

## STANDARD TERMS AND CONDITIONS FOR PURCHASE OF GOODS AND SERVICES

**VALUED SUPPLIER/SUB CONTRACTOR:** - YOU ARE IMPORTANT TO US AND CONTRIBUTE TO OUR ABILITY TO CONFORM TO OUR CUSTOMERS' REQUIREMENTS. IN ORDER TO ACHIEVE THIS SUCCESS, WE ARE FLOWING DOWN THE FOLLOWING REQUIREMENTS. PLEASE NOTE THAT MANY OF THESE ARE QUALIFIED BASED ON THEIR APPLICABILITY TO YOUR GOODS AND/OR SERVICES.

1. OUR PO NUMBERS MUST BE REFERENCED ON ALL INTERNAL DOCUMENTS.
2. IF YOU ARE AN APPROVED SUPPLIER BASED ON ISO 9001, AS9100 AND/OR OTHER REGULATORY BODIES, IT IS YOUR RESPONSIBILITY TO PROVIDE NEW CERTIFICATES WHEN THE CURRENT CERTIFICATE EXPIRES. YOU ARE ALSO REQUIRED TO NOTIFY US IF YOUR CERTIFICATE LAPSES OR IS REVOKED WITHIN (7) DAYS OF SUCH ACTION.
3. IN ADDITION, PURSUANT TO AS9100D, SECTION 8.4.3A-M, OUR PURCHASE ORDERS ARE SUBJECT TO THE FOLLOWING CONDITIONS OF PURCHASE, WHERE APPROPRIATE, UNDER THE "DESCRIPTIONS" COLUMN ON THE PO UNLESS OTHERWISE STATED AS A SEPARATE INSTRUCTION BELOW:
  - (a) THE PROCESSES, PRODUCTS AND SERVICES TO BE PROVIDED INCLUDING THE IDENTIFICATION OF ANY RELEVANT TECHNICAL DATA (E.G., SPECIFICATIONS, DRAWINGS, PROCESS REQUIREMENTS, AND/OR WORK INSTRUCTIONS).
  - (b) THE APPROVAL OF:
    - PRODUCTS AND SERVICES;
    - METHODS, PROCESSES AND EQUIPMENT;
    - RELEASE OF PRODUCTS AND SERVICES;
  - (c) COMPETENCE, INCLUDING ANY REQUIRED QUALIFICATION OF PERSONS.
  - (d) YOUR REQUIRED INTERACTIONS WITH US.
  - (e) OUR EXPECTATIONS OF YOUR PERFORMANCE.
  - (f) VERIFICATION OF VALIDATION ACTIVITIES THAT WE, OR OUR CUSTOMERS, INTEND TO PERFORM AT YOUR PREMISES.
  - (g) APPLICABLE DESIGN AND DEVELOPMENT CONTROL.
  - (h) ANY SPECIAL REQUIREMENTS, CRITICAL ITEMS, OR KEY CHARACTERISTICS.
  - (i) REPORTS OF TEST, INSPECTION, AND VERIFICATION (INCLUDING PRODUCTION PROCESS VERIFICATION).
  - (j) THE USE OF STATISTICAL TECHNIQUES FOR PRODUCT ACCEPTANCE AND RELATED INSTRUCTIONS FOR OUR ACCEPTANCE.
  - (k) THE NEED TO:
    - IMPLEMENT A QUALITY MANAGEMENT SYSTEM;
    - USE OUR OR OUR CUSTOMERS' DESIGNATED OR APPROVED EXTERNAL PROVIDERS, INCLUDING PROCESS SOURCES (E.G., SPECIAL PROCESSES);
    - NOTIFY US OF NONCONFORMING PROCESSES, PRODUCTS, OR SERVICES AND OBTAIN APPROVAL FOR THEIR DISPOSITION;
    - PREVENT THE USE OF COUNTERFEIT PARTS;
    - NOTIFY US OF CHANGES TO PROCESSES, PRODUCTS, OR SERVICES, INCLUDING CHANGES OF YOUR EXTERNAL PROVIDERS OR LOCATION OF MANUFACTURE, AND OBTAIN OUR APPROVAL;
    - FLOW DOWN TO YOUR EXTERNAL PROVIDERS APPLICABLE REQUIREMENTS INCLUDING OUR AND OUR CUSTOMERS' REQUIREMENTS;
    - PROVIDE TEST SPECIMENS FOR DESIGN APPROVAL, INSPECTION/VERIFICATION, INVESTIGATION, OR AUDITING;
    - RETAIN DOCUMENTED INFORMATION, INCLUDING RETENTION PERIODS AND DISPOSITION REQUIREMENTS.
  - (l) THE RIGHT OF ACCESS BY US, OUR CUSTOMERS, AND REGULATORY AUTHORITIES TO THE APPLICABLE AREAS OF YOUR FACILITIES AND TO APPLICABLE DOCUMENTED INFORMATION, AT ANY LEVEL OF THE SUPPLY CHAIN.
  - (m) ENSURING THAT YOUR EMPLOYEES ARE AWARE OF:
    - THEIR CONTRIBUTION TO PRODUCT OR SERVICE CONFORMITY;
    - THEIR CONTRIBUTION TO PRODUCT SAFETY;
    - THE IMPORTANCE OF ETHICAL BEHAVIOR.

### QUALITY POLICY

ROTORLINK PROVIDES SERVICES AND PRODUCTS TO CUSTOMERS THAT INCREASE PRODUCTIVITY IN OPERATIONS AND UP-TIME OF AIRCRAFT.

ROTORLINK IS COMMITTED TO:

- BUILDING LASTING RELATIONSHIPS WITH CUSTOMERS AND SUPPLIERS.
- CONTINUALLY IMPROVING PROCESSES TO ACHIEVE OPERATIONAL EXCELLENCE.
- INCREASING CUSTOMER SATISFACTION.
- DELIVERING QUALITY PARTS AT WHOLESALE PRICES.

IF YOU HAVE ANY QUESTIONS CONCERNING THESE REQUIREMENTS PLEASE CONTACT US BEFORE BEGINNING ANY WORK RELATED TO OUR ORDER.