



P-005 Standard Terms and Conditions

Effective Date: 11/11/2025
Rev 5

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. OUR SUPPLIERS ARE RATED BASED ON THEIR COMPANY AIRWORTHINESS AND/OR QUALITY APPROVALS WHERE APPLICABLE, THE PRESENCE OR ABSENCE OF NON-CONFORMANCES, AND ON-TIME DELIVERY PERFORMANCE. OUR EXPECTATIONS ARE FOR OUR PRIMARY SUPPLIERS TO ACHIEVE A MINIMUM OF 53% IN THEIR RISK ASSESSMENT EVALUATION, AND FOR OUR SECONDARY SUPPLIERS TO ACHIEVE A MINIMUM OF 60% IN THEIR RISK ASSESSMENT EVALUATION. IN ORDER TO ACHIEVE A SUCCESSFUL RELATIONSHIP, 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, AS9120 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 AS9120B, SECTION 8.4.3A-M, OUR PURCHASE ORDERS ARE SUBJECT TO THE FOLLOWING CONDITIONS OF PURCHASE, WHERE APPROPRIATE, UNLESS OTHERWISE STATED AS A SEPARATE INSTRUCTION BELOW:
 - (A) THE APPROVAL OF PRODUCTS AND SERVICES.
 - (B) THE NEED TO:
 - 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;
 - NOTIFY US OF OUTSOURCED REPAIRS WHERE THE RETURN TO SERVICE AND AUTHORIZED RELEASE CERTIFICATE WILL BE PERFORMED AND ISSUED FROM A THIRD PARTY SUPPLIER;
 - FLOW DOWN TO YOUR EXTERNAL PROVIDERS APPLICABLE REQUIREMENTS INCLUDING OUR AND OUR CUSTOMERS' REQUIREMENTS;
 - RETAIN DOCUMENTED INFORMATION, INCLUDING RETENTION PERIODS AND DISPOSITION REQUIREMENTS IAW TP 14308 - TRANSPORT CANADA CIVIL AVIATION GUIDELINES: MAINTENANCE POLICY MANUALS
 - (C) 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.
 - (D) ENSURING THAT YOUR EMPLOYEES ARE AWARE OF:
 - THEIR CONTRIBUTION TO PRODUCT OR SERVICE CONFORMITY;
 - THEIR CONTRIBUTION TO PRODUCT SAFETY;
 - THE IMPORTANCE OF ETHICAL BEHAVIOR.
4. CODE OF ETHICS
 - SUPPLIER MUST COMPLY WITH THE LAW, HONOUR COMMITMENTS, ACT IN GOOD FAITH, AND BE ACCOUNTABLE.
 - SUPPLIER MUST BE COMMITTED TO THE HIGHEST STANDARDS OF ETHICS AND BUSINESS CONDUCT.
 - SUPPLIER MUST STRIVE TO MAINTAIN FULL COMPLIANCE WITH ALL LAWS AND REGULATIONS APPLICABLE TO THE OPERATION OF THE BUSINESS AND CUSTOMER RELATIONSHIPS. SUPPLIER MUST NOT OFFER, PROMISE, AUTHORIZE, OR PROVIDE, DIRECTLY OR INDIRECTLY, ANYTHING OF VALUE (INCLUDING BUSINESS GIFTS OR COURTESIES) WITH THE INTENT OR EFFECT OF INDUCING ANYONE TO ENGAGE IN UNFAIR BUSINESS PRACTICES.
 - SUPPLIER WILL AVOID INVOLVEMENT IN ACTIVITIES THAT MAY BE PERCEIVED AS A CONFLICT-OF-INTEREST.
 - SUPPLIER WILL RESPECT THE LEGITIMATE PROPRIETARY RIGHTS AND INTELLECTUAL PROPERTY RIGHTS OF CUSTOMERS AND SUPPLIERS AND TAKE PROPER CARE TO PROTECT SENSITIVE INFORMATION, INCLUDING CONFIDENTIAL, PROPRIETARY AND PERSONAL INFORMATION. SUPPLIER WILL SUPPORT PRODUCT SAFETY BY ENSURING ROBUST MANAGEMENT OF SPECIAL REQUIREMENTS, CRITICAL ITEMS AND KEY CHARACTERISTICS.
 - IF THERE ARE CONCERNS WITH RESPECT TO PRODUCT SAFETY, SUPPLIER WILL COMMUNICATE THEM TO ROTORLINK.
 - IF THERE IS A CONCERN AT THE SUPPLIER'S PREMISES WITH RESPECT TO SAFETY DURING THE MANUFACTURE OF THE PRODUCT, SUPPLIER WILL NOTIFY ITS OWN EMPLOYEES OF THE CONCERN AND WHENEVER POSSIBLE, MITIGATE THE CONCERN.
 - A PARTY (RECEIVING PARTY) SHALL KEEP IN STRICT CONFIDENCE ALL CONFIDENTIAL INFORMATION WHICH IS DISCLOSED TO THE RECEIVING PARTY BY THE OTHER PARTY (DISCLOSING PARTY), ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS. THE RECEIVING PARTY SHALL ONLY DISCLOSE SUCH CONFIDENTIAL INFORMATION TO THOSE OF ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS WHO NEED TO KNOW THE SAME FOR THE PURPOSE OF DISCHARGING THE RECEIVING PARTY'S OBLIGATIONS UNDER THE CONTRACT, AND SHALL ENSURE THAT SUCH EMPLOYEES, AGENTS OR SUBCONTRACTORS SHALL KEEP SUCH INFORMATION CONFIDENTIAL.
5. PRODUCT SAFETY
 - DEVELOP AND EMBED A SAFETY CULTURE IN ALL ACTIVITIES THAT RECOGNIZES THE IMPORTANCE AND VALUE OF EFFECTIVE AVIATION SAFETY MANAGEMENT AND ACKNOWLEDGES AT ALL TIMES THAT SAFETY IS PARAMOUNT;
 - CLEARLY DEFINE FOR ALL STAFF THEIR ACCOUNTABILITIES AND RESPONSIBILITIES FOR THE DEVELOPMENT AND DELIVERY OF AVIATION SAFETY STRATEGY AND PERFORMANCE;
 - MINIMIZE THE RISKS ASSOCIATED WITH OPERATIONS TO A POINT THAT IS AS LOW AS REASONABLY PRACTICABLE/ACHIEVABLE;
 - ENSURE THAT EXTERNALLY SUPPLIED SYSTEMS AND SERVICES THAT IMPACT UPON THE SAFETY MEET APPROPRIATE STANDARDS;
 - ACTIVELY DEVELOP AND IMPROVE SAFETY PROCESSES TO CONFORM TO WORLD-CLASS STANDARDS;
 - ENSURE THAT THE WORK PERFORMED IS PER LATEST MANUFACTURER SPECIFICATIONS AND/OR APPROVED DATA.
 - COMPLY WITH AND, WHEREVER POSSIBLE, EXCEED LEGISLATIVE AND REGULATORY REQUIREMENTS AND STANDARDS;
 - ENSURE THAT ALL STAFF ARE PROVIDED WITH ADEQUATE AND APPROPRIATE AVIATION SAFETY INFORMATION AND TRAINING, ARE COMPETENT IN SAFETY MATTERS AND ARE ONLY ALLOCATED TASKS COMMENSURATE WITH THEIR SKILLS;
 - ENSURE THAT SUFFICIENT SKILLED AND TRAINED RESOURCES ARE AVAILABLE TO IMPLEMENT SAFETY STRATEGY AND POLICY;
 - ESTABLISH AND MEASURE SAFETY PERFORMANCE AGAINST REALISTIC OBJECTIVES AND/OR TARGETS;
 - ACHIEVE THE HIGHEST LEVELS OF SAFETY STANDARDS AND PERFORMANCE IN ALL ACTIVITIES;
 - CONTINUALLY IMPROVE SAFETY PERFORMANCE;
 - CONDUCT SAFETY AND MANAGEMENT REVIEWS AND ENSURE THAT RELEVANT ACTION IS TAKEN; AND
 - ENSURE THAT THE APPLICATION OF EFFECTIVE SAFETY MANAGEMENT SYSTEMS IS INTEGRAL TO ALL ACTIVITIES, WITH THE OBJECTIVE OF ACHIEVING THE HIGHEST LEVELS OF SAFETY STANDARDS AND PERFORMANCE.
6. UNLESS OTHERWISE STATED, ALL PARTS MUST HAVE ADEQUATE TRACEABILITY FOR USE ON A COMMERCIAL HELICOPTER. EG: APPROVED FAA 8130, EASA FORM 1, TCAA FORM ONE, MAINTENANCE RELEASE, AUTHORIZED RELEASE CERTIFICATE, CHR WHERE APPLICABLE, OR C OF C. ALL AS REMOVED ITEMS SHOULD BE ACCOMPANIED BY REMOVAL TAG AND/OR CHR".

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 IN A TIMELY MANNER.

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