Supplier Assurance Requirements for Suppliers

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Issue: **1**

Ultra - Sonar Systems

Product Assurance

Owner: **Supplier Assurance Manager**

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Amendment record sheet

Issue	Summary description of change
1	Initial release

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Welcome to Ultra Sonar Systems

Ultra Sonar Systems (Ultra) is an operating business unit of Ultra Electronics. We are an electronics manufacturing business holding ISO9001, ISO14001 and ISO27001 Certification for industry sectors demanding high reliability products, primarily within the Defence sector.

For a more detailed view on the products, solutions and services of ULTRA please visit our company website ULTRA Group

Introduction to the Requirements Manual

In today's manufacturing environment, product that is found to be non-conforming at the point of receiving, or during production, causes serious disruptions to the production and shipping schedules. This results in higher production costs. However, even the best Receiving Inspection program cannot detect all defective material. ULTRA requires Suppliers to control the quality of material shipped to ULTRA, to reduce with empirical data the need for inspection of the product upon receipt.

This manual describes ULTRA's expectations for its Suppliers to ensure that purchased material or service meets ULTRA's requirements.

Allied Quality Assurance Publications 2110

When annotated on the purchase documents that Allied Quality Assurance Publications 2110 (AQAP 2110) is applicable, the Supplier must demonstrate how their QMS meets the ISO 9001 requirements contained in AQAP 2110. Suppliers must be aware of the Definitions in Chapter 3 and be fully aware of the meanings of "Acquirer", "Government Quality Assurance ", "Government Quality Assurance Representative" and "GQAR/Acquirer". AQAP 2110 Chapter 4 has additional information on QMS requirements and Chapter 5 establishes additional NATO specific requirements for the Supplier.

Copies of the AQAP series are available through your procurement contact on the purchase order/contract.

1 Scope

The information in this document applies to all Suppliers who have either expressed an interest or have been nominated for doing business with ULTRA. It also applies to ULTRA outsourced partners and subsidiaries.

This document supersedes any previously issued ULTRA Quality Control Requirements for Subcontractors.

2 Definitions

In this document, Supplier Assurance Requirements for Suppliers, the terms "shall" and "must" mean that the described action is mandatory; "should" means that the described action is necessary and expected with some flexibility allowed in the method of compliance; and “may” means that the described action is permissible or discretionary.

The term “Supplier” means vendor, Supplier of goods, service provider, contractor, sub-contractor, or distributor.

Any questions concerning the contents of this Document should be directed in the first instance to your respective ULTRA Buyer.

3 Supply of Goods & Services

Goods and services provided by our Suppliers have a key impact on the quality of the products, solutions, and services we offer our customers. To maintain a high level of quality, we are determined to establish and maintain close and long-lasting relationships with our Suppliers.

ULTRA Terms and Conditions of trade shall apply to all contracts unless otherwise agreed

4 New Supplier Qualification Process

All Suppliers of production materials to ULTRA must be listed as Approved Suppliers. The extent of the qualification process is dependent upon the criticality of product purchased and other factors determined by ULTRA. The qualification process in its most complete form consists of three parts:

- A questionnaire completed by the Supplier.
- A review of the Questionnaire by various ULTRA Functions who may ask for further documented information
- An on-site assessment by ULTRA personnel or their authorized agents may be required

ULTRA periodically re-evaluates Suppliers using quality performance data, metrics and/or on-site assessments.

4.1 New Supplier Questionnaire

In the early stages of the Supplier selection process, potential Suppliers are sent a questionnaire. This questionnaire solicits general information about the company such as location(s), size, capabilities, and financial stability as well as detailed questions regarding the Company's Quality Management System (QMS), Health and Safety, Environmental, General Information and Supply Chain.

4.2 New Supplier Review

The Supplier completes and returns the Questionnaire along with a copy of the signed signature block and copies of any supporting certifications required. The questionnaire is reviewed by a cross functional team within ULTRA. The reviewers will consider any comments made in the blocks against No and N/A answers.

4.3 On-Site Assessment

For Suppliers of critical components, an on-site assessment of the Supplier's facility may be performed. The on-site assessment includes three components:

- A quality assessment to determine whether the Supplier's quality management system is in place and functioning effectively.
- A business assessment to determine whether the Supplier has financial resources, production capacity, and other business resources needed to fulfil ULTRA's production needs.
- A technology assessment to determine whether the Supplier has the needed technical resources, including production and inspection equipment, facilities, engineering resources, etc.

If the assessment team determines that the Supplier meets ULTRA's requirements, ULTRA qualifies the Supplier to bid on new business and supply production materials.

4.4 Periodic Re-evaluation

ULTRA periodically re-evaluates current production Suppliers through quality performance data, metrics and/or on-site assessments. If requested, the Supplier shall, with reasonable notice, make their facility available for the on-site process verification by ULTRA personnel.

Suppliers shall periodically review their information given to ULTRA as part of the New Supplier Approval process. Any changes in management, Supplier status including scope of company activity, product/ service certification or accreditation and approval shall be notified to ULTRA through their ULTRA buyer contact.

4.5 Scope of Approval

A Supplier, once placed upon the Approved Supplier List, will be informed of the change in Status and the scope of their Approval. Suppliers shall inform ULTRA Supplier Assurance department if they are requested to work outside their agreed scope of approval. Suppliers shall only accept agreements and instructions in writing via the purchase order.

5 Supplier (QMS)

The minimum quality requirement for a ULTRA Supplier's QMS shall be that the QMS is certified as complaint to ISO9001 by a UKAS (or equivalent) accredited certification body that is a member or signatory of the International Accreditation Forum (IAF). In addition, the Supplier must meet all other requirements of this manual.

Self-certification or non-accredited certification shall not qualify as a complaint QMS.

In instances where ULTRA rejects the QMS, the Supplier shall make proposals for corrective actions within an agreed timescale.

5.1 Exceptions

Suppliers that do not meet the minimum quality certification shall be considered for authorisation based on:

1. The Supplier is mandated by our Customer.
2. The Supplier is the manufacturer of a single sourced product mandated by our Customer.
3. The Supplier is the only distributor of a product mandated by our Customer.
4. The Supplier provides goods or services that will be utilised during any R&D or Prototype phase but will not be used in the final deliverable product.

Where the above criteria cannot be met, depending on the product, its application, value and criticality, special authorisation may be granted where evidence of compliance can be provided. This may include a ULTRA audit to a set of alternative basic quality requirements based on ISO9001

5.2 Supplier's QMS and Procedures

The Supplier, if requested, may be required to furnish ULTRA with a copy of the Supplier's Quality Documents from their QMS or other Business Management System responsible for the Quality of Product. This information will be reviewed to reach a decision on the Supplier's suitability to be approved. This may also include detailed documents and work instructions specific to the production of material.

The Supplier's documented scope of their system, records from internal audit, self-assessments, and other objective evidence that their system is complaint with these requirements shall be readily available to the ULTRA.

6 Control of Sub-Tier Suppliers

Suppliers are responsible for the quality of materials and components provided by their sub-tier Suppliers and sub-contractors. ULTRA Suppliers must impose controls on their sub-tier Suppliers that provide quality results and documentation comparable to the controls applied to Suppliers by ULTRA. The extent of the controls may vary, depending on the nature and complexity of the product and processes, but should normally include:

- Evaluation and qualification of sub-tier Supplier facilities
- Control to ensure that raw materials used meet ULTRA's requirements
- Controls to ensure that the sub-tier Suppliers of components used are those approved by ULTRA, where applicable.
- Ensure that sub-tier Suppliers have an ESD control program that meets or exceeds the needs of ULTRA if the parts or materials are ESD sensitive.
- Part qualification, including first article inspection and process capability studies of as applicable.
- Control of drawings/revisions
- Control of nonconforming material
- Corrective / preventive action programs
- A continuous quality improvement program

Where appropriate, ULTRA may specify the sub-tier Suppliers that may be used, evaluate, and qualify the sub-tier Supplier's facilities, and assist the Supplier in controlling the sub-tier Supplier. Typically, this occurs when the sub-tier Supplier is an essential component of the supply-chain process. ULTRA reserves the right to evaluate the quality system and records of such sub-tier Suppliers as necessary. In the event of ULTRA's involvement, it does not absolve Suppliers of the ultimate responsibility for the quality performance of their sub-tier Suppliers.

The Supplier, as the recipient of the contract, shall be responsible for meeting all requirements, including work performed by the Supplier's subcontract Suppliers. This means the Supplier shall have a documented contract review and approval process which identifies roles, responsibilities, and those actions of cross-functional reviewers/stakeholders (e.g., Contracts/Legal, Engineering, Materials, Production, Quality, Sales, Procurement, Packaging, and Shipping).

6.1 Sub-Contracted Orders

Where the Supplier intends to sub-contract work or service normally undertaken by the Supplier, a written agreement shall be in place between ULTRA and the Supplier indicating the reason for the sub-contract and the sub-tier sub-contractor to be used. Unless otherwise agreed, a quality plan shall be submitted to ULTRA in accordance with para 12.0.

6.2 Sub-Tier Flow Down

When the Supplier uses sub-tier sources to perform work on products and/or services scheduled for delivery to ULTRA, the Supplier shall include (flow-down) on contracts, to its sub-tier sources, all of the applicable technical and quality requirements contained in the ULTRA contract, including quality system requirements, regulatory requirements, the use of ULTRA designated sources, and the requirement to document and control 'key characteristics' and/or 'key processes,' and to furnish certifications and test reports as required.

ULTRA Representatives, Customers and/or End Users shall “where reasonable notification has been provided” be allowed access to the Sub-Supplier’s plant and facilities for the purpose of surveillance and inspection.

7 Special Processes

Special processes refer to a set of linked procedures that lead to the creation of products and services whose end results would not otherwise be measured, monitored, or verified before being released to the customer. Hence, these products and services require special attention during production to ensure that they are free of defects. In process Inspection results for any Special process must be readily available for ULTRA upon request.

Since special processes include procedures that alter or change the mechanical, chemical, or physical parts of products within the operation or process, they require rigorous, standard-specific practices as well as qualified personnel or employees.

Some Special processes where NADCAP is required are:

- Chemical Processing
- Coatings
- Heat Treating
- Materials Testing Laboratories
- Nonconventional Machining and Surface Enhancement
- Non-destructive Testing
- Welding

This is not an exhaustive list. See the PRI.Org website for a full list

Suppliers must have a well-defined procedure for review and approval for both equipment and qualifications of its employees.

A key aspect to process change is documenting the change. When changes are made to the process of making a product, the Supplier must ensure that the process is revalidated to ensure that the product

still meets the same specifications as it did before the changes were made. ULTRA should be consulted prior to any planned change to any process described by ULTRA is put in place.

Any Test Pieces used for validation of the batch release must be retained securely at the Suppliers premises and made readily available to ULTRA upon request.

Where Suppliers are carrying out special processes then the Supplier shall be required to have the relevant NADCAP Accreditation. The Supplier is responsible for ensuring that any Sub Tier Supplier that carries out any Special Processes for or on behalf of the Supplier holds the relevant NADCAP Accreditation.

Where the above criteria cannot be met, depending on the product, its application, value and criticality, special authorisation may be granted where evidence of compliance through on site Audit to a set of ULTRA written requirements can be provided.

Where validation of Special Processes is carried out in a Laboratory the Supplier or sub-tier carrying out that validation shall have certification to ISO17025 accredited by UKAS (or a national equivalent)

8 Specifications and Standards

It shall be the responsibility of Suppliers to obtain, review, work to and maintain issues of specifications and standards from appropriate sources and ensure that only the stated issues are available and used.

9 Record Retention

Suppliers shall retain records relating to processing, testing, calibration, manufacture, supply, traceability, and certification for a minimum of the end user contract life plus 1 year. This will be governed by the Suppliers' internal processes unless otherwise stated by ULTRA as part of any contractual agreement with the ULTRA Customer.

10 Contract review

The supplier shall demonstrate that contract review process covers all key functions associated with the product realisation. Documented evidence shall be made available in a reasonable time frame upon request from ULTRA.

11 Key or Critical Product Characteristics or Processes

These can be defined as Processes or Product elements or features which, if not properly controlled can have an adverse impact on the product delivery, cost, or performance. The Supplier should have the necessary control in place and ensure that any Sub Tier Supplies have the same rigour in their control of Key or Critical Characteristics or Processes.

12 Quality Plans

Where required Suppliers shall submit a Quality Plan which describes the framework in which the contract will be accomplished and is subject to approval by ULTRA Product Assurance Department. The Quality Plan shall be written in line with the latest version of AQAP 2015. The Quality Plan is considered as the key document which shall define all relevant standards and procedures to ensure that work is completed successfully to the required level of Quality. The Supplier must ensure that their personnel are aware of the existence, purpose, and content of the Quality Plan.

No work is to commence until there is approval given in writing by ULTRA Supplier Assurance. Verbal agreements and instructions shall not be construed as approval or authorization.

13 Competence, Training and Awareness

The Supplier shall ensure personnel processing orders or performing work affecting conformity to product or service are sufficiently trained and aware of the relevance and importance of their activities in relation to meeting the requirements of ULTRA PO's and associated documentation.

Where requested by ULTRA, the Supplier shall provide objective evidence to demonstrate competence, training, and awareness.

14 Legislation

Conformity to RoHS, WEEE, SVHC and conflict minerals Directives, and REACH regulations are carried out at the ULTRA selection process. Subcontractors shall therefore be responsible that all parts comply with the selection criteria and that appropriate segregation is maintained.

15 Delivery On Time In Full (OTIF)

Suppliers shall supply conforming goods and services on time in full including all required correct documentation and certification where applicable.

15.1 Late Deliveries

If non-delivery or late deliveries are anticipated, Suppliers shall immediately notify the buyer indicated on the PO. Delays can cause line or operation interruption.

15.2 Short Orders

If short orders are anticipated, Suppliers shall immediately notify the buyer indicated on the PO. Short orders can cause line or operation interruption.

15.3 Liquidated Damages

ULTRA, will occasionally, reserve the right to claim liquidated damages due to Supplier delivery issues. This is very much viewed as a last resort as our expectations will be that the Supplier delivers to the required Quality On Time In Full (OTIF).

16 Non-Conformances and Corrective Actions

When non-conforming product is discovered by ULTRA then the Supplier is notified by the issuance of a SCAR. Containment, Root Cause Analysis, Correction, and Corrective Action shall be carried out by the Supplier as follows:

The Suppliers shall:

1. Respond to the SCAR with a matter of urgency to ensure that Containment Actions are completed within 24 hours of issuance of the SCAR. The Supplier is to notify ULTRA on the SCAR when these actions are complete.
2. The Supplier is to carry out Root Cause/s Analysis and record their analysis at Step 2 of the SCAR. The SCAR should be returned to ULTRA for approval.
3. Correction should be carried out within 14 days of issuance of the SCAR. A description of the correction should be annotated at Step 3 of the SCAR and returned to ULTRA for agreement.

4. The Supplier shall detail at Step 4 of the SCAR the corrective actions taken to eliminate the root cause/s described at Step 2. Corrective actions shall be carried out within 28 days of issuance of the SCAR. The details shall be returned to ULTRA for agreement.
5. The Supplier shall detail at Step 5 of the SCAR the verification check details that will be carried out on their corrective actions, after a suitable interval following their introduction.

16.1 Returning of Rejected Parts back to Supplier

Parts being rejected back to a Supplier will be clearly identified by ULTRA personnel and a copy of the relevant NCR and or SCAR will accompany the parts. Information to the Supplier may include photographs of the defect, physically marking components to show defective areas, any results whether they be dimensional or test. Any further information required by the Supplier should be requested from ULTRA without delay.

16.2 Returning of rejected Parts from Supplier to ULTRA

16.2.1 Returning of Reworked Parts from Supplier.

Parts that are reworked by the Supplier should be clearly identified both at a part level and at a delivery level. Delivery paperwork shall reference the ULTRA rejection number/SCAR. Parts are to be individually tagged to state ULTRA rejection number, nature of rework, inspection method.

16.2.2 Replacement Parts

Any replacement parts should be in accordance with the relevant drawings and specifications and follow the requirements set out as per the PO and this document. Replacement parts should be clearly marked as a replacement and reference any SCAR/Rejection note that initiated the replacement.

16.2.3 Credit Notes

If parts cannot be reworked and replacement parts are not available, then ULTRA will request that the Supplier issues a credit note to cover material costs as a minimum.

17 Concessions

It is ULTRA policy to not accept a product that fails to meet the required specifications. All concessions shall be considered as non-conforming product.

17.1 Concession Approval

Concessions must be approved by ULTRA and approval received by the Supplier prior to the delivery of parts to ULTRA. The ULTRA concession number must be annotated on to the Suppliers' delivery paperwork.

The concession must clearly state the deviation requested, the relevant UECCS PO, part number and description, quantity affected and any recovery action for future deliveries.

18 Identification and Traceability

Traceability is a basic requirement unless otherwise agreed in writing. Suppliers shall provide documentation that includes batch numbers, lot codes and where relevant date codes and serial numbers of goods provided.

If traceability to the OEM lot/date code information is required, then the Supplier shall ensure this requirement is met prior to delivery of goods.

In-order to aid the traceability requirement the Supplier should maintain a FIFO system. This will ensure that older material is used first and aids the containment of issues relating to older product.

When product has a working life then the Supplier should maintain a FEFO system to ensure that the first to Expire product is shipped with the maximum chance of a useable working life.

19 Certification

Certification refers to any document that states the goods or services meet or conform to specification or PO requirements; a C of C shall accompany each delivery.

These include, but are not limited to, Certificates of Conformance, Certificate of Analysis, Certificate of Attestation and Certificate of Calibration. The certifying document shall be deemed as an authorised contractual guarantee that the goods and services reference on the certificate meet drawing, specifications, technical data, and PO requirements.

19.1 Minimum Information Required

The following data/information shall be included on each certification document.

1. Unique Certificate Number/Identifier.
2. Certification Date.
3. PO number.
4. Drawing number and / or part number and revision.
5. Batch unique identifier (Batch number / Lot number / Date code).
6. Quantity.
7. Supplier Name and Address.
8. Statement that goods and / or services conform to the specified requirements.
9. Original Manufacturer's name, part number and lot / date code (when the Supplier is not the manufacturer of the supplied goods).

Name of authorised certifying quality representative or company official

19.2 Calibration and Test Certification

In addition, calibration and test certification shall include:

1. Calibration / test specification including tolerances and criteria.
2. Calibrated test apparatus / instrument / standard used traceable to NIST or equivalent.
3. Test results.
4. Pass or fail or equivalent statement of conformance / non-conformance.

19.3 Control of Monitoring and Measuring Equipment

The Supplier shall ensure that all related monitoring and measuring equipment meets the requirements of either: ISO 10012 or ISO 17025 with all equipment meeting a minimum of 95% reliability for M&TE in-tolerance at the end of the calibration scheduled date. Where monitoring and measurement equipment is outside of the 95% reliability then the Supplier shall not use it to verify or validate product produced for ULTRA.

20 Release at Source Inspection

ULTRA Supplier Assurance reserves the right to perform in-process inspection, in-process surveillance and/or audits at any time during the life of the purchase order. Parts, assemblies, processes, and tests are subject to detailed inspection by the ULTRA quality representative prior to assembly, test and/or delivery when required. Such inspections, tests and mandatory inspection points shall be identified during the purchase order review process, and failure to comply with agreed upon inspection points with ULTRA Supplier Assurance shall be cause for rejection of completed end item

21 First Article Inspection (FAI)

An FAI is intended to:

• Reduce future escapes, risks, and total costs.
• Help ensure safety.
• Improve quality, delivery, and customer satisfaction.
• Reduce costs and production delays associated with product nonconformances.
• Identify product realisation processes that are not capable of producing conforming product and initiate and/or validate corrective actions.

ULTRA will communicate all FAIR requirements via a PO.

21.1 Submission

The process of generating a full or partial FAI shall be performed when:

1. The part being ordered is a new part for ULTRA and/or the Supplier.
2. A change in design, affecting fit, form or function of the product.
3. A change of manufacturing source, process, inspection method, location of manufacture, tooling or materials that can affect fit, form, or function.
4. An event has occurred that can affect the manufacturing process (natural or man-made).
5. A lapse in production for a period of 2 years or as specified by the customer.

When FAI is required, the report should accompany the parts into ULTRA.

21.2 First Article Inspection Report (FAIR)

The First Article Inspection Report (FAIR) is based on BS EN 9102:2016 and consists of 3 forms (Copies available upon request from Supplier Assurance).

1. Form 1 - Part Number Accountability' shall be used to summarise associated part numbers and associated FAIs for Assemblies.
2. Form 2: 'Product Accountability' shall be used for raw materials, specifications, processes, and functional tests.
3. Form 3: 'Characteristic Accountability' shall be used to summarise actual specific design characteristics. Each characteristic shall have its own unique characteristic number and this number shall be marked on the relevant drawing/specification document. Characteristics not measurable in the final product shall be verified in the manufacturing process.

21.2.1 The minimum documentation required for FAIR:

1. Forms 1, 2 & 3 as above to head each stage of the FAIR documentation pack.
2. Supplier Certificate of Conformity (this will reference any ULTRA concession numbers as well as FAI numbers from ULTRA and the Supplier).
3. Certificates of Conformity for all items/materials used to make product supplied to ULTRA.
4. Any subcontractor FAI reports, if applicable.
5. Source Inspection Report (if applicable).
6. Applicable concessions.
7. Dimensional report.
8. Balloon print, if ULTRA have requested one (this supports any dimensional report).
9. Copy of the ULTRA Drawings.
10. Test Results, where applicable.
11. Copy of the PO

22 Control of Counterfeit Materiel

Material whose origin, age, composition, configuration status or other characteristic (including whether the material has been used previously) has been falsely represented by:

- Misleading marking of the materiel, labelling or packaging.
- Misleading documentation; or
- Any other means, including failing to disclose information
- Except where it has been demonstrated that the misrepresentation was not the result of dishonesty by the Supplier or External Provider within the Supply chain.

Counterfeit materiel is by its nature non-conforming (i.e., there is a characteristic that does not fully comply with the specification or history of the materiel). This could be raw material, manufacturing methods, consumed hours on lifed parts, or false certification. What makes the non-conforming material counterfeit is the act of false misrepresentation. Counterfeit materiel may have unpredictable performance and failure modes which could compromise capability and equipment safety.

The Supplier shall ensure that counterfeit parts are not used in support of a ULTRA Contract.

The control and verification of this aspect should be considered as part of the verification of purchased product and is therefore the responsibility and liability of the Supplier.

As guidance the minimum steps to ensure only authentic parts are used could include:

1. Use of Franchised Distributors only.
2. Develop and follow a Counterfeit Electronic Parts Control Plan.
3. A Register of approved Suppliers that are the only ones used.

4. Use of C of C and where applicable C of CTs for Electronic Components.
5. Supply Chain Traceability.
6. The use of Authentication testing both NDT and Destructive tests.
7. Contact with the OCM to check if parts received are Authentic.
8. Components within assemblies shall be less than two years old as per industry best practice.

Best practice guidance can be found in IDEA-STD-1010-B: Acceptability of Electronic Components Distributed in the Open Market

Parts identified as suspect or Counterfeit shall be marked as such, quarantined and disposed of after investigation in such a manner as to ensure that they cannot re-enter the Supply Chain.

23 Obsolescence Management

Obsolescence is defined in the International Standard IEC 62402:2007: 'Obsolescence management - Application Guide'.

Obsolescence is the 'transition from availability from the original manufacturer to unavailability'.

Obsolescence Management is 'the co-ordinated activities to direct and control an organisation with regard to obsolescence'.

The Suppliers shall give ULTRA at least 6 months' notice prior to the last time buy date of any pending obsolescence. The formal notice shall state the relevant last time buy date and last time ship date.

23.1 Metal & Surface Finish Specifications

As part of Product Development & Lifecycle materials do become obsolete and occasionally are still referenced on ULTRA drawings. WI2536, Material and Finishes Specifications – Old to New Equivalents and WI2531, Surface and Paint Finishes are to be referred to when quoting for business as part of the contract review process.

24 International Trade in Arms Regulations (ITAR)

ITAR technical data must only be shared with third-party Suppliers who have:

1. Been approved by the owner of the ITAR technical data.

2. Confirmed in writing (e.g., hardcopy letter, email with return address header) that they are authorized to receive such data and they understand the implications of and requirements for handling ITAR technical data.

Principally where data is identified as subject to ITAR, restrictions apply to the control, handling, and monitoring of such data. Only authorised personnel shall have access to restricted data. Restricted data shall be controlled in such a way as to prevent unauthorized transmission or access. Suppliers that require ITAR data shall have a procedure in place for the control, handling, and monitoring of such data.

24.1 Communication of ITAR Technical Data

1. Voicemail shall not be used for ITAR technical data. Voicemail may be used for non-technical messages associated with ITAR projects (e.g., announcements of project meetings).
2. Instant messaging shall not be used to transmit ITAR technical data.

3. ITAR technical data may be transmitted by telephone or through conference calls if previously authorized by the owner.
4. Email shall not be used for ITAR technical data unless a prior written agreement subject to security encryption measures is in place.
5. Voicemail shall not be used for ITAR technical data. Voicemail may be used for non-technical messages associated with ITAR projects (e.g., announcements of project meetings).
6. Instant messaging shall not be used to transmit ITAR technical data.
7. ITAR technical data may be transmitted by telephone or through conference calls if previously authorized by the owner.
8. Email shall not be used for ITAR technical data unless a prior written agreement subject to security encryption measures is in place.

24.2 Computer Equipment

The use of standalone secured computers is recommended for storing ITAR technical data.

The use of networked computers for storing ITAR technical data may be permitted providing prior written agreement subject to security encryption measures is in place.

Offsite storage of ITAR Technical Data for the purposes of storage or archival backup is not permitted unless specifically authorized by the owner of the data.

24.3 Non-Disclosure Agreement (NDA)

ULTRA reserve the right to withhold sensitive information from a Supplier until such time as an NDA is established between all concerned parties.

24.4 Sub-tier Suppliers

Sub-tier Suppliers and sub-contractors used by the Supplier that have access to any ITAR data must be authorized and identified on the TAA with an NDA in place.

24.5 Deliveries

Delivery items shall not have any exterior labelling indicating that the contents are subject to ITAR.

24.6 Disposal of ITAR Data and Products

Hard-copy ITAR documentation that is no longer needed must be disposed of in shredder bins or confidential material disposal bins. Scrap products and components shall be destroyed, rendered unusable and unrecoverable and specific disposal sanctioned and witnessed by ULTRA.

24.7 Violations

Violations or suspected violations of the ITAR shall be reported to the ULTRA Procurement Manager and Commercial Manager immediately.

25 Product Preservation

The Supplier shall preserve the product during internal processing and delivery to the intended destination.

25.1 Workmanship Acceptance Criteria

Unless otherwise stated, the following workmanship acceptance criteria shall be used; Supplied product with surface finishes for functional or cosmetic applications shall be smooth, adherent, uniform in

appearance, free from blisters, pits, nodules, scratches, and other defects. This includes but is not limited to electroplated, conversion coated, anodised, painted, mechanically finished and passivated surfaces. See para 19.1 for details of reference documents.

Suppliers of assembled electrical/electronic parts to UECCS shall provide a level of workmanship which meets or exceeds IPC-A_600, IPC-A-610, IPC-620, and IPC-7711/7721 standards. Acceptability of Electronic Assemblies at Class 3 for Dedicated Service Electronic Products. PECs and PCBs shall be cleaned to the IPC 610 Class 3 Standard.

25.2 Moisture Sensitive Level (MSL)

Moisture sensitive components shall be packaged in accordance with IPC/JEDEC J-STD 033 - Handling, Packing, Shipping and Use of Moisture/Reflow Sensitive Surface Mount Devices. The Moisture Sensitivity Level (MSL) must be clearly identified on the outer packaging.

25.3 Electrostatic Discharge (ESD)

Where appropriate, Suppliers shall provide adequate protection measures against ESD damage to goods and ULTRA property.

This should be in accordance with MIL-STD-1686: 'Electrostatic Discharge Control Program for Protection of Electrical and Electronic Parts, Assemblies and Equipment (excluding electrically initiated Explosive Devices)' or ANSI/ESD S20.20: 'ESD Association Standard for the Development of an Electrostatic

Discharge Control Program for – Protection of Electrical and Electronic Parts, Assemblies and Equipment (Excluding Electrically Initiated Explosive Devices)'.

Electronic Components shall be handled, packaged, and supplied in accordance with BS EN 61340-5-1: Electrostatics. Protection of electronic devices from electrostatic phenomena. General requirements.

25.4 Shelf Life

Products with finite shelf life shall have the expiry date identified on the product and the delivery documentation. The remaining shelf life must be a minimum of 75% of the total shelf life for the material at time of delivery.

25.5 Packaging

The Supplier shall adequately plan for packaging designed to prevent product contamination, deterioration, damage, or loss.

Suppliers should provide expendable packaging or returnable containers, where appropriate, of sufficient density and protection from likely damage that may occur.

Mechanical and electromechanical parts should be packaged with anti-static material where possible. The use of approved industry standard labelling and bar-coding shall be in accordance with any contractually agreed packaging specification.

26 GFE / CFE and Customer Owned Product

For some contracts ULTRA, its customer or the MoD may provide equipment in support of that contract.

All GFE equipment shall be maintained by Supplier in accordance with Def Stan 05-99. Also, GFE process IN the BMS refers

If no other requirement is advised in the contract, the Supplier, for the time that this equipment is on loan shall:

1. Mark the equipment in an appropriate manner to identify it.
2. Maintain a record of it and its location and the owner whilst it is on site
3. As a minimum, annually carry out an audit of the equipment checking its condition and location. Once carried out the Supplier must contact the relevant ULTRA representative and advise that this has been carried out successfully.
4. Allow access to the equipment by ULTRA, its customer or the MOD at any time.
5. Accept responsibility including financial (should it be damaged or go missing) during the loan period.
6. Advise ULTRA at any time that it is identified the equipment has gone missing.
7. Store and Maintain the equipment in good working order for the duration of the loan period.

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