

## ACC Precision, Inc. External Provider Terms and Conditions

1. **Requirements** – The external provider shall perform work per specifications in drawings and PO/Contract specifications, including specified revision level and any notes/special instructions.
2. **Due Date** – Work shall have been quoted by external provider and given preliminary completion date (lead-time). If no lead-time is provided in quotation, the due date must be confirmed prior to PO/Contract. It is important to notify ACC Precision, Inc. of any changes in delivery date, as this this is critical for the end customer.
3. **Inspection** – All work performed and material received under an ACC Precision, Inc. PO/Contract shall be subject to inspection by ACC Precision, Inc. and the final customer. Final acceptance of procured work shall be by the end customer.
4. **Calibration** – Calibration systems shall be up to date and comply with ANSI/NCSL Z540.1, ISO 10012, or ISO 17025.
5. **Records** – All work shall conform to work specifications and quality requirements. All records pertaining to the quality (conformance) of the products, services or processes provided must be retained and kept on file for twenty (20) years, unless otherwise stated elsewhere. Appropriate care shall be taken to protect the records. Included in quality records are traceability documents.
6. **Certificates** – All material, process and conformance certificates shall include the specifications of the work performed or material/product provided. Material certificates shall contain at a minimum: heat/lot number, size, type, specifications, and chemical/physical analysis. The process certificate requires all processes listed with respective revisions and standards to which they conform, the performing party if other than the external provider and the identification of the material by part number, PO/Contract number, shipper number or other means. The certificate of conformance is required whenever material/product is provided or a process is performed to customer specifications – it is documentation that specifies the work has been performed. All certification shall include a signature and title of an authorized representative of the external provider, be correct in information provided and contain a unique identifier, including part numbers and revision levels. Certificates shall be used as reference of the work performed; however, they shall not be deemed as proof that the product or service conforms – full conformance to specifications shall only be confirmed when parts/material/services are physically checked by ACC Precision, Inc. or the final customer. Appropriate certificates shall be included with every procured product/service.
7. **Special Process** – The external provider shall ensure a special process is achieved by trained personnel on approved equipment – certifications/records

that show evidence shall be provided, if required to fulfill customer or legal requirements.

8. **Audit** – A written questionnaire shall be completed by a representative with thorough knowledge of the operations and quality to be returned to ACC Precision, Inc. – this shall satisfy the annual audit, unless an on-premises (“In-house”) audit is required due to the significance/criticality of a PO/Contract.
9. **In-House Audit** – If requested or necessary, the external provider shall grant ACC Precision, Inc., its customers and/or regulatory authorities the right of access to applicable facilities and records, at any level of the supply chain related to the order to ensure processes meet the required standards.
10. **Source Inspection** – Work shall be subject to inspection at the external provider’s facility by ACC Precision, Inc. prior to shipment where it is clearly stipulated and agreed upon in a PO/Contract. The external provider shall furnish acceptable facilities and equipment for such inspection, and give notice in advance when items or processes are ready.
11. **Right of Access** – The external provider allows right of access to facilities and any relevant documentation to ACC Precision, Inc., its customers, including the end user of products and services, if necessary.
12. **Confidentiality** – All work, including drawings, and other documents/material/tools provided to the external provider shall be kept from disclosure and protected by the entire company (external provider) from any third-party dissemination or disclosure. Under ACC Precision, Inc.’s policy, a Non-Disclosure Agreement is required to be completed and returned, as part of the approval process.
13. **Sub-Tier Providers** – The external provider shall ensure flow-down of all applicable requirements (including customer and legal requirements) and key characteristics to all applicable sub-tier providers and ensure that confidentiality and Non-Disclosure is met.
14. **Counterfeit Detection** – The external provider, including any other firm responsible for the products and services provided are required to have a plan in place to detect counterfeit products or materials (if suspected), execute an appropriate procedure to record the problem and prevent it from reentering the supply chain. Records must be maintained to show evidence.
15. **FOD** – Foreign Object Debris – The external provider, including any other firm responsible for the products and services provided are required to have a plan in place to ensure there is no debris or any other loose articles not a part of the work make contact with the part.
16. **Customer Confidentiality** – At no time, shall the external provider contact ACC Precision, Inc.’s customer or final customer unless authorized by a manager of ACC Precision, Inc.

17. **Change** – The external provider shall notify ACC Precision, Inc. of any changes in product, process, sub-contracted provider and manufacturing facility location(s) that may affect product/service conformity. Approval by ACC Precision, Inc. is required.
18. **Nonconforming Product** – The external provider shall notify ACC Precision, Inc. when a deviation from requested specifications exists, including planned delivery date. A nonconformance that affects already delivered product shall also be notified. The external provider shall forward appropriate documentation regarding the nonconformance. If a nonconforming product/service is found by ACC Precision, Inc., appropriate documentation is completed and sent to the external provider, along with a request for a return authorization unique number reference. Appropriate action shall occur after a rejection has been found to ensure an effective resolution is achieved for both sides, as quickly as possible, through rework, modification or cancellation.
19. **CAPA** – The external provider shall be responsible for completing required “CAPA” (corrective action and preventative action reporting) upon a re-delivery of reworked or replaced product, material, or service. If the external provider fails to provide a suitable resolution or appropriate documentation, a financial hold may be placed until further review and/or clarification.
20. **Communication** – Communication between the external provider and ACC Precision, Inc. shall only be valid if it is through approved personnel.
21. **Packaging and Handling** – All parts or material delivered to ACC Precision, Inc. shall be packaged and handled per PO/Contract requirements or in a manner that ensures its integrity and protection is maintained, where no requirements are specified.
22. **QMS** – When necessary, upon request, the external provider shall be responsible for providing compliance documentation or a copy of AS9100, ISO 9001 or any other relevant certification. The external provider shall also notify ACC Precision, Inc. of any changes in certification, location, or top level management.
23. **Review** – The performance of an external provider is evaluated by ACC Precision, Inc. It is meant to measure the external provider’s effectiveness through on-time delivery, conformance of products/materials/services, and its ability to meet future requirements. If found to be underperforming, a formal response that shows how it will be corrected will be requested by ACC Precision, Inc.