



# AMPHENOL TECVOX SUPPLIER MANUAL (TQSM-01)

25270 Will McComb Drive  
Tanner, AL 35671  
TEL: (256) 417-4338  
FAX: (256) 417-4339  
[www.tecvox.com](http://www.tecvox.com)  
[www.amphenol.com](http://www.amphenol.com)

# Tecvox Global Supplier Requirements

---

As part of an increasingly competitive and demanding industry, Amphenol Tecvox, a wholly owned subsidiary of the Amphenol corporation has a diversified, global supply chain that supports our global operations and, ultimately, our OEM Customers. Tecvox is constantly innovating and improving, and with our focus on delivering superior value to our customers, we will continue to work with competitive suppliers who are similarly focused on quality and innovation.

All expectations and requirements are intended to assure safe, reliable & quality products from Suppliers, which meet our customers' expectations for quality, delivery, and price. We are committed to working with our Suppliers to assist in meeting this intent and to provide for continuous improvement, emphasizing defect prevention and waste reduction in the supply chain.

We recognize that our supply chain is an integral part of what we do, and we are committed to continue to standardize many of our supply chain management processes and systems. As part of that effort, this Tecvox Supplier Manual (TQSM-01) is a fundamental component helping define our business relationship with our suppliers, through definition of key manufacturing, logistics and quality requirements. This includes supplier requirements related to ESG (Environmental, Social and Governance).

Automotive market expectations for Quality, Delivery, Service, Technology and Cost require business efficiency and innovation for profitable growth over the long term. Tecvox maintains its business strength by working closely with its supply base to make sure that requirements and expectations are clearly understood and that its suppliers share and act with the common sense of urgency that our customers demand.

Tecvox Purchasing strategies address detailed supplier commodity strategies, robust sourcing plans, innovative and efficient new program development and flawless product launch via robust Safe Launch Planning. Supplier performance will be closely monitored, and supplier status will be results-based.

This Manual defines Tecvox's operational requirements on behalf of all global manufacturing locations. There may be additional, customer specific requirements that are also required, which may be more detailed or stringent than requirements defined in the TQSM-01, and suppliers are expected to comply with both sets of requirements. Every attempt has been made to ensure that requirements in this Manual and requirements defined by a customer specific document, are not in conflict. If such conflict does in fact occur, you are expected to contact your local Procurement representative who will work to ensure resolution of that conflict.

Our suppliers are important to Tecvox, and we will continue to strive to ensure a relationship of mutual respect and benefit, and we thank you for your support.

# Table of Contents

---

1.	Introduction	1.1 The Tecvox-Supplier Relationship	5
		1.2 Communication – Notification of Change	6
		1.3 Continuity of Supply	7
		1.4 Environmental, Social, & Governance	8
		1.5 Corporate Social Responsibility	10
		1.6 GENSUITE™ Supplier Survey Portal	11
		1.7 Scope 1,2, & 3 Reporting	12
2.	Leadership & the Organization	2.1 Supplier Qualifications	14
		2.2 Government Regulatory Compliance	15
		2.3 Supply Chain Compliance Policies	15
		2.4 Certifications	16
		2.5 Supplier Assessments	17
3.	Operation – Design & Development Planning	3.1 Defining the Scope	21
		3.2 Planning & Definition of Requirements	22
		3.3 Product Design & Development	23
		3.4 Tooling, Gauges & Test Fixtures	24
		3.5 Process Design & Development	25
		3.6 Product & Process Validation	25
		3.7 Feedback & Assessment	28
4.	Operation – Control of Production	4.1 Control of Fixtures & Test Equipment	29
		4.2 Monitoring of Product & Process	30
		4.3 Annual Re-Qualification of Products	30
		4.4 Documentation & Sample Parts Retention	31
		4.5 Non-conformance & Corrective Action	32
		4.6 Product or Process Change & Deviations	36
		4.7 Warranty	37
5.	Operation – Control of Materials/Logistics	5.1 General Logistics Requirements	38
		5.2 Packaging	39
		5.3 Labelling	40
		5.4 Materials Planning & Forecasting	41
		5.5 Transportation, Schedules & Routing	42
		5.6 Border Security	43
		5.7 FTA/Customs Compliance	44
		5.8 Required Shipment Documentation	45
6.	Control of External Products & Services	6.1 Supplier Performance Reporting	46
		6.2 Sub-Supplier Management	48
		6.3 Continuous Improvement	49
		6.4 Supplier Improvement Goals	50
		6.5 Supplier Cost Structure & Auditing	51
7.	Glossary of Terms		52
8.	References		54
9.	Record of Revisions		56

# 1.0 Introduction

---

The expectations, requirements and standards defined within this manual are applicable to all suppliers providing materials, products, and services to any Tecvox facility. This includes suppliers of direct materials and, as appropriate, indirect materials, packaging materials and services (including containment, sorting and calibration services) with potential impact on any product characteristics affecting Tecvox's Customer requirements. These requirements also apply, in whole, to any supplier that is directed to Tecvox, by any OE Customer. The requirements as detailed in this manual define basic requirements and are supplemental to requirements as defined within the latest ISO 9001, and IATF standards and any specific requirements as communicated by your procuring division.

This manual applies to both production parts (purchased by CMs or consigned by Tecvox) and service suppliers supplying directly to Tecvox. The details stipulated within this manual are the minimum mandatory requirements for "approved" production goods and service suppliers to Tecvox, irrespective of their global location. Tecvox is committed to providing on time quality products and services that meet our customers' needs and requires a commitment from our suppliers to provide the same to us. Suppliers are expected to meet these requirements & failure to meet these requirements will result in the loss of current or future Tecvox business.

Tecvox may communicate other requirements as our needs, or the needs of our customers change. Comments or questions regarding the Supplier Quality System Requirements manual may be directed to the appropriate Quality Engineer. Creating win/win relationships strengthened by success remains a cornerstone in meeting changing customer expectations.

All suppliers must provide and maintain a valid quality, sales, and financial contact with Tecvox. Failure to maintain proper contact information may impact your scorecard and supplier rating.

## 1.1 The Tecvox-Supplier Relationship

---

Amphenol Tecvox is committed to maintaining its position as a global leader within the automotive connectivity and power sectors and we recognize the integral role that each supplier to Tecvox has in maintaining our position of excellence in innovation, technology, cost, quality, and delivery. Tecvox is committed to a zero PPM strategy and expects all suppliers to support this strategy and manage their own operations, similarly. Our intent is to establish strategic, long-term relationships with our Suppliers, and it is incumbent on each supplier to maintain a position of cost leadership while demonstrating a commitment to sustained quality, highest levels of service and a strong focus on continuous improvement.

We will make every effort to manage our supplier relationships with the highest degree of integrity and professionalism, and we will ensure that our decisions are based upon optimization of value to Tecvox and its stakeholders. We will not allow any undue influence or inappropriate activity to compromise those decisions.

This Manual outlines the fundamental operational requirements for all suppliers to Tecvox International's global operations. The Quality Systems requirements have been aligned across all our global manufacturing sites, to the greatest extent possible. In addition to the requirements defined in this document, there may be additional standards applicable based on the OEM that Tecvox is providing products or services to. The quality and delivery requirements defined herein are to be considered a basis for all Purchase Order and Terms & Conditions for all Suppliers, but they also do not replace or alter the terms and conditions covered by any other executed agreement with the supplier including a Statement of Work (SOW), Manufacturing Services Agreement (MSA) or warranty agreements. Suppliers are also expected to comply with any terms and conditions imposed on Tecvox, by the Customer to whom the final products are ultimately being shipped. This includes compliance with any specific forms or documents specified by any global Customer of Tecvox. Suppliers to Tecvox are also expected to manage their sub-tier suppliers of products and services to ensure compliance to the requirements defined within this manual.

## 1.2 Communication – Notification of Changes

---

It is critical that the relationship between Tecvox and our suppliers be premised on open, effective, and proactive communication. The occurrence of non-conforming product, unauthorized changes, or any related supply chain issues, present a risk to both Tecvox and to Tecvox's Customer(s), when not communicated and managed effectively. These risks also manifest themselves at the sub-tier suppliers and sub-contractors that comprise the overall supply chain. In order to mitigate such risks most effectively, all suppliers must communicate as early as possible, the following:

1. Any pending or potential issue which the supplier has identified.
2. All proposed material changes, manufacturing process changes, and all changes in process related to any product safety or critical characteristics.
3. All proposed changes, including:
  - Manufacturing location change
  - Tooling capacity change
  - Re-commissioning of tooling that has been inactive for one year, or more
  - Tooling refurbishment/replacement
  - Proposed use of new manufacturing equipment
  - Tooling transfer (re-source)
  - Packaging changes
4. Any potential manufacturing/quality issues, including suspension, revocation or withdrawal of Quality Management Systems certification status.
5. Any potential supply and/or capacity issues.
6. Changes to sub-suppliers of raw material, components, or services.
7. Information Technology (IT) or supporting system changes that might impact production or shipment of product to Tecvox.
8. Organizational changes with the potential for impact on manufacture or supply of product to Tecvox.
9. Changes to ownership structure.

Suppliers will support all tests, validations, approvals, and submissions required as a result of product or process changes, as defined by, but not limited to AIAG PPAP requirements, or any other submission requirements as directed by Tecvox. Suppliers cannot charge for samples or testing resulting from supplier related or requested changes, unless approved, in writing by Tecvox.

Suppliers must be proactive in their communication with their Tecvox customers (Ref Section 4.4), and all intended changes must be communicated to Tecvox, prior to proceeding with those changes. Failure to notify Tecvox of potential issues or changes will result in internal elevation, as appropriate, and may result in notification of the issue to Tecvox's Customers. In the absence of proactive communication of potential changes, any costs incurred by Tecvox as a result of late notification or insufficient lead time, from the supplier, will be the responsibility of the supplier and will be charged to the supplier, as appropriate. Continued non-compliance may lead to loss of business.

## 1.3 Continuity of Supply

---

Suppliers are required to have well defined business contingency plans in place to ensure continuity of supply in the event of disruption to their operations and/or supply of materials, as a result of man-made events, natural disasters, utility or labor disruptions, equipment or logistics failures or interruptions, or disruptions/attacks on information technology systems. These contingency plans shall be reviewed on a regular basis, or annually at minimum. Suppliers shall immediately notify Tecvox the moment they become aware of any potential supply disruption. Should production interruptions be of an extended nature, requiring a full or partial stoppage in production, we expect suppliers to conduct and document thorough shutdown and startup procedures. Tecvox retains the right to request copies of shutdown/startup checklists or audits, as deemed necessary by our own risk mitigation processes.

Each supplier to Tecvox shall identify at least a primary point of contact (POC), and if possible, a secondary POC at the supplier's manufacturing location, with sufficient authority to assume responsibility for dealing with any product quality and/or delivery related issues that may impact Tecvox or Tecvox's Customers. The identified contact needs to be available at any time such issues arise. Contact information shall be made available to the Tecvox being supplied in writing, via email, or uploaded in the appropriate database(s), as directed by Tecvox.

## 1.4 Environmental, Social, & Governance (ESG)

---

Amphenol Tecvox as part of the Amphenol corporation manufactures electronics components for the automotive industry. We are committed to preserve the environment and achieve maximum performance with the purpose to achieve a sustainable development into all the operations, in correlation with their collaborators, communities and future generations. Tecvox & Amphenol are committed to supporting programs and initiatives that lower our greenhouse gas emissions, conserve water and decrease waste through reduction, reuse and recycling.

As part of our overall commitment to implement, keep, and improve continuously into the environmental management system according the ISO14001:2015 requirements.

### [Links to Amphenol ESG Documents & Policy](#)

- [EEO-1 filing](#)
- [Environmental Policy](#)
- [External Assurance Scope 1 and 2](#)
- [External Limited Assurance Scope 3](#)
- [Global Human Rights Policy](#)
- [Health and Safety Policy](#)

It is our expectation that our suppliers support us in the realization of this policy in all interactions with Tecvox.

Tecvox assumes the protection of environmental as a primary value into their commercial relations creating the next principles:

1. Accomplishment with the legal responsiveness that apply to the environmental item, as voluntary agreement that we will subscribe.
2. The top management is responsible of the results in the environmental management system.
3. The training and commitment of all the collaborators into the environmental system is essential.
4. The environmental protection is responsibility of Tecvox as suppliers and contractors.
5. Promote continuous improvement in environmental performance in the process, doing the necessary efforts to reach the objectives.
6. Prevent the contamination via our process, controlling the significant environmental aspects into the operations and minimizing the impacts and environmental risk.
7. Work with our suppliers to track, maintain, and reduce our environmental impact as a result of the design, development, and manufacturing of our products and services.

Amphenol Tecvox manufacturing facilities and its Environmental Management System

are registered to the ISO 14001 standard. It is recommended that suppliers are also registered or working toward registration to this standard. At the very minimum, suppliers must comply with all applicable environmental legislation and utilize resources in an effective manner without adverse impact on health or the environment. Suppliers shall comply with all Environmental, Social and Governance (ESG) requirements as directed by Tecvox.

Compliance to Tecvox ESG requirements and survey responses or data collection requests will be monitored, and compliance and performance will be reflected in the Tecvox Supplier Scorecard.

Failure to comply, or violation to Tecvox ESG policies may result in prevention of new business, or loss of existing business as determined by the nature and severity of such violation or non-conformance.

Suppliers must ensure that there is no risk of counterfeit product being shipped to Tecvox. Counterfeit product is defined as items that are, or contain, unlawful or unauthorized reproductions, substitutions or alterations that have been knowingly mismarked, misidentified or otherwise misrepresented to be an original manufacturer's part. Suppliers must have strict procurement policies in place to ensure traceability for all items incorporated into their product.

## 1.5 Corporate Social Responsibility

---

All companies not only exist in physical space, but they also exist in communities of people. As such, all companies must understand and manage their impact on the communities they work in to manage this impact, it is recommended that suppliers develop and implement a corporate social responsibility position that is communicated throughout their organization.

At Tecvox we carry the Amphenol business philosophy, to “do the right thing, always. Maintaining our integrity and reputation will always be our priority.”

Amphenol’s shared values to be ethical at all times, create a sustainable business, empower our people, create a diverse workforce and continue to innovate for customers is fully endorsed by our Board of Directors and Executive Management. Our corporate sustainability initiatives are supported and reviewed by Amphenol's Board of Directors. More information can be found at [Amphenol Governance](#).

### *Governance Documents & Policy*

- [Global Human Rights Policy](#)
- [Code of Business Conduct and Ethics](#)
- [Corporate Governance Principles](#)
- [Insider Trading Compliance Policy](#)
- [Political Activity Statement](#)

The Amphenol Corporate Responsibility Statement is part of the Amphenol Corporate Social Responsibility (CSR) program, we require that suppliers introduce and implement equivalent principles and communicate them throughout their organizations. Further guidance can be obtained through the AIAG. Amphenol Tecvox is committed to ethical conduct, integrity, and compliance throughout its operations worldwide. Amphenol values its relationships with its suppliers and seeks to partner with those who share the same commitments and who meet the requirements set forth in this Supplier Code of Conduct (“SCOC”).

Amphenol’s membership in the Responsible Business Alliance (RBA) reflects its commitment to ethical conduct. The RBA Code of Conduct “establishes standards to ensure that working conditions in the electronics industry, or industries in which electronics are a key component, and its supply chains are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted ethically.” Tecvox requires that each supplier evaluate their own CSR program using the Gensuite web portal.

## 1.6 GENSUITE™ Supplier Survey Portal

---

All active Tecvox suppliers are required to submit survey responses annually via the Gensuite web portal. Benchmark Gensuite is a software solution that Amphenol utilizes to streamline supply chain due diligence. This tool automates our supply chain data collection to satisfy global compliance requirements such as the U.S. Dodd-Frank Act (Conflict Minerals), U.K. Modern Slavery Act, Forced Labor in Canadian Supply Chains Act, Scope 1,2 & 3 emissions data and more. It also fulfills our commitment to ensuring ethical business practices are upheld by our suppliers, as outlined in our Supplier Code of Conduct.

This information will be used to measure and help verify responsible practices in our supply chain. Suppliers who fail to respond, or have significant gaps in expectations, may be subject to onsite audits of their CSR systems and practices. As an Amphenol Tecvox supplier, you will be required to obtain a free account and respond in a timely manner for all data requests and surveys.

The results of these surveys will allow our company to assess its sustainability performance and identify areas for improvement and corrective action. The Supply Chain ESG Survey contains six sections:

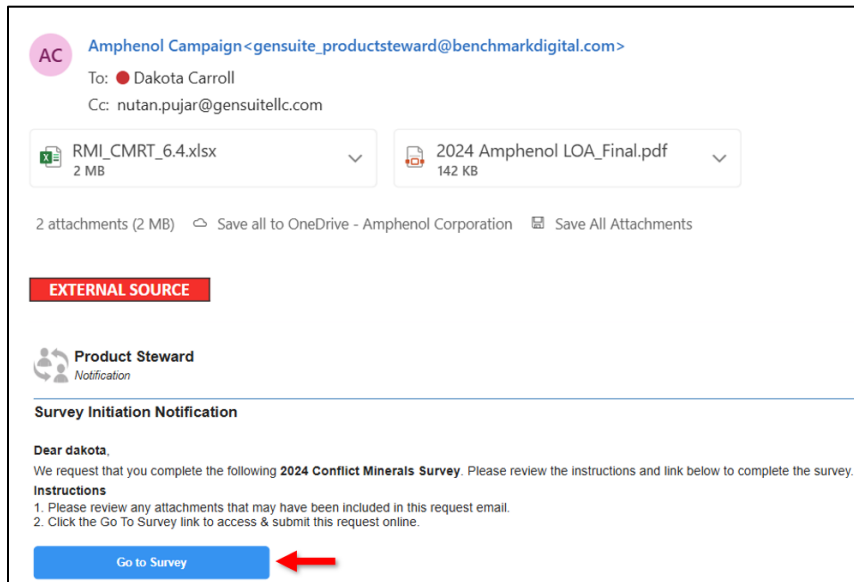
1. 1) Supplier Environmental, Social, Governance (ESG) Training
2. 2) Supplier Code of Conduct
3. 3) Supplier Responsible Labor Policy
4. 4) Ethical Labor Questionnaire
5. 5) Environmental Questionnaire
6. 6) Conflict of Interest, Anti-Corruption, and FCPA Compliance

### **Using Gensuite to respond to a Survey Request:**

\*\*No action is required if your team does not receive a request to complete the survey.

#### **Step-by-step instructions:**

1. Receive the survey request via email from Benchmark Gensuite <[gensuite\\_productsteward@benchmarkdigital.com](mailto:gensuite_productsteward@benchmarkdigital.com)>
2. Click the **Go to Survey** link provided in the email



3. Input your survey responses or upload you're the requested data to the supplier portal (hint: select "Show past due surveys" if needed)

## 1.7 Scope 1, 2, & 3 Emissions Reporting

Tecvox and Amphenol remain committed to supporting programs and initiatives that lower our greenhouse gas emissions, conserve water and decrease waste through reduction, reuse and recycling.

### **Greenhouse Gas Emissions:**

Amphenol is acting to reduce our operational energy use and minimize our greenhouse gas (GHG) emissions through the application of lean production processes and capital investments in energy-saving equipment, which have allowed us to reduce our Scope 1 and 2 GHG emissions intensity. Our renewable energy strategy and GHG reduction efforts have led to a 34% decrease in our revenue-normalized Scope 1 and 2 (market-based) GHG emissions in 2024 compared to 2021, allowing us to achieve or prior goal for a 15% reduction over this time frame. As a result, we have set a new goal to reduce our absolute Scope 1 and Scope 2 (market-based) GHG emissions by 10% by 2030 compared to our 2021 levels.

The use of renewable energy is an important part of our GHG emissions reduction strategy. Over the past few years, the renewable electricity portion of our total energy purchased has increased. We plan to further expand our use of renewable energy in our facilities as we work toward our goal of increasing our use of renewable energy to 50% by 2030.

Automotive carbon reporting requirements are becoming increasingly common and encompass various aspects of a company's carbon footprint, from direct emissions to those in its supply chain. These requirements aim to increase transparency and drive

action to reduce emissions across the industry. Amphenol Tecvox has established goals:

**Key Aspects of Automotive Carbon Reporting:**

Scope 1, 2, and 3 Emissions: Companies are being asked to report on all three scopes of emissions.

- Scope 1: Direct emissions from sources owned or controlled by the company (e.g., fuel combustion in manufacturing facilities, company vehicles).
- Scope 2: Indirect emissions from purchased energy (e.g., electricity, steam) used by the company.
- Scope 3: All other indirect emissions in the value chain (upstream and downstream). This includes emissions from suppliers, vehicle use phase, and end-of-life.

**Water Use:**

Amphenol’s manufacturing processes do not require a significant amount of water; however, we do strive to be as responsible as possible with the water we use. In order to reduce our overall water usage, we pursue water optimization projects across our facilities and have invested in systems to reuse and reclaim our wastewater. Through our continued actions and investments, we were able to reduce our water withdrawal intensity by 4% in 2024 versus the prior year. Since 2017, our actions have resulted in our water withdrawal intensity declining by 40%, a 7% compound annual reduction over this seven-year period.

We plan to continue to explore new opportunities for improvement in our water usage across our global footprint. To support our commitment, we have set a goal under SDG 6.4 Clean Water and Sanitation. By the end of 2030, Amphenol will reduce total water withdrawal of our top 20 facilities by 15% versus 2021 levels.

**Waste Disposal:**

Limiting our use of resources and minimizing our waste remain a core component of Amphenol’s operational management culture. Our operations employ a number of methods to limit our waste, with some examples including utilizing recycled packaging for connectors, regrinding thermoplastics as appropriate to supplement virgin material feedstocks, composting organic material from our employee cafeterias and reducing our paper usage. As a result of our efforts, we were able to reuse, recycle or recover 67% of our total waste in 2024. We will continue to look for new ways to minimize our material use as we work to further reduce our waste production and deliver more sustainable products to our customers.

We will be establishing an approved method for collecting this environmental impact from all suppliers and other aspects of our supply chain in the near future in order to meet emerging reporting requirements from our OE customers.

## 2. Leadership & The Organization

---

### 2.1 Supplier Qualifications

---

All direct material suppliers must have a valid DUNS number as issued by Dun & Bradstreet (<https://www.dnb.com>) and, as applicable by region, a valid VAT or HST number. DUNS numbers will be validated by Tecvox, and misrepresentation could disqualify you from supporting current or future Tecvox business. Suppliers of indirect materials and services may also require a DUNS number, as directed by the purchasing team.

All suppliers will be required to provide and maintain one quality contact, one sales contact and one financial contact, at minimum. If a supplier has multiple manufacturing sites with applicable unique DUNS identification, each manufacturing DUNS site is required to be registered and evaluated by Tecvox. Suppliers are required to maintain information with Tecvox to ensure it remains current. At a minimum, data must be reviewed and, if necessary, updated at least annually. Maintaining current information is critical as these global databases are accessible to all Tecvox purchasing, supply chain and quality personnel, in each global region where we have operations.

Suppliers shall have fax, email, Internet access and Internet browser as a minimum for e-Business capabilities. Tecvox's supplier portal PLEX (<https://www.plexonline.com>) is the preferred method to be utilized and the supplier to communicate for product and program related communications and tracking when possible. Tecvox will provide the supplier with access to ERP portal to ensure that supplier and Tecvox collaborate in a responsive manner to maintain a proactive supply chain. Key performance metrics and supplier ratings are also communicated via these databases.

It is preferred that any parts and material suppliers must be capable of sending and receiving EDI. ANSI X12 format are preferred. If the supplier is unable to utilize EDI, the supplier will use Tecvox's supplier portal to obtain releases and create ASNs.

Suppliers to Tecvox must also meet key operational, financial, and quality criteria, which combined determine a supplier's status. These metrics are reviewed on a regular basis and assist in development of Tecvox's overall purchasing strategies, while at the same time driving Tecvox's supplier development processes.

Any suppliers shipping to Tecvox including all suppliers that are directed to Tecvox, by any of our OEM Customers must be evaluated and approved using the Tecvox Supplier Approval Process will include the following as per New Supplier Qualification Process (PRO-045) and Supplier Control and Evaluation (PRO-102).

## 2.2 Government Regulatory Compliance

---

Any current or potential supplier to Tecvox shall comply with all applicable governmental regulations. These regulations relate to the health and safety of the workers, environmental protection, toxic and hazardous materials, and free trade. Suppliers should recognize that the applicable government regulations might include those in the country of manufacture, as well as the country of sale. Registration to ISO14001 is strongly recommended.

All suppliers shipping product across the Canada / US / Mexico border are required to provide a USMCA Certificate of Origin at least annually or as needed by Tecvox supply chain team.

## 2.3 Supply Chain Compliance Policies

---

Tecvox continually evaluates our suppliers to confirm that they are acting to ensure the sustainability of our world while behaving as responsible global citizens. We work to promote fair labor practices throughout our supply chain and prohibit the use of forced, bonded, child and indentured labor. Our commitment against the use of conflict minerals is resolute and our programs are comprehensive. We actively survey our supply chain on an annual basis to ensure compliance with our policies.

### [Supply Chain Documents & Policy](#)

- [Anti-Human Trafficking and Slavery Statement](#)
- [Conflict Minerals Report](#)
- [Forced Labor in Supply Chains Act Report](#)
- [Responsible Minerals Policy Sustainable](#)
- [Procurement Policy](#)
- [Supplier Code of Conduct\\*](#)
- [Supplier Responsible Labor Policy\\*](#)
- [\\*Available in other languages \(on request\)](#)

## 2.4 Certifications

---

Any current or potential supplier's top management shall demonstrate their commitment to their organizations quality management system, Top management is responsible to ensure that risk-based thinking is evident and effective in all aspects of a supplier's management system. To ensure this, management's responsibilities should include:

- Conducting contingency planning reviews
- Identify and support process owners
- Support and participate in the escalation process related to all safety relevant products and processes
- Ensure achievement of customer quality targets and performance requirements
- Implement corporate responsibility initiatives dealing with all required ESG initiatives and requirements

Tecvox's goal is for all suppliers of materials and services, producing or affecting direct production material, to become certified to IATF 16949. At minimum, all suppliers of direct production material(s) to Tecvox, must demonstrate conformity to the latest IATF 16949 Standard, and to other standards that might be directed by the procuring Division(s) including, but not limited to ISO 14001, TISAX/TPISR, Automotive SPICE, and any other standard(s) that may be required to Support Tecvox's OE customers.

Suppliers who are not certified to IATF 16949 must, at a minimum, be certified to the latest ISO 9001 standard unless waived in writing by the appropriate Tecvox personnel.

Should any existing supplier's certification expire, be revoked, or be placed in suspension or probation, the supplier must immediately notify Tecvox of the change in certification status. Any suspension in certification status must be reported to Tecvox within NLT 5 working days. Suppliers who falsify any certification status or reporting, including forged documentation or use of non-accredited registrars, will immediately be placed on business hold with Tecvox and may lose any existing business as deemed necessary. Tecvox will notify our parent company Amphenol, and all subsidiaries of any violations as well.

Suppliers shall post, and update all applicable certifications based on notifications received from the Tecvox Purchasing supplier compliance analyst. Failure to upload required or renewed certifications will result in a penalty to your supplier scorecard and could impact future business.

### ***Cyber and Information Security***

Suppliers must have systems and procedures in place to all cyber infrastructure including but not limited to computers, servers, mobile devices, electronic systems, networks, and

data from any form of malicious attack. With the ever-increasing dependence on electronic systems and communications, and in recognition of the ever-increasing threats to information protection and security, all suppliers are encouraged to become certified to ISO/IEC 27000.

Suppliers must have procedures in place, detailing response to any attempted or actual cyber-attack. These procedures must include immediate notification to Tecvox, for any potential impact to Tecvox data or business. It is important that all identified confidential information such as, but not limited to, specifications, design and engineering data and other critical information, is managed and maintained in a secure environment. In addition to appropriate protection of technical and product information and data, all necessary steps shall be taken to ensure protection of personal information and data related to a supplier's employees, as well as personal data of Tecvox employees connected with any of our on-line platforms and systems.

TISAX (Trusted Information Security Assessment Exchange) ([www.tisax.org](http://www.tisax.org)) and TPISR (Third Party Information Security Requirements) (<https://www.aiag.org/supply-chain-management/cybersecurity>) define industry standards for information security and establish assessment requirements to ensure globally harmonized levels of information security.

As determined by the nature and need for protection of information and data, suppliers shall be able to demonstrate adequate safeguards and appropriate levels of information and cyber security. Specific cyber security requirements such as TISAX certification, TPISR, or any other mandated OE Customer specific Cybersecurity requirements will be directed by Tecvox purchasing and our IT team.

### ***Suppliers of Embedded Software***

Tecvox requires our suppliers providing embedded software to implement and maintain a process for software quality assurance for their products as well utilizing software development assessment methodology with prioritization based on risk and potential impact to us and our customers. Software suppliers shall also ensure to retain documented information of a software development capability self-assessment. Where applicable, suppliers of embedded software must prescribe applicable software industry standards or equivalent (i.e. CMMI, ASPICE, ISO 27001 etc.).

## 2.5 Supplier Assessments

---

Tecvox reserves the right to review and assess a supplier's financial, operational, information and IT security, quality, environmental and Health & Safety systems, for purposes of validating compliance to standards established by applicable ISO and IATF Standards, OE Customer Specific Requirements or requirements as detailed within this manual. Assessments or reviews may be conducted from time to time in order to ensure the on-going stability and viability of Tecvox's supply base.

Compliance will be validated through a supplier's Operational Performance and/or the absence of any major or systemic issues. A supplier's compliance may also be validated through the completion of an annual Tecvox or OE customer on-site-audit or the successful completion and review of a self-audit.

Depending on the supplier's Operational Performance, Customer Specific Requirements, or other risk-based criteria (i.e. new program launch, safe launch activities, warranty, etc.), suppliers may be subject to an onsite annual management system audit by a qualified Tecvox or 3rd party auditor. Both Audits will be conducted in accordance with Tecvox's QMS system.

All suppliers, including Customer-designated or Customer-directed, are expected to provide, upon reasonable notice, access to their facility as well as those of sub-tier suppliers, as necessary. Following notification of a requested assessment, suppliers are expected to acknowledge and respond to such request, within 30 days. All appropriate measures will be taken to protect confidentiality of operational and financial information.

Assessment results are intended for verification of applicable ISO, IATF, and applicable Customer Specific Requirements and in no way reduce or negate responsibility to meet specific regulatory, health and safety or other legal requirements applicable to the supplier. At a minimum, Tecvox shall prioritize the QMS development program for non-exempt suppliers to introduce compliance to the Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers (MAQMSR), as the first step beyond compliance with ISO 9001 or certification to ISO 9001 and/or IATF 16949. We require our suppliers to develop a system meeting the automotive requirements of IATF 16949, or that they get certified according to IATF 16949. In some exceptional cases, non-automotive suppliers may qualify via a system audit according to ISO 9001. This may include but is not limited to: Authorized dealers, distributors, wholesalers and other non-manufacturing suppliers, which are not certified themselves, must confirm in writing that they only purchase from certified suppliers.

These requirements include, but not limited to, submission of:

- Supplier Process Risk Assessment (FM-21)
- Supplier Evaluation Questionnaire (FM-20)
- Supplier-Vendor Registration Form (FM-20A)
- Acceptance & approval of Tecvox Supplier Quality Manual (TSQM-01)

- Non-Disclosure Agreement (NDA) to be fully executed both by Supplier and Tecvox Legal Representative

Additional forms may be required based on the product or services that the supplier may be required to provide Tecvox:

- Manufacturing Services Agreement (MSA-01)
- CQI-17 AIAG Special Process: Soldering System Assessment
- CQI-23 AIAG Special Process Molding Systems Assessment
- Tecvox Supplier Quality Agreement (TSQA-01)

Suppliers shall establish and maintain a documented process to ensure identification of training needs and documentation showing achieved competence levels for all personnel performing activities affecting conformity to product and process requirements. This shall include documented verification of competence for personnel conducting internal audits, including Quality Management System audits and applicable CQI assessments.

In addition to direct material suppliers the scope of these requirements applies to suppliers of subassembly, sequencing, sorting and re-work (either on-site or at a remote location) and services. Suppliers are expected to maintain the same level of quality and manufacturing controls, for the production of service parts and assemblies (i.e., for the full life of the program). This shall include any service requirements transferred to any alternate site, location, or organization. Suppliers of service parts, components or assemblies must comply with the AIAG Service Parts Production Approval Process (Service PPAP).

Qualification criteria shall include a preliminary evaluation (audit) of the supplier's QMS, an analysis of analysis of the supplier's quality performance and an assessment of the incremental risk to Tecvox products, these requirements are specifically laid out in the Process Risk Assessment Form (FM-21.)

The Tecvox Quality Team in collaboration with Supply Chain and Purchasing will assess the need for further action based on the information provided and because of Supplier Process Risk Assessment (FM-21). Exempt supplier with risk Level resulted to 3 or below which are deemed at medium to high risk shall be monitored periodically and second-party audits shall be conducted, and upon request by Tecvox Team, supplier must submit an improvement plan. These suppliers may still be used with management approval and while the management team reviews alternatives. Any risk level resulted in 4 and 5, suppliers are deemed good and ok to use. \*\* Exempt suppliers are defined as suppliers who are unable or unwilling to fully certify a quality management system to IATF16949 or ISO9001.

Assessment results are intended for verification of applicable ISO, IATF, and applicable Customer Specific Requirements and in no way reduce or negate responsibility to meet specific regulatory, health and safety or other legal requirements applicable to the supplier.

Generally, when a Supplier is certified to a related standard by an accredited

certification body, Tecvox will not conduct an on-site assessment of the Supplier's quality management system against the same criteria. Depending on the product/process complexity or criticality, Tecvox may elect to conduct an on-site assessment of a Supplier's product or process capabilities because of risk ranking on the self-assessment, Supplier Process Risk Assessment Form (FM-021). This assessment includes:

- General Management Section- Checks for business plans, financial ability, working conditions, worker safety, worker training & other management resources to determine whether the Supplier has the financial resources, production capacity, and other business resources needed to fulfill Tecvox's volume production needs.
- Manufacturing & Quality Section- This section assesses product & process capabilities such as APQP, continuous improvement, process inspection methods, Sub-Tier Supplier Control etc. to determine whether the Supplier's quality management system meets one or more of the applicable standards and can function effectively.
- Engineering Section- This section assesses whether the Supplier has the needed technical resources, including engineering resources, engineering approach, understanding of test standards for DV/PV testing, prototyping & tooling capabilities etc.
- Design Section - This section assesses if the supplier has experience with the specified computer-aided design format (such as ALTIUM, CATIA, UNIGRAPHICS, SOLIDWORKS, etc.).

Note: If the supplier has a negative response in one of the customer requirements; the supplier has the responsibility to provide a disclaimer about confidential information not being able to be shared and this must be signed by one of the next people. The top-Quality manager corporative Program Manager, Business's corporative manager of the company and this need to be approved by Corporative Quality Manager, Purchasing, Supply Chain, and SQE Manager of Tecvox.

## 3.0 Operation – Design & Development Planning

---

### 3.1 Defining the Scope

---

Tecvox requires suppliers to complete all advance product planning and submission in full accordance with the AIAG Advance Product Quality Planning and Control Plan manual. Unless otherwise directed and approved by your Tecvox., all PPAP submissions shall be as per Level 3 requirements, at minimum. As determined by Tecvox's customer and upon request by Tecvox, suppliers must additionally meet submission requirements as required or defined by our OE customers.

Suppliers shall ensure a multi-disciplinary approach is used throughout the product life cycle, and most especially through the design and development planning process. Suppliers shall conduct all necessary and prescribed activities to ensure clarity of all customer and Group-specific expectations as defined within Purchase Orders, Statement of Work etc. This includes activities and reporting related to design, testing, verification and/or validation and product conformance. Suppliers shall conduct and document detailed feasibility reviews to ensure all technical, manufacturing, performance, specification, certification (homologation) and timing requirements can be supported. Suppliers shall submit such feasibility reviews to Tecvox, upon request. In cases where product certification (homologation) is required, the supplier is responsible for ensuring completion of all homologation specifications and requirements. Responsibilities shall be mutually agreed upon prior to the start of any certification activity. Suppliers will ensure that resources are available and able to communicate effectively, to ensure successful completion of all requirements to meet defined program timing. It is also the responsibility of suppliers to ensure any sub-tier suppliers for which they are responsible, also have sufficient resources assigned.

Suppliers will develop timing and progress charts, in a format as defined by the Tecvox. and will maintain and review timelines on a regular basis.

The supplier shall have a documented sourcing process, for all sub-tier suppliers affecting customer requirements. The sourcing process shall include a risk analysis that takes into consideration any available past performance data, overall risk analysis (commodity, geography, financial stability, technology, supply interruption, manufacturing capability, etc.) of sub-tier suppliers. The risk analysis shall also include an evaluation of the sub-tier supplier's Quality Management System. Suppliers shall have similar requirements, as defined in this document, in place for all sub-tier suppliers. Upon request from Tecvox, suppliers shall provide any relevant information impacting upon product compliance or performance, including full transparency through the applicable sub-tier supply chain.

As defined specifically by the Tecvox group or Division involved, suppliers must have the ability to securely communicate CAD data, as required. The supplier shall have adequate safeguards in place to prevent any improper use or communication of this data.

Suppliers are expected to use all appropriate tools in the product and process planning phase including, but not limited to:

- Geometric dimensioning & tolerancing (GD&T)
- Design for manufacturing & assembly (DFMA)
- Design of experiments (DOE)
- Simulation & Modelling
- Failure Modes & Effects (FMEA)
- Finite Element Analysis (FEA)

The supplier's scope of planning will also ensure that all capital and tooling budgets necessary to support the program, are approved and in place in time to meet timing requirements.

## 3.2 Planning & Definition of Requirements

---

As part of their risk analysis, suppliers will work with the appropriate Tecvox Division(s) to ensure definition of key program deliverables, including at minimum:

- Definition of all customer expectations and government or legislative requirements (e.g., FMVSS, CMVSS, ECE, CCC) related to product development and approval, as well as serial launch and production. Customer requirements shall include all requirements of the applicable Tecvox Division(s) as well as all final Customer and compliance expectations and requirements.
- Review of past warranty, field return or product recall issues for any similar product design and/or application. Wherever possible, every attempt to benchmark competitor products shall be made. The warranty analysis shall include all sub-tier suppliers, where appropriate.
- Historical quality data on previous designs or revisions of the current part, or on similar parts and manufacturing processes, shall be reviewed. Problem reports and corrective actions, rework and scrap shall be reviewed to ensure inclusion of adequate controls to prevent recurrence of previous non-conformities.
- Any campaign prevention data, or government recall or technical service bulletin data shall be reviewed, if available.

Suppliers shall work closely with Tecvox to ensure all processes are controlled adequately so as to prevent the manufacture and transfer of defects. Process controls

must be sufficient so as to control failure modes identified through the Process Failure Modes Effects Analysis (PFMEA). All related sub-tier documentation shall be available for review, by Tecvox, upon request.

Special attention shall be given to all Customer attach or interface points on the final product and to critical processes such as, but not limited to heat treating, plating, coating, soldering, welding, and appearance items.

### 3.3 Product Design & Development

---

Suppliers with design responsibility must receive Tecvox approval of all product design, test, and validation specifications, including CAD specifications and transfer requirements. Suppliers with design responsibility shall ensure all personnel with design responsibility are competent in all applicable tools and techniques, as identified by the supplier. All deviations must be approved by Tecvox, in writing, in advance of implementation. Supplier requests for deviations and engineering approvals shall be documented and controlled as per the requirements and documents of the procuring Division(s).

Suppliers with design responsibility must complete all appropriate Design Failure Modes Effects Analysis (DFMEA), in compliance with latest AIAG standards and have them available for review and approval by Tecvox. The supplier and Tecvox will establish performance approval expectations for each phase including Engineering Validation (EV), Design Validation (DV) and Production Validation (PV) as defined by the procuring Division(s).

Data and results from EV, DV and PV testing shall be used in the design and construction of test and inspection equipment that will later control the manufacturing process.

#### **ROHS Compliance/ELV Directive Compliance:**

All materials must fulfil the requirements of The End-of-Life Vehicle (ELV) Directive, 2000/53/EC. The use of lead, mercury, cadmium, and hexavalent chromium are prohibited in vehicles and their components, except for certain exemptions published in Annex II of the Directive. Suppliers in all regions shall ensure that all components and materials supplied to Tecvox should be lead free, RoHS compliant for use in lead-free soldering environments.

Suppliers are expected to be familiar with the IMDS data system & shall submit the required IMDS data to Tecvox upon award of new business or when an order/design is received & worst case before PPAP submission. The supplier shall be solely responsible for all data submitted & in case of non-conformance to automotive standards any associated actions & costs will be borne by the supplier. Tecvox requires suppliers to submit data by direct entry into IMDS via the Internet ([www.mdsystem.com](http://www.mdsystem.com))

unless special permission is granted to send data to Tecvox via email.

### **REACH Regulation (EC 1907/2006)**

For Tecvox Suppliers which manufactures/assembles products intended to ship to European customers, Tecvox shall assure to comply with the REACH information obligation according to article 33, hence we require our suppliers to submit the required information whether the substances in the “candidate list” published by ECHA with a concentration of 0.1 % weight by weight (w/w) are contained in their products delivered to us. In this case, the applicable suppliers must provide the name of the substances in a written form and indicate the typical concentration. The “candidate list” with all updated tables is published by ECHA via internet, under the following address: <https://echa.europa.eu/web/guest/candidate-list-table>

## **3.4 Tooling, Gauges & Test Fixtures**

---

Tooling design and build is generally the responsibility of the supplier; however, many Tecvox groups have developed detailed Tooling Standards to ensure suppliers manufacture tools that will provide high quality parts throughout the life of the tooling. These Tooling Standards will be communicated to you via the procuring Division, if necessary. Suppliers are responsible for the maintenance of all tooling, testing and inspection equipment. Customer owned tooling, gauges and test fixtures must be identified as prescribed by the Customer, including identification with appropriate asset tags, or similar identification. Final payment of tooling will be contingent upon verification of proper identification and completion of PPAP as defined by AIAG PPAP requirements. PPAP approval will not be signed off without completion and signing of Tecvox approved bailment documentation (including bailment receipts incorporating pictures of tooling, gauges and test fixtures, and associated tagging or identification) reflecting the rights of Tecvox and its Customer in goods, including tooling, which are placed in Supplier’s care and custody. At any time, following notification to the supplier, Tecvox reserves the right to complete an on-site inspection of tooling owned by any Tecvox Customer directly, or by Tecvox.

Payment terms may differ within various Tecvox groups, and suppliers need to make certain that they reference any applicable tooling purchase order(s) for actual payment schedule.

## 3.5 Process Design & Development

---

As part of the advance planning process, suppliers must design and develop a manufacturing process that will meet quoted production volumes and all quality requirements as approved by Tecvox. The supplier shall use a multi-disciplinary approach for risk identification and mitigation in developing and improving plant, facility and equipment plans. Quality planning documentation such as Failure Modes Effects Analysis (FMEA), Process Flow Diagram (PFD) and Process Control Plan (PCP) must be developed, reviewed, and approved by Tecvox prior to production approval and launch. When a FMEA has a severity or failure mode of 9 or 10, or as defined by any unique requirements of a Tecvox customer, the risk must be addressed through design action/controls or process prevention and detection actions, regardless of the Risk Priority Number/Level (RPN/RPL). Suppliers are expected to have a strong focus on prevention, as opposed to detection, and potential failure modes identified through the Advance Quality Planning process must have appropriate error-proofing designed into the manufacturing process to ensure capture and containment of product non-conformances.

Suppliers must ensure that enough floor space is available to support all necessary manufacturing and testing equipment. Once production approval is received from Tecvox, any change to the manufacturing process must be communicated to Tecvox, prior to the change taking place. These changes must subsequently be approved in writing, by Tecvox, prior to implementation.

The supplier will also develop necessary packaging and labeling, as per the latest Automotive Industry Action Group (AIAG) guidelines, or as defined by Customer or any applicable legal requirements. In the event that specialty handling or packaging is required, Tecvox will communicate requirements to the supplier. A packaging plan must be submitted to the Tecvox Supply Chain team for approval before shipping production components to a Tecvox manufacturing facility or partner facility.

## 3.6 Product & Process Validation

---

The Production Part Approval Process (PPAP) shall apply to all suppliers supplying production parts, service parts, production materials or bulk materials. Bulk material PPAP is not required unless specified by the procuring Tecvox division. Suppliers supplying service parts shall comply with PPAP requirements unless such requirement is waived, in writing, by the procuring Tecvox division.

Prior to final production approval, the supplier shall validate all control documentation (FMEA, PCP, and PFD) to ensure the manufacturing process is properly detailed and all measurement and control systems are identified and implemented. The supplier shall establish appropriate production reliability/quality goals along with disciplined corrective action processes to drive improvement through the manufacturing process. Production

Validation (PV) samples must come from the approved manufacturing process and flow, unless specifically authorized in writing by the procuring Tecvox Division. Final production approval will require completion of all AIAG prescribed activities including component part dimensions, material certifications (as defined by procuring Division) and all approved supporting documents, and any additional requirements that may be defined by your procuring Tecvox Division. Deviations required to be part of a PPAP/EMPB submission package, must be approved in writing by the procuring Tecvox Division, prior to PPAP submission. Unless otherwise specified by Tecvox, all level 3 requirements as detailed in the AIAG PPAP Manual, or as agreed upon must be met. If applicable, suppliers must meet submission requirements according to specification agreed upon. Unless otherwise approved in writing, by Tecvox, production approval will be contingent upon successful completion of run-at-rate production trials at the quoted rates, including low or high threshold rates, up to 15% above quoted production volumes, or as defined by Tecvox, and using the procuring Division's process and form. Process validation run-at-rate must account for the highest level of part complexity and accommodate assumed scrap or defective product rejection rates. Successful run-at-rate must meet statistical capability requirements as defined through technical, AIAG standards, or as approved, in writing, by Tecvox. For PPAP of new or modified parts, the supplier must submit correct and complete Material Data Sheets (MDS) in IMDS. The PPAP Warrant/Initial Sample Inspection Report must include the version number and the ID number of the MDS approved by Tecvox. Failure to comply may result in a delay of PPAP approval and subsequent payment of tooling funds. Suppliers are also expected to develop and implement detailed launch readiness reviews.

All product characteristics, as identified by Tecvox or its OE Customer, affecting design, manufacture, assembly, fit or function (including future/subsequent processing), will be identified and communicated by the procuring Tecvox Division. As part of the ultimate product and process validation, suppliers shall be required to establish, validate, and maintain short- and long-term capability, as defined by Tecvox. Customer designated special characteristics, as identified by Tecvox or its OE Customer, affecting safety or compliance with regulations, must be validated to have acceptable short- and long-term capability, and must be controlled through acceptable statistical process control methods. As determined by Tecvox's OE Customer(s) and as directed by your procuring Division, all FMEA items with a severity score of 8, or higher, must be controlled through appropriate error/mistake proofing.

Supplier PPAP packages shall include all component (internal and sub-supplier) PSWs at a minimum and may require additional PPAP documentation as per the requirements. Any associated PPAP sample parts shall be clearly labeled as such. Each supplier will be classified into risk levels - high, medium & low, based on the following factors:

- Complex/critical component, first time supplier, ISO/IATF certified, auto qualified, new product (i.e. no warranty/ppm history available), good quality ranking (for usual suppliers),
- All PPAP submission levels are defaulted to Level 3 (full element package submittal) unless otherwise specified.

**Dimensional Test Results** (include ballooned drawings with Tecvox title blocks) to the latest revision level. Layout requirements are as follows: (Multiple Cavity Tools must be represented in the layout report and identified by cavity where applicable)

1. Electronic component suppliers – 3 pcs per part number
2. Plastic suppliers – 3 pcs per cavity
3. Stampings / Finished assemblies – 5 pcs per part number

Dimensional reports must identify all features listed on the ballooned drawing and provide the actual results (on variably measured characteristics) against the design drawing tolerance limits. A Pass/Fail designation must be noted for every reported feature. The preferred method to report the measurement results in AIAG form CFG-1003.

**Material Test Results** – outline all engineering standards and the numbers on the referenced component drawing. Material test results preferably submitted on the AIAG form (CFG-1005) and be less than 1 year old. Resin certifications (actual pass/fail report against ingredient limits), this should be included in the certificate of compliance report. Performance Test Results – (If required by Tecvox) outline all engineering performance standards and the criteria defined on the referenced drawing. Performance test results are preferred to be submitted on the AIAG form (CFG-1005) and be less than 1 year old.

**Capability Studies** – for all Significant/Special characteristics.

Note: minimum 30 pc variable data for special characteristic capability studies. Additional quantities may be required depending on the end customer requirements.

**Automotive Customer Specific Requirements:**

For the CQIs applied in your company and other certificates. (The CQI-XX report shall be an evaluation that corresponds for this year with all the actions corrected).

- Soldering – CQI-17 Special Process: Soldering System Assessment (SMT Providers)
- Molding - CQI-23 Special Process: Molding System Assessment (Plastic Injection Molders)

CQI self-assessments must be submitted per timing by email.

**System & Facility Certifications:**

ISO9001 / ISO14001 / IATF16949/2016, ISO 27001, Net zero, Waste Reduction protocols etc. (All suppliers must send a copy of the last certificate that should be updated. Failure to submit the above documentation on time and per the format will be reflected on your monthly Supplier Scorecard. If this affects our final customer may result in it could have a charge back fee for each day that the information requested is late. This is as dictated by IATF 16949 Customer Specific Requirements, and unless otherwise directed by Tecvox, Suppliers must complete annual revalidation to the technical specifications and submission level as determined by the Tecvox Quality Team.

In the absence of specific direction from Tecvox, suppliers must complete an annual

revalidation and submit the ISIR/PSW to the procuring Tecvox Division. Any reduction in validation requirements must support applicable OEM requirements and can only be at the direction of Tecvox. Suppliers cannot charge for annual validations, unless specifically agreed to, in writing, to Tecvox requesting the validation.

Reference samples must be provided at no cost, for any product requiring surface finish or appearance requirements. These samples shall be taken from a production run made under serial production conditions. Suppliers shall provide the number of samples required by Tecvox and all samples must be regarded as controlled samples, along with approval signatures and expiry dates, if applicable. Samples will represent the minimal acceptance standards.

## 3.7 Feedback & Assessment

---

As part of the production part approval process for all new and transfer product, suppliers shall develop an Early Product Launch, or Safe Launch Containment plan. The process shall include regular reviews of data collected as part of the containment checks, with appropriate controls and corrective action implemented to address all instances of non-conformance. Containment plans, results and corrective action must be approved by Tecvox and available for review upon request.

Early product containment must remain in place until the production process is validated to be stable, and approval is obtained, in writing, from Tecvox. Unless otherwise specifically directed by your procuring Division, your early product containment plan must remain in effect for the first 2000 parts, or for the first 90 days of production (whichever is more stringent).

Suppliers shall not proceed with shipments of production material without full PPAP approval, unless an approved waiver, deviation or interim approval has been granted in writing by Tecvox. Suppliers can only ship the volume of parts, or for the duration of time specified by the interim approval.

## 4. Operation – Control of Production

---

### 4.1 Control of Fixtures & Test Equipment

---

#### ***Monitoring***

The supplier must have a documented system in place to control, calibrate, and maintain the proper function and accepted level of repeatability and reproducibility of all inspection fixtures, measuring / testing instruments, and equipment. All Customer-owned fixtures and test/inspection equipment must be clearly identified in the manner prescribed by Tecvox or by Tecvox's Customer.

#### ***Updating Instructions***

Operating instructions must be readily available at every inspection station along with a standard, describing the proper methodology for use in inspection. These instructions must include a reference to the standard, and revision level, and be approved by appropriate personnel. Whenever there is any change to the inspection procedure that affects the use of the standard, or when any identification information is revised, the operating instructions must be updated to reflect the current status.

#### ***Validation***

All measurement and test equipment must be calibrated annually, at a minimum. Any lesser frequency of calibration must be supported by appropriate MSA data and in consideration of any risk presented by the manufacturing environment or use of the equipment. Such data must be made available to Tecvox, upon request. Any lesser frequency of calibration of measurement and test equipment must be approved, in writing, by Tecvox. The calibration record/certificate must be on file at the supplier's facility and be traceable to the actual identification information and to the appropriate standard (e.g., NIST). Calibration Services of equipment must meet the requirements of the latest released edition of ISO and/or IATF 16949 standards.

#### ***Inspection, Measuring, and Test Equipment Records***

Records must include any revision information, traceable to the part revision level. External/commercial/independent laboratory facilities used for inspection, test or calibration services by the supplier shall have a defined laboratory scope that includes the capability to perform the required inspection, test or calibration and must have evidence that the laboratory is acceptable to Tecvox or must be accredited to ISO/IEC 17025 or national equivalent, by an accreditation body of the ILAC MRA (International Laboratory Accreditation Forum Mutual Recognition Arrangement).

## ***Measurement System Analysis***

### Gage and Fixture Measurement System

Analysis (MSA) must be performed as detailed in the latest released edition of the AIAG Measurement System Analysis

Manual, and must meet Tecvox standards or the standard or Tecvox's customers.

## ***Record Retention***

Suppliers are expected to maintain applicable retention periods as specified in IATF 16949 latest edition standard, unless subject to longer retention periods in compliance with all applicable legal, governmental or Customer specific requirements, pursuant to requirements communicated in writing by Tecvox. Records must be stored in a location and/or environment that protects against inadvertent destruction.

## **4.2 Monitoring of Product & Process**

---

Manufacturing process control must include a continuous monitoring of product/process characteristics and of all key parameters influencing the manufacturing process. Appropriate statistical process control methods, or error-proofing, must be applied on all characteristics identified through the APQP process and as directed by Tecvox. Process parameters and product characteristics subject to legislative safety, environmental and/or emissions regulations must be documented in control plans in compliance with Tecvox specific requirements and IATF 16949 requirements.

Suppliers must validate compliance to product and process requirements on a regular basis. This can be accomplished through systems self-audits or similar methods of verification. Records of such audits shall be immediately available for review when requested by Tecvox.

## **4.3 Annual Re-Qualification of Products**

---

Unless otherwise specified, all suppliers who supply a finished product must perform sufficient revalidation testing to assure continued integrity of product performance and non-degradation. Suppliers will be provided with an Ongoing Reliability plan once their products go into production & in response; they must provide a plan to fulfill the necessary requirements annually until the product is in full production. The documents submissions shall be in accordance with the AIAG/ IATF16949 standard requirements.

Suppliers shall compile revalidations and document this requirement in the Production Control Plan for all parts supplied. Also, unless otherwise specified, a complete annual layout inspection of the design document requirements, including all sub-components, is required for all parts.

For annual PPAP validation, Tecvox requests as a minimum: A level '4' annual validation package is to be submitted for all components supplied to Tecvox, the minimal information to be provided for this re-qualification is below described,

- Dimensional Layout to current component design drawing.
- Current copies of any associated APQP document (only if a revision occurred since the last submitted).
- Material Certifications of raw materials that component parts are manufactured from.
- Statistical Capability study of any special characteristic to show ongoing stability.
- Revised IMDS if a change has been realized.
- A document assigned to the "Annual PPAP Submission / Level 4). Essentially you are providing evidence that the previously PPAP approved part remains acceptable and Tecvox has the most current level of information supporting that assessment.

The supplier has the responsibility and must deliver this information to Tecvox on a yearly basis. For the mechanical part it will be necessary to deliver samples based on Supplier Quality Engineer requirement. Electronic submission is the preferred method of receipt.

Note: Tecvox reserves the right to request more information/tests to ensure product quality in case of any variation in the initial specification or to have a problem. Any appropriate measures to be taken will be at the discretion of the Supplier Quality Manager and/or Corporate Quality Manager.

## 4.4 Documentation & Sample Parts Retention

---

All suppliers shall retain documents and product samples for the entire life of a program. The suppliers are required to retain PPAP sample parts for the time the part is in production, or the program is active. In a case where the part is used on multiple programs the retention period will be extended until the end of life on the last remaining program. FAI parts are to be stored for a day or until the next inspection is done, validation/DV parts for 90days after the testing is complete. Master or golden samples – supplier shall retain one for each tool, each cavity and variation.

All sample parts shall be stored safely in a method to maintain product integrity and identified clearly for product ID and revision, submittal date and submittal status.

## 4.5 Non-Conformance & Corrective Action

---

Nonconformance notices will be issued upon discovery of any defective product identified at any Tecvox operating site. Nonconformance notices will be issued for materials or logistics noncompliance issues. The nonconformance process is typically managed through the following procedure:

- Supplier will be notified of the concern, in writing and by other means as required. All relevant containment actions must be initiated immediately and remain in place until corrective action has been reviewed and approved by Tecvox. Unless otherwise specified, initial response to the nonconformance must be completed within 24 hours of notification. The 24-hour response is one of the metrics in the supplier scorecard.
- Upon notification, the supplier shall initiate the Corrective Action Report (CAR) and any other supporting documentation as directed by the procuring Division(s). The initial CAR, detailing root cause and corrective action must be submitted to the Tecvox procuring Division within 5 days, unless otherwise specified by Tecvox. Validation and closure will be determined by the procuring division
- Suppliers shall assess the risk of any reported non-conformance for potential impact at any other Tecvox location, globally, that they ship to. If the potential for such risk exists, they will immediately contact all affected Tecvox locations
- Quality and delivery non-conformance and response will be reflected in monthly supplier scorecards
- Suppliers are responsible to review their monthly scorecards and provide feedback or justifications for performance deviations.

Under-performing suppliers may be escalated in order to monitor corrective actions and improvement plans. Suppliers will be expected to support any development activity that is part of this process. Costs related to this corrective action and/or improvement process will be the responsibility of the supplier, as appropriate.

Suppliers will be responsible for all validated costs for non-conformance issues, based on (but not limited to) the following criteria:

- Division sorting of supplier product at the Tecvox facility or customer facility, until certified stock arrives, and the defect is fully contained and corrected.
- Production line shutdown
- Finished product sort and/or scrap of material
- Any material transfer of nonconforming supplier product
- Quality Department time for problem investigation
- Testing if required
- Any sort/rework charges incurred by Tecvox, either directly or via 3rd Party sort/rework
- Related transportation expenses
- Any costs incurred by Tecvox for disruption of our customers, including costs

- associated with sorting, rework, yard holds and applicable field actions
- Costs associated with the disposition/return of unapproved or unauthorized material sent by the supplier
- Costs related to unauthorized deviations
- Costs incurred by Tecvox associated with customer recalls or product failures, caused by supplier non-conformance

### ***Traceability***

The supplier shall follow the traceability method as determined by the procuring Tecvox Division (e.g., date and shift of manufacture along with sequential processing number). In some cases, the component may be critical enough so as to warrant part identification; these instances will be communicated through the appropriate quality and engineering groups unless superseded, in writing, by the procuring Division(s). Traceability requirements on prototype production parts may be defined by Tecvox and must be supported by the supplier.

A lot should contain a specific quantity of parts and should not exceed eight hours or one day of production, at a maximum. In the event of certain commodity-based material, methods such as “dye lots” or steel coils will be acceptable. For approval of a traceability method exceeding 8 hours, or one shift of production, the Division’s quality group must be contacted. The supplier must ensure implementation and management of an effective FIFO method of stock rotation in both the production and shipping process. The FIFO date used in determining stock rotation, must be the manufacturing date of the material affected.

Failure to comply with traceability requirements may lead to rejection of material and issuance of non-conforming material reports. All costs related to containment, material disposition and corrective action resulting from failure to meet proper traceability requirements, may be assigned to the supplier. Traceability Records shall be maintained and accessible for the life of the product, including Service, plus one year. Traceability record retention deviations are only permitted if approved in advance in writing from Tecvox.

### ***Controlled Shipping***

When directed by Tecvox, suppliers may need to certify product after a product or component rejection has occurred. Two types of controlled shipping actions are usually employed when this situation occurs:

- Supplier conducted sort and certification of subsequent part shipments, and
- Third party sorting and certification

All controlled shipping actions are the responsibility of the supplier to coordinate and manage. Any third-party sorting, re-work, inspection, and containment activity must be conducted by a supplier that is designated or approved, in writing, by Tecvox. Any third-party arrangements, not specifically directed by Tecvox, must be reviewed, and

approved by the Tecvox. Continued part supply to Tecvox must meet released quantities and without supply interruption.  
The supplier and Tecvox will agree on the method to be used to identify all certified material.

Suppliers who are under controlled shipping or containment conducted by a third party, or external source, must notify Tecvox of the containment activity.

### ***Supplier Escalation Process***

The Tecvox supplier escalation process, which may be independent of the quality or logistics score, is only initiated after reasonable efforts have been made to address specific concerns and drive improvement, but without satisfactory results.

The escalation process ensures that:

- Appropriate levels of management are aware of issues and engaged in the resolution process
- Adequate resources are assigned to drive resolution of issues and ensure improvement
- Tecvox leverages the Customer and the supplier's ISO and/or IATF 16949 Registrar appropriately, in the event suppliers fail to respond and provide necessary support
- As becomes necessary, Tecvox may decide to place the supplier on new business hold status, or remove existing business, if warranted and appropriate
- Appropriate communication is made to both supplier and Tecvox executive management

The length of time spent at each step will be determined by the risk level and cost being incurred by Tecvox, as well as by the supplier's subsequent performance in meeting defined exit criteria.

Specific activities at each escalation stage may vary minimally, however in general the escalation process is as follows:

Standard SCM Process includes:

- Standard/normal complaint management
- Performance Monitoring
- Development activity with under-performing suppliers, where underperformance is not yet chronic or systemic

Escalation Level 2: includes escalation to the Group/Business Unit level and includes:

- Tecvox Top Focus Process
- Performance review & risk assessment across all Tecvox Groups
- Necessary containment and controlled shipping activities
- Supplier assessment & corrective action

- Potential new business hold

Escalation Level 3: includes escalation to the Tecvox Corporate level and includes:

- Tecvox monthly review (Region & Global)
- Potential notification to Registrar
- New business hold and potential re-source

Suppliers who are identified as high-risk suppliers, via our Escalation process, will be expected to support Tecvox in appropriate development activities. Tecvox may, at its discretion, engage with third-party support as part of this development activity, and depending on the circumstances and risk level, suppliers may be held responsible for an appropriate portion of the financial impact of this additional support.

## 4.6 Product or Process Change & Deviations

---

Suppliers and sub-suppliers are not to make any unauthorized changes to a product (e.g., material, component, sub-assembly, etc.) or the process used to produce a product that has been previously PPAP approved by Tecvox, this includes changes to Process Control Plans.

- Make any change to the design (for example - mechanical modification, tool modification, dimensional changes, component or component quantity changes, supplier changes, distributor change, part number change, PCB layout change, product appearance change, pin-out change, any change to fit, form or function)
- Change purchasing strategy of a component
- Cost changes/Terms Changes/Incoterms modifications
- Service changes such as programming house controlled by Tier-2 to programming house controlled by Tier-1 supplier
- Off-Line rework, not included in the original Control Plan, is considered a process change and suppliers shall obtain Tecvox approval for it as specified above. Rework shall be supported by operating and inspection instructions.

All proposed changes with any potential impact on design or the manufacturing process (including changes at your sub-suppliers) must be submitted to the appropriate Tecvox Division(s) for approval, in writing, prior to implementation. Suppliers are not authorized to make changes without documented, written approval from Tecvox. Supplier must ensure that all supporting documentation is updated accordingly and may be subject to a PPAP/VDA submission.

Changes impacting legal requirements of chemical substances (e.g., REACH, ELV Directive, Global Automotive Declarable Substances List, etc.) on any supplied products, shall be submitted in a timely manner via the IMDS system. Submissions must be on a complete and correct Material Data Sheet.

Deviation approvals by Tecvox must be documented and approved in the format used by the procuring Division(s) and are limited to a determined quantity of parts or duration of shipment. Requests must be made in advance and with ample time for implementation, if approved. Suppliers will be required to build and maintain sufficient inventories of parts, as determined by Tecvox, to support any changes and required approvals.

Suppliers are expected to effectively manage deviation expiry dates and must apply for any necessary extensions prior to the expiry of current deviations. Suppliers must be able to support any of Tecvox's Customer-specific documentation required as part of the implementation of proposed changes. Suppliers must also allow sufficient time to complete all required approvals at Tecvox, and at our affected Customer.

Implementation of changes prior to final approval can result in:

- Loss of existing status/designations
- Financial impact due to exposure to containment and other related costs to secure all unapproved materials
- Mandate to return to previous level/design materials, and associated scrap costs
- Loss of future business

Suppliers must have documented approval prior to shipping any material or product for which a deviation from specification is required.

Initial shipment of all modified product, following implementation of the approved deviation, must be clearly identified as directed by the appropriate Tecvox.

Suppliers who do not adhere to this requirement will be held responsible for all damages, losses and liabilities attributable to any unapproved change made by them or one of their sub-suppliers (e.g., customer rejections, customer stoppage penalty fees, yard holds, field failures costs, warranty expense). In addition, the supplier may be placed on New Business Hold until the systemic issue is addressed.

## 4.7 Warranty

---

A primary focus of Tecvox's Customers is expenses attributed to product performance after vehicle sale. Financial liability associated with warranty is increasingly significant as consumer awareness improves, and OEM Customers extend warranty coverages.

OEM Customers have stipulated that warranty costs will be shared with their supply base. As such, suppliers will be expected to participate in warranty activities including:

- Warranty returns reviews/analysis
- Improvement actions
- Warranty cost responsibility

When a supplier's component is implicated in a warranty, campaign or recall issue, with financial consequences to Tecvox based on Tecvox's Customers' warranty or recall policies, the supplier must be prepared to accept these costs. Warranty costs incurred by Tecvox because a sub-tier supplied product will be transferred to the responsible sub-tier. The costs for which a supplier shall be responsible shall be determined in accordance with Tecvox Purchase Order Terms & Conditions, and as defined by any Division specific Statement of Work (SOW) or Statement of Requirements (SOR) or warranty agreement.

## 5. Operation – Control of Materials & Logistics

---

In support of lean and efficient business processes, suppliers must be able to support electronic data interchange via Standard or Web EDI. Acceptable message standards include ANSI and EDIFACT.

### 5.1 General Logistics Requirements

---

Suppliers shall design and manage their logistics processes to ensure quality and on time delivery of directed quantities to the location and at the times specified by Tecvox.

In partnership with our suppliers, Tecvox will work to develop logistics planning that ensures:

- Minimal complexity in logistics business processes
- Maximum flexibility to support response to late changes in volume or timing of deliveries
- Optimal inventories in the supply chain
- Packaging designs support all handling and loading requirements
- Just in time delivery that complies with established delivery times
- Focus on continuous improvement
- Timely communication of all potential supply interruptions

Suppliers must be prepared to provide delivery costs based on:

1. FCA (Free Carrier)
2. DAP (Delivered at Place)
3. DDP (Delivered Duty Paid)
4. EXW (EX Works)
5. FOB (Free on Board)
6. Other (As directed by Tecvox)

Based on the information provided, Tecvox will determine the Incoterms that will be used. Suppliers will abide by the latest Inco Terms, as directed by Tecvox, or the terms that were in place as part of the contract award and Purchase Order.

Brokerage fees on all imported products are typically the responsibility of Tecvox, as dictated in the applicable Incoterms. Any deviation to these terms must be as dictated, in writing, by Tecvox.

## 5.2 Packaging

---

Suppliers are required to adhere to Packaging Guidelines as defined by the Tecvox Global Packaging and Shipping Guidelines, as well as all necessary AIAG/VDA Standards and Global REACH requirements. The Tecvox guidelines can be accessed from a member of the Tecvox Supply Chain team.

Special packaging and labeling requirements, in support of specific Product Launch activity, may be requested by a Tecvox facility or customer. In the event that special packaging is required, design and approval will be managed as part of our overall APQP Program Delivery Process.

In preparation for product launch, production packaging approval, as well as back up packaging approval must be obtained from the Tecvox procuring Division(s) prior to a line Run @ Rate.

In order to ensure planned packaging optimizes the cube utilization of the transport vehicle, the Division assembly practices and lean operations, suppliers are responsible to validate packaging design to these requirements if not directed differently by Tecvox. Approval must be submitted with the PPAP submission. A unit load, regardless of returnable or expendable packaging, must be stackable with overall dimensions that allow for optimum cube utilization of the transport vehicle. Packaging that will be used to support service requirements, also requires the approval of Tecvox. Tecvox encourages suppliers to initiate design and cost improvement ideas, and Tecvox both recommends and strongly encourages suppliers to design both expendable and returnable packaging manufactured from viably recyclable material as outlined in the Automotive Industry Guidelines (<https://www.supplierspartnership.org/sustainablepackaging/>). Tecvox approval must be obtained prior to implementation of any packaging changes.

A completed Supplier Packaging Form must be submitted to Tecvox, for approval of all new packaging or proposed changes to existing packaging. Approval must be granted prior to the first production shipment.

All suppliers supplying goods to Tecvox, that are considered to be controlled materials, must comply with appropriate legislated regulations for labeling, packaging, and shipping, including MSDS (Material Safety Data Sheet) documentation. Material requiring MSDS shall not be shipped, without prior approval. All solid wood packaging/pallets and crates in order to qualify for export.

Suppliers are responsible for the removal of all expired labels and debris from containers prior to packaging new material. Suppliers are responsible for ensuring that all containers are clean and that all functional gates or hinges are operational and safe.

## 5.3 Labelling

---

The supplier shall be responsible for the clear identification of products during all phases of production and delivery and shall ensure appropriate labelling prior to shipment.

All materials for prototype or production consumption, shipped to Tecvox Divisions, must be identified with labelling containing both human-readable text / graphics, and machine-readable, bar-coded symbols.

These materials shall contain, as applicable: container labels, master labels, mixed load labels, primary metals labels, and part labels if specified by design records or specifications. All labels must be legible and able to be scanned, in compliance to AIAG and/or Tecvox customer standards.

Characters and symbols shall comply with the requirements of AIAG, B-8 standard – Quality Assurance Guide for Shipping Labels at a minimum unless otherwise specified.

Parts Shipping labels (container, master, and mixed load) shall comply with the layout formats defined in the latest AIAG or Tecvox Standards. Customer specific content may be specified by Tecvox.

Part labels shall comply with the requirements defined in the AIAG, B-4 standard – Parts Identification and Tracking Application Standard. Label placement, orientation, quality, and quantities shall follow the guidelines contained in the AIAG, B10 Trading Partner Labels Implementation Guide, the AIAG B16 Global Transport Label for the Automotive Industry, unless otherwise specified by the Tecvox supply chain team. Barcodes shall conform to the standards published by the Automotive Industry Action Group standard (AIAG-B10) B-10 Label Specification.

## 5.4 Materials Planning & Forecasting

---

The nature of the manufacturing and assembly processes, within Tecvox can vary greatly. Based on the complexity of the manufacturing process, as well as the location and distribution of the supply base, each Tecvox location has unique materials planning requirements. Logistics and scheduling are managed by the Tecvox supply chain team, and the supplier should contact the Supply chain team for details.

It is the responsibility of the supplier to immediately contact the Tecvox supply chain team in the event they are unable to meet all requirements for delivery date, time, quantity, and quality or if the supplier has not received a weekly or scheduled production releases. Unless otherwise negotiated with Tecvox(s) supplied, Tecvox is responsible for only those production releases identified as firm or locked releases. Similarly, Tecvox is responsible for only those raw material or component releases identified as firm or locked. Forecast volumes are for forecasting purposes only.

Suppliers must respond to all Material Releases received from Tecvox in order to ensure their own supply of components and materials can support Tecvox demands. During critical stages, such as Product Ramp or Product Launch, suppliers shall meet all release demands necessary to support system fill and launch. If the product or component is not fully approved (PPAP) suppliers must receive written authorization or an approved interim Part Submission Warrant (PSW) from the appropriate Tecvox POC, prior to shipment. If the supplier has not received such authorization, they shall elevate immediately, to the procuring the Tecvox Supply Chain team, in order to ensure support of system fill and launch. Under no circumstances should unapproved material be shipped without proper, signed authorization.

Material forecasting information will be communicated to the suppliers through their regularly scheduled releases. While this information is an indication of future material requirements, it is for the supplier's planning purposes only and does not constitute a binding release authorization on the part of Tecvox. Suppliers assume the risk associated with lead times, of various raw materials and/or components, where quantities extend beyond those required to support Material Releases.

Suppliers need to maintain sufficient safety stock and finished goods inventory to accommodate 100% on-time delivery in addition to potential short-term variations of up to 10% above forecasted demands. Short shipments must be communicated immediately, along with a corrective action and recovery plan.

Suppliers with production contracts with Tecvox must maintain the ability to provide after-market and service components for a minimum of ten years following the end of program or production for individual components or assemblies, or for such longer or shorter period of time as stipulated by Tecvox's respective OEM Customer for the Program, as communicated to the supplier. The supplier has the responsibility to maintain any tooling and/or assembly equipment in condition sufficient to support

service requirements. Service schedules and pricing shall be determined in negotiation with the Tecvox Purchasing team.

## 5.5 Transportation, Schedules & Routing

---

It is important that our suppliers are aware of transportation and delivery requirements, as it is one of the key performance metrics upon which they will be assessed. Tecvox supports the industry initiative of inventory reduction, recognizing however the importance this places on accurate and timely delivery of quality product, while also ensuring no customer production interruptions. It is our expectation that suppliers will deliver 100% on time to our locations, in compliance to schedules.

In an effort to support JIT (Just in Time) delivery, we expect our suppliers to constantly strive to reduce lead times with their suppliers, improve flexibility and minimize changeover times. If necessary to support JIT schedules, the supplier may be asked to support local warehousing. All appropriate scheduling, routing, and delivery requirements will be communicated early in program award, typically through the Supplier Statement of Work or similar documentation used by Tecvox. All transportation arrangements and requirements, excluding premium freight resulting from supplier related issues, which will be the sole responsibility of the supplier, should be signed and agreed to by both organizations, unless otherwise directed by the Tecvox Supply Chain team.

Suppliers may receive routing information including transportation method and pick-up and delivery window times, as communicated by the Tecvox facility you are working with. The Tecvox Supply Chain team will make certain that all transportation and routing details are clearly specified. Suppliers must question any ambiguous or unclear instructions. Unauthorized deviations from these routing instructions may result in a debit to the supplier for any incurred excess freight charges, including resultant administrative charges.

All costs incurred as a result of missed or late shipments, which are the responsibility of the supplier, shall be recovered from the supplier. All material entering from a foreign country must have "Country of Origin" clearly marked on the pro forma Invoice, as well as on the original Commercial Invoice. Brokerage fees for imported product are typically the responsibility of Tecvox, unless otherwise negotiated by your procuring Tecvox Division. All fees and charges resulting from the export / return of defective product shall be the responsibility of the appropriate supplier.

## 5.6 Border Security

---

### **CTPAT/PIP/AEO**

In an effort to secure the supply chain and help protect the borders of our respective countries Suppliers shall cooperate with Tecvox, and as directed by your procuring Division(s), in support of compliance to minimum security requirements of the US Customs and Border Protection (US CBP), Customs-Trade Partnership Against Terrorism (CTPAT), Canada Border Services Agency (CBSA), Partners in Protection (PIP) and Authorized Economic Operator (AEO) Border Security programs.

<https://www.cbp.gov/border-security/ports-entry/cargo-security/CTPAT>  
<http://www.cbsa-asfc.gc.ca/security-secureite/pip-pep/menu-eng.html>  
[https://ec.europa.eu/taxation\\_customs/general-information-customs/customs-security/authorised-economic-operator-aeo\\_en#self](https://ec.europa.eu/taxation_customs/general-information-customs/customs-security/authorised-economic-operator-aeo_en#self)

Suppliers, who are currently registered to CTPAT, PIP or AEO must provide any requested information to the Tecvox Supply Chain team on demand. Suppliers that are CTPAT Certified must issue an SVI (Status Verification Interface) monitoring request to their respective Tecvox divisions. Suppliers that are participating in the PIP or AEO programs must also provide (to the applicable Tecvox division) a copy of the current certification, as evidence of active status. Suppliers participating in the AEO program must be in the AEO-S (Security) or AEO-F (Customs and Security) program. Suppliers who are not currently participating and Certified to CTPAT, PIP or an AEO Border Security Program, or those participating in an AEO Customs or General program, must complete the entire questionnaire.

Suppliers must provide an updated Security Questionnaire on an annual basis. Failure to complete or upload the questionnaire may affect a supplier's rating and have potential impact on future business opportunities.

For shipments that cross international borders, suppliers must ensure (where applicable) for all FTL/Dedicated loads, that a documented CTPAT/PIP/AEO trailer or container inspection is conducted and that the trailer or container is affixed with a high security seal that meets or exceeds the standards outlined in ISO/PAS 17712. The seal number must be included on the supplier's shipping documentation and in the ASN for production and service shipments.

## 5.7 FTA/Customs Compliance (Applicable regions only)

---

Suppliers within the North American USMCA region must complete the USMCA Certificate of Origin, as required by Tecvox. Suppliers outside the North American USMCA region, as well as Suppliers in Europe and Asia, must complete a Declaration or Statement of Origin, as directed by the Tecvox supply chain team. At times, other documents may be requested to fulfill our obligations under the United States-Mexico-Canada (USMCA) Free Trade Agreement or in compliance to third country deliveries within the European Union. All completed documents shall be submitted as per direction from the Tecvox supply chain team. It is your responsibility, as a supplier, to notify the supply chain team within thirty (30) days of any change in the USMCA status of a procured good, or any change in status with any import security certifications. Failure to complete the requested documents, or advise of a change in USMCA status, may affect your rating and have potential impact on future business opportunities. Suppliers shall be responsible for costs incurred as a result of missing, late, or inaccurate reporting. Suppliers must inform Tecvox immediately, in the event of any change to the origin of goods.

It is also expected that suppliers maintain sufficient and required expertise to ensure, in partnership with Tecvox, all necessary USMCA and Customs Compliance regulations and documentation.

<http://www.cbsa-asfc.gc.ca/trade-commerce/tariff-tarif/> (Canada)

<http://www.cbsa-asfc.gc.ca/publications/pub/bsf5083-eng.html> (Canada)

<http://www.usitc.gov/tata/hts/bychapter/index.htm> (United States)

## 5.8 Required Shipment Documentation

---

An Advance Shipping Notice (ASN) must be sent to the Material Planner, or appropriate Division contact, within 30 minutes of each shipment leaving the supplier's location. In the event of a known shortage or late shipment, the supplier shall contact the Tecvox supply chain team and advise of the shortage or late shipment. The supplier shall also indicate the anticipated time of delivery of the expedited material required to complete the original schedule. This notification is critical in allowing communication to production and, if necessary, to a Tecvox Customer.

The supplier shall maintain a third-party, or an alternate, approved contingency to facilitate scheduling and ASN communication in the event of a system failure at their location.

Suppliers must ensure that all material shipped is identified on a Packing Slip or Bill of Lading. While individual Division specifications may differ, the information typically required includes:

- Shipment date
- Invoice/Packing Slip number
- Address Sold to
- Address Shipped to
- Individual line item for each part number shipped
- Part Number and Part Description
- Purchase Order number, for each part number
- Order release number
- Quantity ordered & Quantity shipped
- Number of cartons/skids/containers shipped
- Total number of cartons/skids/weights

## 6. Control of External Products & Services

---

### 6.1 Supplier Performance Reporting

---

The suppliers established as subcontractors and purchased parts that are involved directly in the assembly of product will be measured and monitored with the performance analysis (FM-50). With the purpose of communicating with the supplier's performance and to identify opportunities for continuous improvement in areas of quality, cost, supplier responsiveness.

The frequency of supplier communication will Tecvox is based on the supplier's overall ranking. The supplier categorized as exceptional or preferred (Low risk) will receive a quarterly quality ranking score via email, also a monthly report is available upon Suppliers' request. For suppliers categorized as acceptable (medium risk) or unsatisfactory (high risk) will receive a monthly quality ranking via email where some actions will be established to be followed based on their per ranking. Specific performance reports may be available through local Purchasing or Quality departmental contacts.

Suppliers are expected to take immediate and appropriate action to address any performance shortcomings that are identified through the performance metrics. The Tecvox escalation model will be used, as necessary, to address under-performing suppliers. Suppliers shall have documented processes showing similar rating criteria, escalation processes and development strategies, for sub-tier suppliers. Sub-supplier management is required by Tecvox for all of our suppliers to have a program in place to score and monitor their sub-suppliers and provide scoring/rating information at Tecvox's request. Any sub-suppliers with a ranking of Medium and High risk monthly with a report of the actions implemented and follow-up.

Scoring calculation will be rated based on the following metrics:

Category / Metrics	Pts
<b>Quality</b>	
PPM / Defects	20
# of 8Ds Open	10
Qty Issued 8Ds	10
PPAP & Revalidations	10
<b>Supply Chain</b>	
Delivery / Order Timing Accuracy	30
Delivery / Warranty Costs	10
<b>Purchasing</b>	
Minority Supplier Content	2
Supplier Social Responsibility (ESG)	8
Adherence to Quoting Guidelines/Responsiveness	5
Invoicing Accuracy	3
Part Obsolescence / Product Life-cycle Management	2

Supplier performance Metric (SPR) is evaluated according to total sum of the points of the 3 areas. This will have a threshold for four classifications of suppliers, where based on the scoring the risk level is determined.

Exceptional	Low Risk
95 - 100%	5
Preferred	Low Risk
84 - 94%	4
Acceptable	Medium Risk
73 - 83 %	3
Unsatisfactory	High Risk
Below 72%	2

The SQM will request the actions to the supplier based on the ranking defined of the next manner:

- a) **For suppliers in  $85 < \text{SPR} \leq 100$** : Supplier with low risk no actions are requested.
- This supplier will be considered for new business.
- b) **For suppliers in  $73 < \text{SPR} \leq 83$** : Supplier with medium risk or acceptable.
- The supplier must deliver an improvement plan in the area with a medium score, in a period of 15 to 30 days after this was notified.
  - The supplier will address each specific issue with the supplier down to root cause analysis and action plan.
  - The supplier shall deliver the Supplier Process Risk Assessment (FM-021) completed.
  - If the supplier presents a reoccurrence in the next evaluation, the supplier will be visited or audited by the Quality Corporative department based on the location of where the supplier is located.
- c) **For suppliers with below  $< 72$** : SPR Supplier with high risk.
- Suppliers with low scores will be notified by Tecvox where it will be requested to present an improvement plan into the Tecvox installation 15 to 30 days after this was notified.
  - The supplier must address each specific issue with the manager of the area, providing a root cause analysis and action plan to avoid the recurrence of the problem.
  - Tecvox will hold a meeting together to review an improvement plan, and onsite checks will be arranged with the areas involved.

If the supplier has not made any improvement in the plan the next actions will be taken:

- The supplier will be audited by the Supply Quality department based on the location of where the supplier is located.
- Outgoing shipment from the suppliers' site shall be subject to 100% outgoing inspections. (And the Supplier should send the report). (Apply the CSL 1 system).

If the supplier has no improvement continuously in 3 months:

- under the plan established the SQE Corporate will notify the Purchasing team to "stop new business" and they will identify the new actions that will be taken with the supplier to provide new actions to improve or proceed with them.

If there is no clear improvement in performance after more than 6 months:

- may result in prevention of new business, or loss of existing business as determined by the nature and severity of such violation or non-conformance.

## 6.2 Sub-Supplier Management

---

Suppliers of Tecvox shall have capabilities to manage their respective suppliers (regardless of how directed) including APQP disciplines, supplier scoring/rating and as appropriate periodic auditing. Tecvox, when it deems necessary, will audit the critical processes of the sub-tier suppliers to assure that proper controls are in place throughout the entire supply stream. Suppliers of Tecvox shall ensure they audit and manage critical processes using the designated AIAG CQI format(s) and provide proof of qualification of sub-suppliers on request.

Sub-tier suppliers have a tremendous impact on the quality of the final component. Whether they provide raw materials, services or sub-components their influence is so profound that it is critical for each of Tecvox's suppliers to have a supplier management system in place. This system shall include a function that tracks and reports on their supply base quality and delivery performance. Suppliers shall be able to demonstrate that they manage their suppliers' issues through documented corrective actions and verification activities.

All product requirements imposed on Tecvox from the final customer are also required of the associated sub-tier.

## 6.3 Continuous Improvement

---

Tecvox considers supplier continuous improvement to be an integral part of the overall quality management system development. At a minimum Tecvox Suppliers should develop and present plans that improve internal systems that address and support flawlessly launching of new products / components / sub-systems, value enhancements and cost competitiveness, and achievement of agreed upon quality targets, with a plan to achieve zero defects in support of on-going operational excellence. This plan should include Lessons Learned from previous launch, cost and quality issues, and how these lessons have been incorporated into respective continuous improvement projects. Suppliers should also be prepared to discuss their intent to maintain (or achieve) strategic status. Tecvox recommends suppliers use the fundamentals outlined in ISO/IATF as a platform for organizing continuous improvement plans, especially the use of the DFMEA and PFMEA as tools for targeted risk reduction and process and product improvement activities.

We set high standards that apply to Tecvox and to our suppliers. Our suppliers are responsible for ensuring the quality of their products, meeting our DPPM (defect ppm) & quality incidents requirements established in our procedure of supplier rating system. With a goal of zero defects, meeting delivery commitments, and keeping costs competitive.

## 6.4 Supplier Improvement Goals

---

Tecvox Purchasing will review, define and establish improvement goals, implementation targets dates and the execution plan to implement cost savings, process improvements, and reductions in environmental impacts. These costs must be reported using a suitable base, such as cost-per-unit produced or cost as a percentage of total sales, etc. Suppliers are expected to reduce costs annually to offset all economics and OEM reduction programs. Some common examples of Continuous Improvement programs that often result in cost savings are:

- Cost reduction projects (examples include use of Six Sigma, Lean Enterprise, Value Analysis/Value Engineering)
- Waste reduction projects (examples include use of Kaizen events, Setup Reduction, Value Stream Mapping, Standardized Work, Process Flow)
- Variation reduction projects (examples include use of Six Sigma, Standardized Work, Statistical Process Control)
- Factory Reorganization projects (examples include use of 5S Program, Single Unit or Cellular Manufacturing, Focused Factory, Kaizen events)
- Inventory reduction projects (examples include use of Kanban system, Single Unit or Cellular Manufacturing, Supermarket Pull)
- Yield improvement projects (examples include improvements to Equipment Uptime/Downtime, First Pass Yield, Rework reduction, Scrap improvement, On-Time Delivery)
- Non-manufacturing Process Improvement projects (examples include Customer Service, Accounting, Purchasing, Warranty returns, Quality control)

### **SUPPLIER DIVERSITY SPEND CONTENT:**

Supplier Diversity Requirements (Certified Supplier Only) All certified Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Service Disabled Veteran - Owned Small Business Enterprise (SDVOSB) and Veteran - Owned Small Business Enterprises (VOSB) are required to submit their initial and renewal certifications to Meritor Procurement within 30 days of receiving them from National Minority Supplier Development Council (NMSDC), Women's Business Enterprise National Council (WBENC), Small Business Administration (SBA) or one of their affiliate certifying bodies.

Tier II Minority Purchase Reporting (United States suppliers only) United States suppliers are required to report their U.S. Minority Purchases Tecvox Purchasing team annually. Purchases reported must be from a certified Minority Business Enterprise. Suppliers who do not report their U.S. minority purchases may be considered in breach of their contract and may be placed on New Business Hold.

Tecvox Suppliers will be rated annually for Cost performance criteria.

## 6.5 Supplier Cost Structure & Auditing

---

We set high standards that apply to Tecvox and to our suppliers. Our suppliers are responsible for ensuring the quality of their products, meeting our DPPM & quality incidents requirements established in our procedure of supplier rating system or QMP. With a goal of zero defects, meeting delivery commitments, and keeping costs competitive.

Suppliers may be required to provide evidence or justification for cost structure or cost breakdown worksheet as required by Tecvox Purchasing team. Quotations must be provided to the Tecvox purchasing team via an approved method as requested or defined at the time of quotation request. The quotation must clearly define the following:

- Specific unit pricing cost of product or service
- Minimum order quantity
- Product or service lead time
- Appropriate INCOTERMS (if applicable)
- Any other specific terms or conditions
- If product is NCNR (Non-Cancellable and Non-Returnable)
- Net Payment terms
- Any applicable discount terms
- Quotation number
- Date of Issuance
- Detailed break-down of costs-
- Packaging costs (Must meet Amphenol Tecvox Supply Chain Specifications)
- SPQ (Supplier Pack Quantity)
- Shipping costs

# Glossary of Terms

---

AEO	Authorized Economic Operator
AIAG	Automotive Industry Action Group
APQP	Advance Product Quality Planning
ASN	Advance Shipping Notice
CAD	Computer-aided Design
CAMDS	China Automotive Material Data System
CAR	Corrective Action Request
CCC	China Compulsory Certification
CDP	Carbon Disclosure Project
CMP	Conflict Minerals Platform
CMRT	Conflict Minerals Reporting Template
CMVSS	Canada Motor Vehicle Safety Standard
CQI	<b>Continuous Quality Improvement</b> Series of self-assessment standards for specialized processes including heat treat, plating, coating, warranty, welding and soldering.
CS	Controlled Shipping
CTPAT	Customs-Trade Partnership Against Terrorism
DDP	Delivered Duty Paid
DFMA	Design for Manufacturing and Assembly
DFMEA	Design Failure Modes Effects & Analysis
DOE	Design of Experiments
DUNS	<b>Data Universal Numbering System</b> A unique nine-digit identification number, issued by Dun & Bradstreet, identifying each unique business location.
DV	Design Validation
ECE	Economic Commission for Europe
ESG	Environmental, Social and Governance
EV	Engineering Validation
FCA	Free Carrier

FEA	Finite Element Analysis
FIFO	First In First Out
FMEA	Failure Mode and Effects Analysis
FMVSS	Federal Motor Vehicle Safety Standards
GADSL	Global Automotive Declarable Substance List
GD&T	Geometric Dimensioning & Tolerancing
GSOR	Global Supplier Operational Requirements
IATF	International Automotive Task Force
IEC	International Electrotechnical Commission
IMDS	International Material Data System
ISO	International Organization for Standardization
ISPM	International Standards for Phytosanitary Measures
JIT	Just in Time
MMOG	Materials Management Operations Guidelines
MSA	Measurement Systems Analysis
MSDS	Material Safety Data Sheet
OE(M)	Original equipment (manufacturer)
OHSAS	Occupational Health & Safety Advisory Services
PCP	Process Control Plan
PDCA	Plan-Do-Check-Act
PFD	Process Flow Diagram
PFMEA	Process Failure Modes Effects & Analysis
PIP	Partners in Protection
PPAP	Production Part Approval Process
PSW	Part Submission Warrant
PV	Production Validation
REACH	Registration, Evaluation, Authorization and Restriction of Chemicals
RPL	Risk Priority Level
RPN	Risk Priority Number
SPICE	Software Process Improvement and Capability Determination

SOR	Statement of Requirements
SOW	Statement of Work
SQA	Supplier Quality Assurance
SQD	Supplier Quality Development
SVI	Status Verification Interface
TISAX	Trusted Information Security Assessment Exchange
TPISR	Third Party Information Security Requirements
TS	Technical Specification
USMCA	United States-Mexico-Canada Agreement

# References

---

Automotive Industry Guidelines	<a href="https://www.supplierspartnership.org/sustainablepackaging/">https://www.supplierspartnership.org/sustainablepackaging/</a>
CQI (Continuous Quality Improvement)	<a href="https://www.aiag.org">https://www.aiag.org</a>
IATF – International Automotive Task Force	<a href="http://www.iatfglobaloversight.org/">http://www.iatfglobaloversight.org/</a>
IATF 16949	<a href="https://www.aiag.org">https://www.aiag.org</a>
ISO 9001:2015	<a href="https://www.aiag.org">https://www.aiag.org</a>
ISPM – International Standards for Phytosanitary Measures	<a href="https://www.Tecvox.com/company/Suppliers">https://www.Tecvox.com/company/Suppliers</a>
Tecvox Global Packaging Guidelines	<a href="https://www.Tecvox.com/company/Suppliers">https://www.Tecvox.com/company/Suppliers</a>
MMOG – Materials Management Operations Guidelines	<a href="https://www.aiag.org">https://www.aiag.org</a>
Minimum Automotive Quality Management System Requirements (MAQMSR)	<a href="http://www.iatfglobaloversight.org">www.iatfglobaloversight.org</a>
USMCA/Customs Compliance	<a href="https://www.international.gc.ca/trade-investment-agreements">Trade and investment agreements (international.gc.ca)</a> <a href="https://www.cbsa-asfc.gc.ca/customs-tariff">Canadian customs tariff (cbsa-asfc.gc.ca)</a> <a href="https://www.usitc.gov/harmonized-tariff-schedule">Harmonized Tariff Schedule PDFs (usitc.gov)</a> <a href="https://www.ustr.gov/free-trade-agreements">Free Trade Agreements   United States Trade Representative (ustr.gov)</a> <a href="https://www.trade.gov/mexico-customs-regulations">Mexico - Customs Regulations (trade.gov)</a>
RMI (Responsible Minerals Initiative)	<a href="http://www.responsiblemineralsinitiative.org/">http://www.responsiblemineralsinitiative.org/</a>
TISAX (Trusted Information Security Assessment Exchange)	<a href="http://www.tisax.org">www.tisax.org</a>
TPISR (Third Party Information Security Requirements)	<a href="https://www.aiag.org/supply-chain-management/cybersecurity">https://www.aiag.org/supply-chain-management/cybersecurity</a>

# Record of Revisions

(Cited revisions are those that are substantive, in nature, and do not include minor wording changes)

DATE	MODIFIED BY	DESCRIPTION	REVISION #
01/31/2015	Poonam Pavar	INITIAL RELEASE	1.0
03/05/2015	Cheryl Shaff	Page 4 – added level 2 PPAP, Page 5 – changed supplier points for items highlighted	1.1
03/16/16	Poonam Pavar	Removed references to CDT, updated Table of Contents & Supplier Qualification process	1.2
1/24/2018	James Hoesly / Joanne Gallardo	Incorporated grammatical and formatting changes. Added introduction verbiage, for annual supplier review, use of e-business systems, corporate social responsibility, warranty and confidentiality sections and doc # to TSQM-001	1.3
1/30/2017	Cheryl Shaff	Removed references to AQE and modified to Quality Engineer.	1.4
4/25/2018	James Hoesly / Joanne Gallardo	4.0 – changed reference PRO-245 to PRO-045, New Supplier Qualification Process. 5.4 – (added) REACH Regulation requirement 5.13 – Supplier Quality Rating added “Cost” to be rated @ 20 points; Delivery @ 30 points. 5.15 – Added supplier cost rating criteria 5.18 – added requirement for suppliers of embedded software	2.0
08/22/2018	Joanne Gallardo	Updated section 4.2 Supplier Assessment (4.2.1 to 4.2.4) to include qualification criteria and provision for partial exemption to suppliers; added; definition of exempt suppliers;	3.0
09/07/2018	James Hoesly	Updated: section 5.15 to include threshold for cost rating parameter on supplier performance evaluation; and section 6.0 Glossary of terms	4.0
03/28/2019	Joanne Gallardo	Added section 5.1 – Environmental expectations; 5.1.1 Environmental Policy; 5.1.2 Environmental Compliance on Site / Company’s Security	5.0
07/07/2020	Joanne Gallardo / Kent Potvin	Updated sections: 4.1, 5.2, 5.8, 5.9, 5.10– minor grammar corrections 4.2.5 - included acceptance of supplier’s similar documents aligned to supplier risk assessment (FM20) and supplier evaluation questionnaire (FM-21) 5.0 – changed all references to ISO9001/IATF 16949 to ISO/IATF 5.2 – changed sub-section numbering 5.14 - communication method of supplier performance analysis	6.0
09/16/24	James Hoesly / Dina Corona	Update the sections in general form: 4.1, 4.3, 5.5,5.6,5.8,5.14, General formatting changes, addition of Gensuite and ESG sections.	7.0

This Page Left  
Intentionally Blank