Commercial issues.

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III. Reference Documents

The following reference documents should be used to develop the quality system.

- Production Part Approval Process, PPAP (required)
- Statistical Process Control, SPC
- Potential Failure Mode and Effects Analysis, FMEA
- Advanced Product Quality Planning and Control Plan, APQP
- Measurement Systems Analysis, MSA
- AS9102 Latest Revision

IV. Scope

BS EN 9100 and this document define the fundamental quality system requirements for Icon Aerospace Technology. This document contains the company specific requirements supplemental specified by Icon Aerospace Technology. These supplemental requirements may also apply to ISO9001 and other similar registrations as applicable and developed within this document. This document applies only to external direct suppliers to Icon Aerospace Technology.

Copies of this document are available from Icon Aerospace Technology Ltd, Retford, Notts, DN22 6HH.

V. Terms and Definitions

APQP (Process)
The required tasks and documentation as defined in section 7.1 Planning of Product Realisation to ensure successful launch of product at required quality standards. This process shall be considered as conforming to the requirements of Configuration Management.

Family Parts
These are groups of parts processed on the same production line, using the same control plan, PFMEA and process equipment. The parts differ only in end item value. PPAP for the "family" is approved for using the extreme values to the "family" specification to define the "family" boundary.

RFTQ
Right First Time Quality (RFTQ) is defined as a measure of the number of pieces rejected in a manufacturing process versus the total number of pieces attempted. Right First Time Quality can be measured at any step in the manufacturing process where parts are rejected.

Material
Any item purchased from a supplier that becomes a part of an Icon Aerospace Technology product and sold to an Icon Aerospace Technology customer.

OEM
Original Equipment Manufacturer (OEM) is intended to be the end item user of the customer.

ECN – Engineering Change Note
A supplier must notify Icon Aerospace Technology any design and process changes.

Shall
The word "shall" indicates a mandatory requirement.

Should
The word "should" indicates a recommendation.

Sub-supplier
Providers of production materials, production, or service parts to any Icon Aerospace Technology supplier.

Supplier
Providers of production materials, production, or service parts directly to Icon Aerospace Technology.

Critical Supplier
Providers of production materials, production or service parts directly to Icon Aerospace Technology that are either single sourced or provide a significant volume of product or service that could be difficult to source from elsewhere.

FOD
Foreign Object Debris.

4. Quality Management System

4.1. General Requirements

The entire facility (producing for Icon Aerospace Technology) shall be registered to the applicable standard.

See 7.4.1.2 for further clarification of other applicable standards and the requirements.

4.2. Documentation Requirements

4.2.1. Quality Manual

The requirements of this document, in conjunction with ISO9001, shall be included in the supplier's quality system.

4.2.2. Control of Records

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active for production and service requirements plus one calendar year unless otherwise specified by Icon Aerospace Technology for their respective products. This includes any Icon Aerospace Technology owned tooling.

Production inspection and test records (e.g., control charts, inspection, and test results) shall be retained for twenty-five years after the year in which they were created. Records of inspection shall be maintained for each inspection or test performed. The actual test result (variable or attributes) should be recorded. Disposition of records shall be requested from Icon Aerospace Technology after this period.

Records for internal quality audits and management review shall be retained for a minimum of three years.

Some programs may require longer retention periods than specified above. A supplier may specify the retention period in its procedures or specifications.

The above does not supersede any regulatory requirements.

For all suppliers that use Digital Data received from Icon Aerospace Technology Limited to manufacture or release parts, please refer to Procedure NR5002 for the full requirements.

5. Management Responsibility

5.1. Process Efficiency

Supplier top management shall review the product realisation processes and the support processes to assure their effectiveness and efficiency.

5.2. Responsibility, authority, and communication

5.2.1. Customer Representative

The supplier’s customer representative is the primary interface to Icon Aerospace Technology. In the event of a change in the customer representative changes, the supplier shall notify Icon Aerospace Technology Purchasing Department.

Routine Contact - A regular contact point shall be established and available during all operating hours of the receiving location.

Emergency Contact - The supplier location shall provide and maintain a communication matrix for the receiving location to use, should extraordinary situations occur. This includes emergency contact capability during unscheduled work hours and organisational structure for resolution of any delivery, quality, or unresolved issues.

Quality Control Contact – The supplier shall provide and maintain a Quality Control contact for each supplier manufacturing location. Contact information includes, name, telephone number, fax number, a valid e-mail address, and mailing address.

CEO/Managing Director Contact – The supplier shall provide and maintain the CEO contact for each supplier location. Contact information includes, name, telephone number, a valid e-mail address, and mailing address.

Language – All international contacts shall be proficient in reading, writing, and speaking English.

Supplier's Planned Down Time – Suppliers shall provide annually a listing of planned plant down time for holidays, vacations, etc. to Icon Aerospace Technology.

Enquiries - All suppliers shall respond to all enquires in writing or via E-mail on or before the due date stated on the enquiry.

5.2.2. Information for External Providers

The supplier is responsible for ensuring all personnel and their supply chain is aware of their contribution to product or service conformity, their contribution to product safety, and their importance of ethical behaviour.

5.3. Management Review

The supplier management shall hold regularly scheduled Quality/Business Operating System performance meetings to review the customer-focused objectives. These meetings shall review all facets of the business including design, manufacturing, logistics, customer satisfaction, sub-supplier performance, and new business development. The meetings need not be held as one meeting but may be a series of meetings covering each of the metrics. The management review inputs and outputs shall be documented as part of the supplier's documentation.

6. Resource Management

6.1. Contingency Plans

The supplier shall prepare contingency plans to satisfy Icon Aerospace Technology requirements in the event of an emergency such as utility interruptions, labour shortages, and key equipment failure and field returns.

When the supplier knows in advance of an impending production interruption, the supplier shall notify the Icon Aerospace Technology purchasing department at least 24 hours, if possible, before that interruption.

The nature of the problem shall be communicated with the immediate actions taken to assure supply of product. Production interruptions may include (but are not limited to) natural disasters, political unrest, war, capacity issues, quality issues, labour strikes or other events that prevent the supplier from meeting the specified order requirements/schedules. The supplier is required to advise Icon Aerospace Technology of the plan for recovery and work toward minimising its effect on Icon Aerospace Technology.

7. Product Realisation

7.1. Planning of Product Realisation

The Advanced Product Quality Planning and Control Plan reference manuals shall be used as a guide to develop and report progress on new programs.

To work with suppliers, we may need access to suppliers' facilities and appropriate documents. In some cases, this may require access to sub-tiers' facilities and documents. In such an event a request will be made by Icon Aerospace Technology.

Suppliers may be requested to participate in a Manufacturing Capability Assessment with Icon Aerospace Technology Personnel or conduct a pre-assessment prior to an Icon Aerospace Technology on site meeting.

If requested, suppliers shall participate in and meet APQP requirements for all new parts. Suppliers will receive specific instructions from the Purchasing and/or Quality department at Icon Aerospace Technology.

The following are some of the key requirements that may be requested:

- Participate in **Program Reviews**
- Participate in **Design Reviews**
- Provide and maintain **Timing Charts and Open Issues tracking lists**
- Provide and maintain **DFMEA**
- Provide and maintain **Process Flow, PFMEA and Process Control Plan(s)**
- Perform and provide **Measurement System Analysis/Gage Reviews**
- Provide an **Early Production Containment** and **Pre-Launch control plan**
- Complete Part Certification (PPAP) requirements, prior to shipment of initial production.
- FAIR in accordance with AS9102 latest revision. This should be supplied to Icon for review and approval before any production parts are supplied.
- Perform and pass Run at Rate

For APQP, suppliers are expected to meet program timing, keep commitment dates, and support early builds and pre-launch requirements as specified on the relevant Purchase Order.

7.1.1. Confidentiality

Suppliers shall maintain confidentiality of Icon Aerospace Technology products and information as documented in Icon Aerospace Technology contracts.

7.1.2. Change Control

The supplier shall not make any changes to product design or components, process, materials, sub-suppliers, or production location without prior written notification and approval from Icon Aerospace Technology Aerospace.

The supplier shall retain approved change requests, for the life of the material. Initial shipments of new or revised material will be appropriately labelled with the change level until notified by Icon Aerospace Technology Quality department, that all superseded materials, have been cleared from the supply chain.

Icon Aerospace Technology requested changes require timely response to Buyer requests. Response to product or pack change requests shall be reviewed and responded to within 10 business days.

Supplier Change Requests shall be communicated through the Icon Aerospace Technology purchase department.

All proposed changes including but not limited to design, process, component, packaging, component suppliers, or facilities, and site changes including supplier proprietary designs shall be submitted to Icon Aerospace Technology for approval and obtain concurrence on effect on the part fit, form, function, finish, and durability prior to implementation.

Submissions of change requests are to be made via the Engineering Change Note available from the Icon Aerospace Technology Quality department.

Any change to a part must be covered with a partial FAIR in accordance with AS9102 latest revision. This should be supplied to Icon for review and approval before any production parts are supplied.

7.2. Customer-Related Processes

Prohibited substances shall be submitted via IMDS data sheet.

7.2.1. Determination of Requirements Related to the Product

Icon Aerospace Technology requires an assessment of the supplier's Quality Management System prior to contracting a business relationship with a new supplier or a new supplier facility. A supplier assessment may also be used if a technology or part family is new to an existing supplier's manufacturing location.

All quotations shall include a separate itemised price for 1) Expendable packaging and 2) Returnable packaging, when specified.

Suppliers are expected to have a continual cost reduction improvement process in order to manage their costs.

With this in place, it is expected that increased costs are not passed on to Icon Aerospace Technology.

Suppliers who provide prototype/pre-production part requirements are expected to provide them at production pricing.

7.2.1.1. Customer-Designated Special Characteristics

If Icon Aerospace Technology has defined specific symbols for use on control plans, drawings, or FMEA's, they must be used. If so, the Purchasing/Quality department will notify the supplier of those requirements. If Icon Aerospace Technology has provided no symbols, then the supplier shall define a symbol set consistent with critical and significant characteristics.

7.2.2. Manufacturing Feasibility

Manufacturing feasibility reviews (Advanced Product Quality Planning and Control Plan, Appendix E) shall include supplier and Icon Aerospace Technology team members as appropriate.

All communications/documents shall be in English unless there is prior agreement.

7.3. Design and Development

7.3.1. Multidisciplinary Approach

The supplier shall use a multidisciplinary approach to prepare for product realisation including the development and finalisation and monitoring of special characteristics, development, and review of FMEA's, including actions to reduce potential risk and development and review of control plans.

7.3.2. Special Characteristics

See section 7.2.1.1

7.3.3. Manufacturing Process Design Equipment

Suppliers' equipment should meet industry quality, maintenance, safety, changeover, and production yield requirements. Supplier's manufacturing process design output shall be expressed in terms that can be verified against manufacturing process design input requirements and validated. The manufacturing process design output should include specifications, drawings, layouts, FMEA's control plans, work instructions, process approval acceptance criteria, data for quality, reliability, maintainability, and measurability, error-proofing, and rapid detection, and feedback of product/manufacturing problems.

7.3.4. Design and Development Review

When reviewing product design and development stages, the supplier shall participate in and execute APQP requirements.

7.3.5. Design and Development Verification

The supplier shall perform design verification to show conformance to Icon Aerospace Technology design validation and qualification requirements. Verification methods shall be recorded with the test results. Go/No Go results shall be avoided and where applicable the actual value for variables data will be recorded.

7.3.6. Prototype Program

The supplier shall be responsible for the quality of the parts it produces and subcontracted services including sub-suppliers directed by Icon Aerospace Technology. Prototype requirements shall be documented through the Icon Aerospace Technology Purchasing Buyer and/or Development/Quality personnel.

The supplier shall request confirmation of the need for prototype control plans, FMEA's, etc. from Icon Aerospace Technology.

7.3.6.1. Prototype Parts Provision

Delivery date(s) for samples of prototype components shall be established by Icon Aerospace Technology and noted on the purchase order. The delivery date(s) reflect the date(s) parts are to be received at Icon Aerospace Technology Goods Inwards.

The supplier shall submit inspection reports with sample delivery.

If review of the inspection report indicates that the parts do not agree with the prints or examination of the parts discloses an unsatisfactory condition not covered by the report, it shall be the supplier's responsibility to resolve all discrepancies with the Icon Aerospace Technology Development Engineer. This needs to be communicated in writing to the Icon Aerospace Technology buyer.

If resolution of the discrepancy results in a tooling, material or processing change, the supplier will correct the situation (at the supplier's expense) and resubmit an inspection report on the revised parts. This needs to be communicated in writing to the Icon Aerospace Technology buyer.

7.3.6.2. Product Approval Process

The supplier must comply with the AIAG Production Part Approval Process (PPAP) manual or AS9102 latest revision FAIR documentation as specified by Icon Aerospace Technology. Copies of supplier PPAP's will immediately be made available upon request from Icon Aerospace Technology Suppliers may impose a similar product and manufacturing process approval procedure on their suppliers.

When specified in the APQP process, Run at Rate shall be performed as a method for production capacity verification.

7.4. Purchasing

7.4.1. Regulatory Conformity

See section 7.2.

7.4.1.1. Material Expectations

Suppliers will provide samples, testing, environmental and MSDS (Material Safety Data Sheet) information in the timeframe requested. MSDS is required for bulk or raw materials. MSDS is also required for any rust preventative, grease, lubricating oil, or other chemical material that is on a part or assembly provided to Icon Aerospace Technology.

It is the responsibility of the supplier to ensure all materials are not sourced from the Democratic Republic of Congo (DRC) or its adjoining countries and to ensure all materials supplied to icon are

conflict free. Further details and reporting template can be found at http://www.conflictfreesourcing.org.

Please provide a copy to Icon with a completed NR5001 (metals suppliers only).

The supplier is also responsible for flowing this requirement through the supply chain.

7.4.1.2. Material Obsolescence/REACH

It is the responsibility of the supplier to ensure all materials are free from any ingredients that are on the REACH register.

If the supplier is made aware or identifies any raw ingredients that are to be placed on the SVHC list and are used in the materials supplied to Icon Aerospace Technology Limited, they must inform Icon Aerospace Technology Limited immediately.

The supplier would then be responsible for sourcing/proposing an alternative ingredient which is to be agreed by Icon Aerospace Technology Limited. Once agreed, a draft formulation (if owned by Icon Aerospace Technology Limited) is to be forwarded and a trial batch is to be mixed, tested, and provided to Icon Aerospace Technology Limited Icon Aerospace Technology Limited for evaluation. If required, a further may be requested to conduct further processing trials to ensure suitability.

Once agreed, an updated formulation will be provided to the supplier for their records.

7.4.2. Supplier Quality Management

Icon Aerospace Technology satisfies the goal of supplier conformity to BS EN 9100 as follows (Also see section 4.2.2):

- As a minimum, suppliers that manufacture Aerospace direct product or materials to Icon Aerospace Technology shall be registered to ISO9001.
- The preferred method is for
    - Aerospace component suppliers to be registered to BS EN9100. If an Aerospace supplier is not registered to BS EN9100 or ISO9001, Icon must audit the supplier annually to ensure compliance to BS EN9100 standards
- Supplier approval ratings regarding this certification requirement are as follows:
    - **Grade A** - Supplier is certified to minimum requirement of BS EN 9100 or ISO/TS 16949.
    - **Grade B** - Supplier is certified to ISO 9001.
    - **Grade C** - No certification but require auditing to proceed.
    - **Grade D** – No certification, short-term only

The registration selected by the supplier may influence the assessment process and potentially the sourcing of business to that supplier. Suppliers registered to BS EN9100, ISO 9001 or ISO/TS 16949

shall notify Icon Aerospace Technology of certificates being revoked or placed on probation. All certifications must remain current

Suppliers shall provide the Icon Aerospace Technology Buyer a copy of the registration certificate for any amendments or renewals to the quality management system certification. Suppliers shall provide a quality management system certificate that is in English or at least bi-lingual.

NOTE: Third party certification does not relieve the supplier of the full responsibility of the quality of the product supplied.

NOTE: When a supplier manufacturing location to Icon Aerospace Technology may not have adequate resources to develop a system according to ISO/TS16949, BS EN 9100 or ISO 9001 and/or, supplies non-engineered products, Icon Aerospace Technology may waive the ISO/TS16949, BS EN9100 or ISO9001 requirements. Icon Aerospace Technology may also consider the type of product supplied, quality system, manufacturing and delivery systems capability, and any risk to Icon Aerospace Technology prior to granting any waiver.

Rights of Access
Suppliers shall allow Icon Aerospace Technology and third-party regulatory bodies (e.g., the Civil Aviation Authority) full access to their facilities and quality records in support of any necessary future investigation.

7.4.3. Incoming Product Quality

The supplier shall manage their sub-suppliers. When the supplier determines incoming inspection of sub-supplier material is necessary, this activity shall be consistent with the risk and quality impact of the supplier. These inspections shall include variables data where appropriate and be used as a key indicator for sub-supplier quality management. For attribute data sampling, the acceptance level shall be zero defects.

The selection and performance of all suppliers is very important and key to Icon Aerospace Technology's ability to meet or exceed our customers' requirements; however, critical processes performed by Sub Suppliers can result in increased processing risk opportunities. Ineffective management of Sub-Suppliers can and has caused significant quality issues for Icon Aerospace Technology and for our customers. All risks must be carefully and correctly evaluated, and actions must be taken that eliminate any potential risks to Icon Aerospace Technology.

Suppliers should seek any additional expertise that is necessary, based on the sub-processing technology to ensure they are able to select a capable supplier and ensure on-going performance. Where high risk has been identified in the sub-contracted process, the supplier must ensure containment is in place to protect the customer.

The supplier shall plan, implement, and control processes for the prevention of counterfeit or suspect counterfeit parts entering the supply chain. The prevention of counterfeit products will be in accordance with AS5553 and AS6174. This requirement shall be flowed down to full supply chain.

7.4.4. Supplier Monitoring

- Icon Aerospace Technology will monitor supplier quality & delivery performance and drive corrective actions for quality improvement.
- Icon Aerospace Technology expects our suppliers to establish processes and designs with the goal of achieving zero defects and 100% on time delivery.
- Quality and delivery metrics shall be included in the supplier's management reviews and shall use zero defects and 100% on time as the goals.
- Icon Aerospace Technology will track supplier quality performance, but not limited to: # of nonconforming parts, # of quality problem cases, # of customer satisfaction problem cases, # of shipping problem cases, # of shortages.
- Suppliers who do not achieve the expectations noted above will be required to generate specific corrective action responses to remedy the situation.
- Any non-conformity found by any business within the supply chain that impacts Icon's ability to supply product within lead time or is likely to negatively impact the supply chain could result in an on-site audit and/or workshop being carried out (see 7.4.2 Rights of access).

Continual failure to perform to delivery requirements could result in the supplier being requested to complete a Corrective Action Report.

Any failure to perform to quality requirements will result in the supplier being requested to complete a Corrective Action Report.

Further incidents of failure to supply on time or good quality parts will require the supplier to be present at Icon Aerospace Technology to discuss any issues resulting in the failure to supply on time or good quality parts or being removed from the Approved Supplier List.

Acceptance of a PO from Icon denotes that the supplier has agreed that they have the available capacity to fulfil the order in the accepted lead time.

Suppliers are expected to ensure the quality and capacity of materials and component parts coming from sub-suppliers. Suppliers are responsible for ensuring that sub-suppliers develop a quality management system in line with ISO/TS 16949, BS EN 9100, ISO 9001 that facilitates defect prevention, monitoring, and improvement.

7.5. Production and Service Provision

7.5.1. FMEA'S and Control Plans

Icon Aerospace Technology Design engineering and Supplier Quality approval is required for FMEA's and control plans for designated safety items regardless of the site PPAP/FAIR level. Approval may take the form of PSW/FAIR approval, but the preferred method is to sign the documents. Approval of changes to these documents after initial acceptance is also required.

Icon Aerospace Technology reserves the right to require approval of FMEA and/or control plans for any part or process from any supplier.

7.5.1.1. FMEA's

It is recommended that all suppliers shall prepare documented process FMEA's for all part numbers supplied to Icon Aerospace Technology, but as a minimum the supplier shall have FMEAs for product families.

Where the supplier is responsible for design, the supplier shall prepare documented design FMEA's for all parts it designs for Icon Aerospace Technology.

FMEA's may be written for families of parts where batch processes and common tooling is used. Families shall be clearly defined and have a full part number listing of the family.

Upon request by Icon Aerospace Technology, the supplier shall provide a copy of the FMEA documents for review. If the document is considered proprietary, the supplier will provide qualified technical support and bring the FMEA to the requestor for review without retention of copies. A letter stating the proprietary nature shall be included in the Production Part Approval submission package.

FMEA's are to be prepared using the AIAG Potential Failure Mode and Effects Analysis reference manual.

Potential failure modes with a severity of seven or greater shall be continually improved to reduce the occurrence to a one or reduce the detection to a five or lower.

When specified in the APQP process, Run at Rate shall be performed as a method for production capacity verification.

7.5.1.2. Work Instructions

Operators shall use the most current work instructions or those consistent with the revision level of the product.

7.5.1.3. Verification of Job Set-ups

Set-up verification requirements include manual tooling exchanges.

7.5.1.4. Preventive and Predictive Maintenance

The supplier shall have a documented system for preventive maintenance. This shall include a timely review of planned maintenance activities and a documented action plan to address any backlog. The supplier shall use predictive maintenance techniques to continually improve the effectiveness and the efficiency of production equipment.

7.5.2. Identification and Traceability

7.5.2.1. Labels

A legible packing slip shall be affixed next to the master label when skid packed and next to the container label if the shipment is a single container.

- Master packing lists are required for each supplier shipment, with individual packing lists on each skid listing the materials on that skid.

- Master and skid packing lists must be identified with the word “Master” or “Skid” Packing list.

Each packing slip (both master and individual skid) shall contain the following information:

Note: Suppliers may be required to adhere to additional Division specific requirements

- Supplier Number
- Icon Aerospace Technology part/material Number/Revision
- Number of containers/skids per part number
- Unit of measure for each part or material
- Total Quantity
- PO Number or Release Number for each part number

The information shall be bar-coded utilising code 39 where possible.

7.5.3. Icon Aerospace Technology Property

7.5.3.1. Tools

If tooling is to be paid by Icon Aerospace Technology, suppliers will be paid for tooling contingent on full PPAP/FAIR approval.

Maintenance and refurbishment of Icon Aerospace Technology -owned tooling are the responsibility of the supplier.

If the supplier is tool design responsible, then reproducible tooling prints shall be completed by supplier within 6 weeks after PPAP/FAIR approval on all new program tools, tools undergoing an engineering change, and current tools that are revised. Supplier, upon request from Icon Aerospace Technology, shall provide reproducible tooling prints for existing tools.

7.5.3.2. Tool inventory/Disposal

The supplier shall furnish a tool inventory of all Icon Aerospace Technology -owned tools (active and inactive) in the supplier’s possession when requested. The inventory shall contain the following information for each Icon Aerospace Technology -owned tool:

- Tool part number(s) (typed in numerical order)
- Current tool revision
- Description
- Date parts last ordered
- Total cost of tool
- Quantity of parts produced from tool

- Remaining tool life
- Indicate previous part number if tool has been changed to produce a new part number

Icon Aerospace Technology will determine the disposition of all Icon Aerospace Technology owned tooling and such disposition will be communicated to the supplier in writing by Icon Aerospace Technology with a formal letter and a Return Material Authorisation.

7.5.4. Preservation of Product

7.5.4.1. Transportation

The supplier will pay supplier caused premium transportation.

7.5.4.2. Storage and Inventory

The supplier shall use the first-in, first-out (FIFO) method for inventory control for all Icon Aerospace Technology products.

7.5.4.3. FOD

The supplier shall control and ensure the preservation of products including identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

The supplier shall demonstrate that a FOD detection and prevention program is in place and flowed down to their suppliers.

7.6. Control of Monitoring and Measuring Devices

7.6.1. Measurement System Analysis

Each gauge used for checking a special characteristic (significant, critical or supplier identified) shall have a gauge study performed in accordance with the methods described in the latest AIAG Measurement Systems Analysis Manual (MSA) to determine measurement system capability. Critical characteristic features or dimensions should have the complete MSA (Bias, Linearity, Stability, Reproducibility, and Repeatability) performed on the gauge or equipment used to evaluate the characteristic. Note: A supplier defined adequate method may be used for evaluating Linearity. Gauges not meeting the specification in the MSA shall have a containment plan (such as 100% inspection, gauge improvement, or other means). Gauge study records shall be maintained. Requirements shall apply to measurement systems referenced in the control plans.

7.6.2. Laboratory Provision

7.6.2.1. Internal laboratory

An organisation's internal laboratory facility shall have a defined scope that includes its capability to perform the required inspection, test, or calibration services. This laboratory scope shall be included in the quality management system documentation. The laboratory shall specify and implement, as a minimum, technical requirements for:

- Adequacy of the laboratory procedures,
- Competency of the laboratory personnel,

- Testing of the product,
- Capability to perform these services correctly, traceable to the relevant process standard (such as ISO, BS, ASTM, EN, etc.), and review of the related records.

NOTE Accreditation to ISO/IEC 17025 may be used to demonstrate supplier in-house laboratory conformity to this requirement but is not mandatory.

7.6.2.2. External Laboratory

Commercial/independent laboratory facilities registered to ISO/IEC 17025 shall have a scope and capability for the laboratory consistent with the test(s) to be performed.

8. Measurement, Analysis, and Improvement

8.1. Identification of Statistical Tools

The supplier should use the latest edition of AIAG SPC for manufacturing process controls and AIAG MSA for measurement system equipment management.

8.2. Customer Satisfaction

8.2.1. Customer Satisfaction – Supplemental

The Icon Aerospace Technology Supplier Rating provides on-going assessment of quality and delivery performance. Suppliers shall review this monthly update and ensure action plans are developed as applicable. However, suppliers shall monitor their problem cases, as they are generated and respond as required.

8.2.2. Internal Audit

Internal auditors should be qualified as recommended in ISO 19011 Guidelines for Quality and/or environmental management systems auditing, sections 7.1 through 7.5. In addition, internal auditors should be competent in understanding and applying the Process Approach of Auditing and Icon Aerospace Technology Customer Specific Requirements, as applicable.

8.2.3. Layout Inspection and Functional Testing

A layout inspection and functional verification (to all engineering material and performance requirements) shall be performed annually. If discrepancies are found at this point, supplier shall contact Icon Aerospace Technology to evaluate corrective action impact. After corrective action and communication of the updated documents to Icon Aerospace Technology, acceptance is subject to approval by Icon Aerospace Technology Quality department.

Family data may be used if developed within the prior twelve months and if it meets the requirements of 8.2.3. Icon Aerospace Technology Quality will approve the use of family data in the same manner as any other PPAP/FAIR submission.

A raw material certification with updated laboratory scope of accreditation shall be performed annually.

8.2.3.1. Appearance Items

Appearance items will be designated on the engineering drawing.

8.3. Control of Nonconforming Product

The supplier shall have processes and systems in place to prevent the shipping of non-conforming material to Icon Aerospace Technology. The process should cover the action, authorisations, and communications appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected prior to or after delivery, or use has started.

In the case where product has been sent to Icon and then subsequently found to be non-conforming by the supplier, the supplier shall notify Icon within 24 hours detailing the part number(s), quantity, batch or lot information and reason for non-conformance (or in the agreed time frame agreed by specific contracts).

The supplier shall have a mechanism to ensure continual improvement in product and processes ensuring Right First Time.

8.4. Corrective Action

8.4.1. Problem Case

When a problem does occur, we expect our suppliers to immediately put their operations in containment and to protect Icon Aerospace Technology or Icon Aerospace Technology' customers from receiving any non-conforming material.

Suppliers will receive a Corrective Action Request to communicate the steps of the problem resolution process to Icon Aerospace Technology.

Suppliers shall monitor and respond to **all** Corrective Action Requests issued by Icon Aerospace Technology. The initial containment response to a problem is due within 24 hours. A final response of plans, (with verified root cause analysis), is due within ten working days, unless additional time has been requested and approved by problem owner.

Each time a Non-conformance is raised an Admin fee of £150 will be charged to our Supplier.

If a sort is required at Icon Aerospace Technology's discretion, a sort charge of £50/hr will be charged to the supplier.

9. Personnel and Wellbeing

9.1. Human Factors

Icon expects our suppliers to consider human factors. Human factors involve gathering information about human abilities, limitations, and other characteristics, and applying it to tools, machines, systems, tasks, jobs, and environments to produce safe, comfortable, and effective human use. Human factors affecting the performance of personnel must be specifically considered and acted upon by the Supplier.

Suppliers are expected to provide all employees with a contract in a language they understand clearly indicating their rights and responsibilities.

Suppliers should not retain or destroy any form of employee identification or deny employee's access to their identification documentation unless otherwise required by law.

Suppliers shall not charge employees any fees, recruitment costs, or deposits, either directly or indirectly, as a precondition of work.

9.2. Modern Slavery

Suppliers shall commit to ensuring there is no slavery, human trafficking, or forced, bonded, indentured, or compulsory labour within their business and their supply chain. Suppliers must not demand any work or service from any person under the menace or penalty.

Suppliers' employees shall be free to leave work or terminate their employment with reasonable notice. Suppliers' employees shall not be required to surrender any government issued identification, passports, or work permits as a condition of employment.

The prevention, detection, and reporting of modern slavery is the responsibility of all businesses in any part of the supply chain.

Suppliers shall have a Whistleblowing policy in place to encourage all employees, customers, and business partners to report any concerns related to its direct activities or its supply chains to the Directors or Managers of the organisation.

9.3. Child Labour

Suppliers shall ensure child labour is not used in the performance of work. The term "child" refers to any person under the minimum legal age for employment where the work is performed or the minimum working age defined by the Internal Labour Organization (ILO), whichever is higher.

All workers under the age of 18 shall be protected from performing work that is likely to be hazardous, harmful to their health, or harmful to their physical, mental, social, spiritual, or moral development.

9.4. Harassment

Suppliers shall not tolerate any type of harassment, degrading, humiliation, offensive, threatening, or other abusive conduct through any means, including physical, psychological, verbal, or online.

9.5. Diversity and Inclusion

Suppliers are expected to foster a diverse and inclusive work environment where employees are treated with dignity, respect, and fairness, regardless of their race, colour, religion, belief, gender, age, ethnicity, national origin, disability, social background, sexual orientation, sexual preference, gender identity, marital status, pregnancy, citizenship status, political preference, or any other personal characteristic.

Suppliers are expected to provide equal opportunity to employees and applicants for employment without discrimination and shall ensure employment, including hiring, payment, benefits,

advancements, promotion, demotion, transfer, training, termination, and retirement, is based on ability and not any personal characteristic.

9.6. Wages and Working Hours

Suppliers shall ensure hours worked beyond the normal work week is voluntary and shall pay employees for overtime at a premium rate that is legally required or, where such laws do not exist, at least equal to their regular hourly payment rate.

Suppliers shall not permit deductions from wages as a disciplinary measure nor permit any other deductions which are not provided by law.

Suppliers are expected to operate in consideration of the Internal Labour Organization (ILO) standards regulating working and resting hours, maximum consecutive days of work, and annual leave. Hours worked beyond the normal work week shall be voluntary and suppliers shall provide a rest period of at least 24 consecutive hours in every 7-day periods to all employees.

9.7. Grievances and Disciplinaries

Suppliers shall respect the rights of workers to communicate openly with management regarding working conditions, workplace problems or concerns, or to appeal a disciplinary decision, without fear of harassment, intimidation, penalty, interference, or reprisal.

Suppliers shall have a grievance mechanism for employees to raise a workplace problem or concern, or to appeal a disciplinary decision.

Suppliers are expected to have an employee disciplinary process in place to address concerns regarding employee work, conduct, or absence.

9.8. Retaliation

Suppliers shall not retaliate against anyone in any form who, in good faith, asked a question, suggested an improvement, participated in an investigation, or reported a concern, problem, or misconduct.

“Retaliation” includes discipline, demotion, termination, salary reduction, change in job or shift assignment, and giving a performance evaluation that is lower than it should be.

“In good faith” means the person seriously believed that what they were doing was sincere and honest, even if, upon investigation, the reported concern or activity was not occurring and had not occurred.

9.9. Code of Conduct

A code of conduct must be established within the supplier’s business to ensure all employees performs to the highest standards of business ethics.

10. Integrity and Business Ethics

10.1. Anti-Bribery and Anti-Corruption

Suppliers shall conduct business honestly, fairly, and free from any bribery, kickbacks, or corruption. A bribe includes any direct or indirect payment, benefit, or gift offered, given, requested, or received with the purpose of improperly influencing a decision or outcome.

Suppliers shall not offer or make facilitation payments. Facilitation payments are small monetary value payments or gifts given to a government official to do something that is part of their normal job function.

10.2. Fraud and Deception

Suppliers shall not engage in fraud or deception or allow anyone acting on their behalf to do so. This includes defrauding, stealing, misleading claims, and any kind of misappropriate of property or information. Suppliers shall act with integrity and transparency in all dealings and interactions. This encompasses all aspects of the supplier's business including any matters that relate to the operation, quality, safety, or regulatory compliance of products and services.

10.3. Competition and Antitrust

Suppliers shall not engage in any arrangement that would restrain or impact competition. Anti-competitive arrangements include price fixing, collusion, bid rigging, limiting supply, market allocation or control, predatory pricing, and customer or supplier boycotts.

11. Health, Safety, and Environment

Suppliers shall take responsibility for the health and safety of its employees, contractors, and visitors. Suppliers shall minimise physical and chemical hazards by providing Personal Protective Equipment (PPE); providing and maintaining physical guards, interlocks, and barriers for machinery; and providing appropriate safety training.

Suppliers shall minimise environmental pollution and make continuous improvements to reduce or eliminate solid waste, wastewater, and air emissions by implementing appropriate conservation measures in their production, maintenance, and facility processes.

Suppliers shall maintain all required environmental permits and registrations; shall comply with regulated substance and product content specifications and laws prohibiting or restricting the use, content, or handling of specific substances; and shall manage , control, treat, and dispose of non-hazardous solid waste, wastewater, and air emissions generated from operations as required by applicable laws.

CHANGE LOG

Issue No	Revision Date	Comments	Issued By	Approved By
01	31/07/2006	First Issue	M Keal	
02	22/01/2007	Add a definition for a critical supplier	H Jenkins	M Tolliday
03	22/08/2007	Admin fees and sort charges added	H Jenkins	
04	17/01/2008	Clause 7.4.2 amended to state if an aerospace supplier is not registered to AS EN9100 Icon must audit them annually.	H Jenkins	M Tolliday
05	15/01/2010	Update to remove rev of certifications and correct AS EN9100 to read BS EN9100.	H Jenkins	P Kearsley
06	14/06/2011	Update to add Rights of access and 'uncontrolled if printed'.	H Jenkins	P Kearsley
07	25/10/2011	Update of Icon Polymer Group logo, header and footer layout and referral to iconpolymer.com for latest document issue.	H Jenkins	P Kearsley
08	15/05/2012	Update to reflect current requirements	I. Curry	I. Curry
09	16/06/2012	Update to reflect current requirements	I. Curry	I. Curry
10	15/02/2013	Update to reflect points of contact	H Jenkins	H Jenkins
11	22/07/2015	Update to include new point of contact	H Jenkins	H Jenkins
12	23/10/2015	Update to detail requirements around customer monitoring and expectations from suppliers	H Jenkins	H Jenkins
13	20/12/2017	Update name from Icon Polymer to Icon Aerospace Technology	H Jenkins	H Jenkins
14	28/05/2019	Add requirement for conflict free materials	H Jenkins	H Jenkins

Issue No	Revision Date	Comments	Issued By	Approved By
15	25/02/2020	Add 5.2.2	L Robinson	H Jenkins-Betts
16	12/05/2020	Chance contact details from Val Brown to Claire Dolan	H Jenkins	H Jenkins-Betts
17	21/10/2020	Add material obsolescence (Clause 7.4.1.2)	H Jenkins	H Jenkins-Betts
18	21/01/2022	Addition of section 9	H Jenkins	Team: DAF 0088
19	06/12/2022	Updated section 9. Added sections 10 and 11.	L Robinson	Team: DAF 0102
20	25/07/2023	Add detail of AS9102 latest revision for FAIR requirements	H Jenkins	Team: DAF 0129
21	04/10/2024	Updated 8.3. Deleted header 8.4. Headers 8.5 and 8.5.1 changed to 8.4 and 8.4.1.	H Jenkins	Team: DAF 0153