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QUALITY REQUIREMENTS FOR SUPPLIERS Akaer

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REVISION CONTROL

REVISION: 11	DATE: 13/05/2025
DESCRIPTION: - Kept in this document the last 03 revision histories. Previous revisions can be viewed via the SE-Soft-Expert system. - Complete review of the document structure, including restructuring of chapters. - Requirements and definitions maintained. - Update in the Supplier Development process.	
REVISION: 10	DATE: October 21, 2022
DESCRIPTION: <i>Chapter 4.1 - Table 1-1 – Preferred evidence for inclusion in LFA.</i> - Included environmental requirements for inclusion in LFA Chapter 4.2 Supplier Risk Analysis Chapter 4.3 - Requirements for Documentation of Delivery of Direct Materials and Services - included note - <i>"As for the Environmental requirements, whenever the need for other information or additional documentation is identified during the procurement process, such requirements will be registered through the corresponding purchasing SE"</i> - Added item 12.2.6 Indirect services that affect the Environmental Management System.	



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REVISION: 09

DATE: 06 April 2022

DESCRIPTION:

Updated the chapters listed:

2 Reference Documents – inclusion of AS9102, AS9145, AS9120, AQAP 2110, ISO9001, ISO14001, ISO45001, MSIGA standards.

3.3 Health and Safety - Inserted text "Akaer encourages its suppliers to certify their Health and Safety Management systems according to the ISO45001 Standard"

3.4 Environment -

Inserted text "Akaer encourages its suppliers to certify their Health and Safety Management systems according to the ISO14001 Standard"

4.1 Inclusion of Suppliers on the Approved Supplier List (LFA)

Before - Table 4 1 – Preferential evidence for inclusion in the LFA did not contain Class Fornecedor_Direto - Environmental Management Serviços_Sistema

After - Table 4 1 – Preferred evidence for inclusion in the LFA inserted Class Fornecedor_Direto - Environmental Management Serviços_Sistema

4.1 Inclusion of Suppliers on the Approved Supplier List (LFA)

Paragraph 1 - Inserted: "This list is for Akaer's internal use, and will not be disclosed in its entirety to the supply chain."

4.1 Inclusion of Suppliers on the Approved Supplier List (LFA)

Paragraph 2 –

Before: For approval, a Qualification process is carried out, in which the risks of the supplier and the approved supplies are evaluated

After: For approval, a Qualification process is carried out, in which the risks of the supplier and related supplies are assessed.

4.1 Inclusion of Suppliers on the Approved Supplier List (LFA) – Inserted 4.1.1 Specific Requirements for Distributors and Resellers

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4.2 Supplier Risk Analysis

Paragraph 1 –

Before: Akaer analyzes the risk of the supplier and the specific deliveries during the supplier approval and supply evaluation processes, respectively.

After: Akaer analyzes the risk of the supplier and the specific supplies during the supplier approval and supply evaluation processes, it is the responsibility of Akaer Quality Supplier.

Paragraph 2 –

Inserted the Text: One of the drivers for this risk analysis is the assessment of the level of criticality of the supply, table 4-2.

5 - AMENDED QUALIDADE4.1 MANAGEMENT SYSTEM:

Paragraph 1 –

Before: Akaer defines the requirements for the Quality Management System of its Suppliers, based on the ISO 9001 and AS 9100 standards.

After: Akaer defines the requirements for the Quality Management System of its Suppliers, based on the ISO 9001, AS 9100, AS 9120 standards for Reseller or Distributor.

12.3 Type of Supply

Inserted Service Environmental Management System - Suppliers of products and services with a direct impact on Environmental Management.

PREPARED BY: <Paulo Dias>

< Akaer > Supplier Quality

VERIFIED BY: <Mirian Martins>

< Quality Supervisor Akaer >

APPROVED BY: <Fernanda Novaes >

<Director of Akaer Quality>

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1. OBJETIVO.

The purpose of this **Akaer Supplier Quality Manual** is to establish clear and practical guidelines to ensure that all suppliers comply with the quality, safety, regulatory compliance and sustainability requirements required by Akaer. This manual aims to strengthen the partnership with our suppliers, ensuring that the products and services provided meet the highest standards of excellence, promoting the continuous improvement of processes and compliance with the standards applicable to the aeronautics, space, defense sector, among other segments of Akaer's operation.

Through this document, we seek to:

1. **Ensure Compliance:** Establish the minimum quality and safety requirements that must be met, ensuring that suppliers comply with applicable regulations and standards.
2. **Continuous Improvement:** Encourage innovation and improvement of supply processes, promoting efficiency, waste reduction and increased quality.
3. **Promote Social and Environmental Responsibility:** Ensure that suppliers adopt sustainable and ethical practices, respecting human rights, labor laws, and environmental standards.
4. **Strengthen Supplier Partnership:** Establish clear and transparent communication, ensuring that all suppliers understand their responsibilities and Akaer's expectations.
5. **Ensure Customer Satisfaction:** Ensure that the products and services provided meet the expectations of end customers, contributing to quality and safety in the aeronautical sector and other segments.

This manual is an essential guide to align suppliers with Akaer's quality practices, aiming to create a robust, reliable and high-performance supply chain.

Chapter 3 is applicable and mandatory for all purchases of goods and services and should be considered in conjunction with the "Terms and Conditions of Supply".

Due to the complexity of the products and services provided, some requirements of the AQRS may be considered not applicable to the Supplier Approval Process.

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2. REFERENCE DOCUMENTS

- AS 9100 - Quality Management Systems - Requirements for Aviation, Space and Defense Organizations.
- AS9102 - First Article Aerospace Inspection Requirement
- AS9145 - Requirements for Advanced Product Quality Planning and Production Part Approval
- AS9120 Certification - Requirements for Aviation Space and Defense Distributors
- AQAP 2110, Edition D Version 1 - NATO Quality Assurance Requirements for Design, Development and Production
- ISO9001 – Quality Management System
- ISO14001 - Environmental Management Systems
- ISO45001 - Occupational Health and Safety Management System (OHSMS)
- Manual of the Akaer Integrated Management System - MSIGA.

3. SUPPLIER RESPONSIBILITY

Akaer's suppliers are key parties to meeting the requirements for quality, deadlines and technical compliance of the products and services provided. In this way, suppliers are expected to fulfill the following responsibilities:

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3.1 Compliance with Contractual Requirements

Ensure full compliance with all requirements established in purchase orders, contracts, drawings, technical specifications, applicable standards and other documents provided by Akaer.

Akaer's Terms and Conditions as well as the AQRS can be accessed by the Supplier on the website (<http://www.Akaer.com.br/quem-somos/certificacoes/>) or requested from AKAER's representative.

It is the responsibility of the Supplier to access the AQRS at the URL address to check its review status and implement it.

Immediately notify Akaer of any divergence or impossibility of meeting the established requirements.

3.2 Quality Management System

Maintain and operate a quality management system appropriate to the nature of its products and/or services, preferably with recognized certifications (e.g., ISO 9001, AS9100, among others).

Allow quality audits carried out by Akaer or its customers, upon prior appointment.

3.3 Non-Conforming Product Control

Identify, segregate and immediately report to Akaer any non-conforming product or service detected before or after delivery.

Do not send non-compliant products without prior formal authorization (diversion request – Annex 1) from Akaer.

3.4 Traceability

Ensure full traceability of materials, components and processes used in the products supplied.

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Maintain records associated with the contract/purchase order:

- as required by contract or regulation, or
- at least twenty-five (25) years for aeronautical, space and defense products,
- at least for ten years for other services/products.

3.5 Delivery Time

Strictly comply with the agreed delivery deadlines.

Notify Akaer at least ten days in advance in case of risk of delay, presenting an action plan for mitigation.

3.6 Ethics and Legal Compliance

Act in compliance with all applicable laws, regulations and standards, including anti-corruption, labor, environmental and safety legislation.

Ensure ethical practices, respecting the principles of integrity, transparency and respect for people.

3.7 Communication and Cooperation

Maintain clear and timely communication with Akaer representatives.

Cooperate proactively with Akaer's continuous improvement and supplier development activities.

4. SUPPLIER CODE OF CONDUCT

4.1 Code of Ethics

Akaer believes that a strong commitment and strategic approach to corporate responsibility are essential to managing the challenges and opportunities of a global environment.

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Suppliers must conduct their business ethically and act with integrity.

Ethical requirements include the following aspects:

Business Integrity: Suppliers are expected not to engage in or tolerate any form of corruption, extortion, or embezzlement. Suppliers will not offer or accept bribes or other illegal inducements to/from their business partners. Suppliers are expected not to offer gifts to Akaer employees or any other type of personal benefit resulting from the relationship with suppliers.

Fair Competition: Suppliers will conduct their business in accordance with fair competition and in accordance with all applicable antitrust laws.

Privacy and Intellectual Property: Suppliers safeguard and make only appropriate use of confidential information and ensure the privacy of all employees and business partners and valid intellectual property rights.

Suppliers must conduct their business ethically and act with integrity. Ethical requirements include the following aspects:

Business Integrity: Suppliers are expected not to engage in or tolerate any form of corruption, extortion, or embezzlement. Suppliers will not offer or accept bribes or other illegal inducements to/from their business partners. Suppliers are expected not to offer gifts to Akaer employees or any other type of personal benefit resulting from the relationship with suppliers.

Fair Competition: Suppliers will conduct their business in accordance with fair competition and in accordance with all applicable antitrust laws.

Privacy and Intellectual Property: Suppliers safeguard and make only appropriate use of confidential information and ensure the privacy of all employees and business partners and valid intellectual property rights.

4.2 Export Control

It is Akaer's policy that all its business relationships are conducted in absolute compliance with the export control rules regulated by the country of origin of the materials, data or information.

Countries establish export controls for the transfer of physical goods, data, information, and technologies that can be used for terrorist purposes, chemical and nuclear weapons

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development, or for national security control and protection of scarce natural resources, regional stability, or foreign policy interests.

To ensure compliance with these rules, Akaer establishes procedures and monitors its purchase and sale processes, to obtain accurate and sufficient information on export and re-export control, following from origin to use and/or end user, with adequate protection, under the best levels of security and reliability.

Suppliers shall be subject to Non-Disclosure Agreement (NDA) obligations prior to any formalization of a business relationship with Akaer.

The supplier must ensure commitment provisions of the interested parties regarding the export control rules (Export. Control), in each document required for the search and selection process of its suppliers,

In addition, accurate and sufficient information about any restrictions associated with the business, as well as declarations of origin and regulated classifications of materials, are eligible in this process.

4.3 Work

Akaer expects suppliers to comply with, at a minimum, all applicable local laws and regulations related to labor and employment, including but not limited to minimum wage, maximum working hours, rest days, compensation, freedom of association, right to organize and bargain collectively. Suppliers must protect the human rights of their employees and treat them with dignity and respect. This includes the following aspects:

Prevention of Child Labor: Akaer does not tolerate child labor in our supply chain. Suppliers must avoid any type of child labor in their business operations, according to the International Labor Organization

Freely Chosen Employment: Forced labor, bonded labor, bonded labor, or involuntary prison labor will not be used by suppliers.

Diversity and Inclusion: The supplier is expected to provide equal employment opportunities and pay without discrimination, unless such discrimination is based on the inherent requirements of the job or the course of a program to promote diversity.

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Freedom of Association: The supplier is expected to recognize the principle of freedom of association and the right to collective bargaining.

4.4 Health and Safety

Suppliers are expected to provide a safe and healthy work environment. At a minimum, the supplier must comply with all applicable health and safety laws, regulations, and standards, in addition to the procedures established by Akaer. The supplier must take appropriate measures, such as policies, standards, procedures, contingency measures and management systems, in order to prevent occupational diseases and accidents at work and to provide a safe and healthy workplace for its employees. Akaer encourages its suppliers to certify their Health and Safety Management systems according to the ISO45001 Standard.

4.5 Environment

Suppliers must be sensitive to their impact on local communities and the environment (including but not limited to air emissions, water discharge, disposal of hazardous wastes and toxic substances). The supplier must comply with applicable environmental laws and standards in all its business activities. Suppliers should exercise caution when handling hazardous materials, processes, or operating equipment that use hazardous materials, to avoid unplanned releases into the workplace or environment.

Akaer encourages its suppliers to certify their Environmental systems according to the ISO14001 Standard.

Additional requirements for specific supplies may include meeting ROHS1 and REACH2 requirements. Meeting these requirements is considered a differential, when not formally specified in the acquisition process.

¹ ROHS - Restriction of Certain Hazardous Substances: <https://echa.europa.eu/regulations/reach/understanding-reach>

² REACH - Registration, Evaluation, Authorization and Restriction of Chemicals: https://ec.europa.eu/environment/topics/waste-and-recycling/rohs-directive_pt

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4.6 Application

This document is applicable to all suppliers and their supplies that have a potential impact on Akaer's products and services. The criteria for evaluation and approval of suppliers and their respective supplies are presented in table 1 - Minimum requirements for LFA inclusion.

Akaer's Approved Supplier List (LFA) presents the approved external suppliers for the supply of direct materials and services, with the respective scope of supply and any exclusions/limitations of approval. This list is for Akaer's internal use and is not disclosed in its entirety to the supply chain.

Chapters 5 to 11 of this AQRS are mandatory for all suppliers of direct materials and services and may be used as a guide for the other classes of suppliers.

Akaer may, at its discretion, choose to use a Vendor that does not meet these requirements, provided that it does not conflict with the customer's requirements.

In these cases, the risks are identified and addressed by Akaer, which may generate obligations for additional evidence and/or alternatives to comply with the requirement by the supplier.

The Supplier shall notify Akaer in writing, preferably within 48 hours, of any change in status in its Quality Management System, relocation, changes or senior management, including the Quality Management Representative.

The supplier is responsible for notifying any change in the certification/registration/accreditation or the main findings of 3rd party audits upon receipt of notification of the change or finding. Examples of registry changes include recertification, suspension, or expiration.

Non-certified/registered/accredited suppliers, when such certification is placed as mandatory by Akaer, are subject to removal from the Approved Supplier List. If Akaer chooses to continue a business relationship with the supplier, controls may be increased, including QMS audits and/or Special Processes by Akaer, if appropriate.

Suppliers may be required to reimburse Akaer for the cost of conducting these audits until certification/registration/accreditation is achieved.

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Supplier shall ensure that Akaer (or Akaer's customers or any governmental regulatory agencies) has access to its facilities, including the freedom to witness and audit all phases of manufacturing, testing, and storage of goods sold to Akaer. Documents and records pertinent to and related to the contract are subject to any limitations or controls necessary to ensure compliance with Export Control regulations.

If the supply relates to design data, approved or accepted by the civil or military certification and/or airworthiness authority linked to the Akaer contract, Supplier agrees that its records and facilities, involved in the execution of the supply, may be subject to inspection and audit by any authorized representative.

5. REQUIREMENTS FOR SUPPLIER QUALIFICATION

Akaer establishes strict criteria for the qualification, selection and monitoring of its suppliers, ensuring that products and services meet the standards required by the aeronautics, space, defense sector, among other segments of Akaer's operation. The following requirements are mandatory for all suppliers who want or have a relationship with Akaer.

The Supplier must understand the defined requirements, in case of doubts, they should contact the Akaer Quality area through the channel (Supplier_Support_suporte_fornecedores@Akaer.com.br).

5.1 Gerais Requirements

Be legally constituted, and in good standing with regulatory and tax agencies.

Fully comply with the contractual terms and purchase orders issued by Akaer.

Demonstrate technical, productive and financial capacity compatible with the products/services provided.

5.2 Quality Requirements

Maintain an implemented, documented and effective Quality Management System.

Preferably, have valid certifications, such as:

- ISO 9001 (current version) – Quality Management System
- AS9100 (current version) – Quality Management System in the Aerospace Sector (applicable to suppliers in this segment)

The requirements must be aligned with the business area in which the product or service will be used, according to the guidelines established in Table 1.

REQUISITOS DO SISTEMA DA QUALIDADE	SAE AS 9100 ⁽¹⁾	SAE AS 9110 ⁽²⁾	SAE AS 9120 ⁽³⁾	ISO 9001 ⁽⁴⁾	Preenchimento SelF-Assessment
Distribuidores			Acreditado *1		N.A
Fabricante	Acreditado *1	Acreditado *1		Acreditado *2	Obrigatório *3
Prestador de Serviço	Acreditado *1	Acreditado *1		Acreditado *2	Obrigatório *3

*1 Obrigatório para fornecedores de produtos Aeronauticos

*2 Obrigatório para fornecedores de Montagem e projeto Tooling

*3 Obrigatório para fornecedores produtos Aeronautico e Processo Especiais

Table 1 – Minimum requirements for LFA inclusion

The 9100 series includes all IAQG-sanctioned standards, including but not limited to AS9100, EN 9100, and JISQ 9100.

The 9110 series includes all IAQG-sanctioned standards, including but not limited to AS9110 and EN 9110.

The 9120 series includes all IAQG-sanctioned standards, including but not limited to AS9120 and EN 9120.

The 9001 series includes all sanctioned standards.

Other specific standards as applicable (e.g. ISO 14001, ISO 45001, NADCAP) can be requested.

All suppliers that provide services or supply aeronautical products must have AS9100 certification issued by an accredited certifying body. This certification is mandatory as a minimum qualification requirement for supply, and for distributors AS9120 applies.

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For suppliers that work exclusively with tooling assembly and design activities, they must have third-party certification according to ISO 9001 or AS9100 standards, issued by an accredited certifying body. This certification is mandatory as a minimum criterion for supplier qualification and approval.

Item 6.1.5 defined the steps for registration and qualification of Suppliers.

5.3 Traceability and Documentation Requirements

Ensure traceability of materials, components, batches, and processes related to supply.

It provides, where applicable, the required technical documentation: certificates of conformity, test reports, dimensional reports, FAI (First Article Inspection), etc.

Maintain quality control records for a minimum period of [25 years], or as contractually required.

5.4 Delivery and Logistics Requirements

Strictly meet the established delivery times.

Carry out the transport and packaging of products in order to ensure the integrity of the item to the destination.

Issue transport documents and invoices in a complete manner and in accordance with current legislation.

5.5 Ethics, Safety and Sustainability Requirements

Act in accordance with the principles of ethics, integrity, human rights and anti-corruption legislation.

Comply with occupational safety and environmental standards.

Adopt sustainable practices and, when possible, promote the use of environmentally responsible materials and processes.

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5.6 Specific Requirements

Suppliers may be subject to additional specific requirements set out in applicable contracts, purchase orders or technical standards, including:

- Akaer's end customer requirements;
- National and international regulatory requirements;
- Confidentiality and Information Protection Requirements.

6. SUPPLIER DEVELOPMENT

Akaer recognizes that the quality of its products and services is directly linked to the performance of its suppliers. Therefore, it maintains a systematic process for the development, monitoring and continuous improvement of its suppliers, ensuring that they consistently meet the established technical, legal and quality requirements.

Objectives:

- Ensure compliance of the materials, components, and services provided.
- Promote continuous improvement of the supply chain.
- Establish long-term partnerships based on performance, trust and innovation.

6.1 Stages of Supplier Development

6.1.1 Initial Assessment

Prior to Qualification, potential suppliers undergo an assessment based on technical criteria, production capacity, certifications (e.g. ISO 9001, AS9100), supply history, and compliance with contractual and regulatory requirements.

6.1.2 Supplier Registration

To ensure the control, traceability and quality of the services and materials purchased, Akaer maintains a structured Supplier Registration process. Only duly registered and Under Development and Qualified companies may provide products or services to Akaer.

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6.1.3 Registration Criteria

The registration process considers the following criteria:

- Acting in accordance with current legislation;
- Technical and operational capacity compatible with the intended scope;
- Supply history (where applicable);
- Commitment to environmental, safety and social responsibility requirements.

6.1.4 Required Documentation

For analysis and approval of the registration, the supplier must submit to Akaer the following minimum documentation (as applicable):

- Updated articles of association and/or CNPJ;
- Quality certificates and/or regulatory authorizations;
- Code of Ethics or Policy of Conduct (if any);
- Other specific documentation may be requested according to the scope of supply.

For types of supply Chemicals, Machining Services, Special Process services, as well as indirect services and suppliers with a direct impact on the Environmental Management System (e.g., fumigation, waste management, etc.), complementary documentation may be requested, at the discretion of the Environment area, with records of the analysis of the documentation in the supplier's ED. Suppliers of chemical, hazardous or explosive products must evidence specific approvals for supply.

National Manufacturers³ - Operating License/Permit according to the state, CADRI, CTF - Ibama.

National Distributors/Resellers - Operating License or Permit from the City Hall or Integrated Licensing Certificate.

³ It includes: manufacturers and assemblers of Direct and Chemical material, as well as Service Providers mentioned in paragraph 1 of this section

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The Environment Area is responsible for evaluating the documentation aimed at environmental requirements. The Quality Board may release a Supplier that presents justification for partial compliance with the Environmental requirements, and this release will be documented and will be attached to module SE - AG_CFORN-Supplier Control.

Note: Failure to comply with Environmental Requirements directly impacts the supplier's qualification status, resulting in the assignment of the 'Not Qualified' status.

6.1.5 Registration and Qualification

Supplier Registration and Qualification is the responsibility of the Quality, Suppliers, Supplies and other areas as needed or by a consultancy defined by Akaer.

For some specific Akaer projects, the qualification of Suppliers is only effective after prior approval by the end Customer, according to contractual definitions; in other cases, Suppliers must be contained in Customer's LFA (Approved Supplier List).

Approved suppliers are included in Akaer's Approved Supplier List (LFA).

Approval may be conditional, depending on the results of audits, inspections or pilot batches.

Steps to Qualification:

1. For Non-Aeronautical Material/Service suppliers, *Supplier Self-Assessment* is only applied when the supplier does not present 3rd party certification.
2. Completing the *Supplier Self-Assessment* is mandatory for manufacturers, special process providers and machining services for Aeronautical Product and Services.
3. For Suppliers of Aeronautical Products/Services, the premises regarding 3rd party Certification must be followed, being mandatory.
 - Manufacturers/ Service Providers: AS9100 or Higher
 - Distributor: AS9120 or Higher
4. It is the responsibility of Quality Suppliers to carry out the "Supplier Self-Assessment" evaluation, according to criteria defined by the Akaer Quality Management.
5. After evaluation according to item 4, Quality Suppliers defines the Industrial Process Assessment (IPA), a face-to-face assessment of the industrial capacity of the supplier "Under

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Development" or "Qualified", aiming at validating the scope of supply and the associated risks. The definition of the applicability of the Industrial Process Assessment (IPA) is carried out by the Supplier Programs and Quality team, and is mandatory for suppliers of Special Processes for aeronautical products, when these are not pre-approved by the customer.

It is the responsibility of Quality Suppliers to carry out the IPA - Industrial Process Assessment. The management of any observations and non-conformities recorded during the IPA must be monitored by Quality Suppliers, with the activation of the Procurement area, when deviations from the agreed dates/actions occur. Evaluation is carried out according to criteria defined by Akaer Quality Management.

6. *After the Supplier Self-Assessment and IPA - Industrial Process Assessment, the supplier moves from the status "In Development" to "Qualified", if approved in the evaluations.*

Note:

Suppliers of components or services intended for the aeronautical sector must be certified according to the AS9100 standard.

Distributors of aeronautical parts, materials or components must be certified according to the AS9120 standard.

7. AKAER DOCUMENTATION

Akaer specifies the requirements of its materials through technical drawings, Purchase Specifications, parts lists, and other additional information associated with the purchase order. If there is a need for additional information, it must be requested directly from the Purchasing area.

Typical documentations associated with the supply of goods and services:

- **SOW (Statement of Work)** is a formal document issued by Akaer that clearly and in detail establishes the scope of the work to be carried out by its suppliers. This document defines the technical requirements, deadlines, deliverables, acceptance criteria, responsibilities, restrictions, and other conditions necessary for the execution of a specific project or supply. The SOW is an integral part of the contracting process and serves as the main reference for the alignment between Akaer and the supplier regarding contractual expectations and obligations.

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- **Drawing** – Containing dimensional information, parts list, raw materials list and other pertinent specifications.
- **Purchase Order (PC)** – PO (Purchase Order) and PC (Purchase Order): Document that authorizes the punctual supply of a product or service, according to the commercial conditions agreed between Akaer and the Supplier.
- **Parts List** – Represents the structure of the product, containing the list of Akaer codes that make up the final item to be supplied. This list includes information such as: description of Akaer codes, technical characteristics, Part Number (when applicable), supplier (in the case of components purchased in the market), quantities involved, Purchase Order (PC) of each item, among other relevant data for the correct manufacture and assembly of the product.

8. SUPPLIER OBLIGATIONS

8.1 Operational Risk Management

The supplier must establish, implement, maintain and continuously improve a quality management system, including the necessary processes and their interaction.

The Supplier's Quality Management System must meet AKAER and the applicable legal and regulatory requirements of the quality management system. The Quality Management System must at least:

- Determine the required input and expected outputs of these processes.
- Determine the sequence and interaction of these processes.
- Determine and apply the criteria and methods necessary to ensure the effective operation and control of these processes.
- Determine the resources required for these processes and ensure their availability.
- Assign the responsibilities and authorities for these processes.

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- Evaluate these processes and implement the necessary changes to ensure that these processes achieve their intended outcomes.
- Improve quality management processes and system.

Relevant information documented to support the operation of your processes and ensure the compliance of products and services should be planned, maintained, and retained as appropriate.

8.2 Critical analysis of requirements relating to products and services

The Supplier must ensure that it has the necessary capacity to meet the requirements for the supply of products and services to Akaer. Before committing to provide any product or service, the supplier must carry out a critical analysis, considering aspects such as:

- Requirements specified by Akaer, including the requirements for delivery and post-delivery activities.
- Requirements that have not been stated by Akaer, but which are identified as necessary for the specified or intended use, where such use is known.
- Regulatory Requirements.
- Contract or order requirements that are different from those previously established or communicated.

Critical analysis should be coordinated with the relevant functional areas of the organization. If, after this analysis, the supplier identifies that it is not possible to meet some of Akaer's requirements or that these requirements can only be partially met, the supplier must immediately notify Akaer, through its contact in the Procurement area, and formally request the approval or acceptance of the proposed changes.

The supplier must ensure that any contract or order requirements that deviate from those previously defined are identified and resolved appropriately.

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8.3 Operational Planning and Control

The supplier must plan, implement, and control the process necessary to meet the requirements for the supply of products and services and implement the actions determined during the planning phases.

- Determine the requirements for products and services;
- Establish criteria for processes and acceptance of products and services;
- Determine the resources needed to achieve compliance with product and service requirements;
- Implement process control according to criteria;
- Determine and maintain documented information to the extent necessary to be sure that processes have been executed as planned and demonstrate compliance of products and services with your requirements.
- Determine the processes and controls required to manage critical items, including production process controls when key characteristics have been identified;
- Involve representatives of the organization's functions affected in operational planning and control;
- Determine your process and resources to support the use and maintenance of the products and services;
- Determine the products and services to be obtained from external suppliers, and
- Establish the necessary controls to prevent the delivery of non-compliant products and services to Akaer.

8.4 Operational Risk Management

The supplier shall plan, implement, and control an operational risk management process for compliance with applicable requirements, which includes, as appropriate to its organization and products and services:

- Assignment of responsibilities for operational risk management;
- Definition of risk assessment criteria;
- Identification, assessment and communication of risks in all operations;

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- Identification, implementation, and management of actions to mitigate risks that exceed defined risk acceptance criteria, and
- Acceptance of remaining risks after the implementation of mitigation actions.

8.5 Configuration Management

The organization must establish, implement, and maintain an effective configuration management process, with the goal of ensuring that product characteristics are properly defined, documented, and controlled throughout the entire lifecycle.

This process should include, at a minimum:

- Identification and documentation of the product configuration;
- Systematic control of configuration changes;
- Traceability of versions and revisions of technical documents;
- Evaluation and formal approval of changes;
- Effective communication of changes to those involved;

Verification that the delivered configuration complies with the established requirements.

Compliance with configuration requirements must be maintained from initial definition to final delivery and post-delivery support, as applicable.

8.6 Product Safety

The supplier must plan, implement, and control the processes necessary to ensure product safety throughout the product lifecycle, as appropriate to its organization and product.

8.7 Prevention of counterfeit parts

The supplier must plan, implement and control processes, appropriate to its organization and the product, to prevent the use of counterfeit or suspected counterfeit parts and their inclusion in the products delivered to Akaer.

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These processes must comply with the requirements set forth by AS9100D and, where applicable, AS6081 standards, which address quality management and the prevention of counterfeit parts in the aerospace supply chain.

Among other obligations, these processes must enable means of identification, traceability and retrieval of information and documentation that evidence the quality and origin of the products, ensuring the integrity and reliability of the items supplied.

Referenced Standards:

- AS9100D: Quality management system standard for the aerospace industry, which includes specific requirements for the prevention of counterfeit parts.
- AS6081: Standard aimed at distributors, focusing on the detection, mitigation and prevention of counterfeit electronic parts in the supply chain.

8.8 Requirements for Products and Services

The supplier must establish communication with Akaer to:

- Provide information related to products and services;
- Deliver inquiries, contracts, or orders, including amendments;
- Obtain feedback from Akaer on products and services, including complaints from Akaer;
- Manipulate or control Akaer ownership, and
- Establish specific requirements for contingency actions, where relevant.

In determining the requirements for the products and services to be offered to Akaer, the supplier must ensure that all applicable statutory and regulatory requirements are defined.

The supplier must ensure that the special requirements of the products and services are determined, that the operational risk has been identified and that the claims of the products and services it offers can be met.

Before committing to provide products and services to Akaer, the Supplier must ensure its ability to meet the requirements through the established Requirements Review Process. Akaer's requirements must be confirmed by the Supplier prior to acceptance where Akaer does not provide a documented statement of its requirements.

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The Supplier shall ensure that the relevant documented information is changed and that the relevant persons are informed of the changed requirements, when the product and service requirements are changed.

8.9 Design and Development of Products and Services

The supplier must establish, implement, and maintain an adequate design and development process to ensure the subsequent supply of its products and services.

8.10 Project Planning and Development

In determining the stages and controls of design and development, the Supplier shall consider:

- The nature, duration and complexity of the design and development activities;
- The necessary process steps, including applicable design and development reviews;
- The necessary projects and development verification and validation activities;
- The responsibilities and authorities involved in the design and development process;
- The needs of internal and external resources for the design and development of products and services;
- The need to control interfaces between the people involved in the design and development process;
- The need for Akaer and users to be involved in the design and development process;
- The requirements for the subsequent supply of products and services;
- The level of control expected for the design and development process by Akaer and other relevant stakeholders;

The documented information needs to demonstrate that the design and development requirements have been met.

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Project planning and development should consider the ability to provide, verify, test, and maintain products and services.

8.11 Design and Development Entries

The supplier must determine the essential requirements for the specific types of products and services to be designed and developed, considering at a minimum:

- Functional and performance requirements;
- Information derived from similar previous design and development activities;
- Statutory and regulatory requirements;
- Standards or codes of practice that the organization has committed to implement;
- Potential consequences of failure due to the nature of the products and services, and
- Where applicable, the possible consequences of obsolescence.

Inputs, for design and development purposes, must be adequate, complete and unambiguous. Conflicting design and development inputs must be resolved.

Documented information about design and development inputs must be maintained by the Supplier.

8.12 Design and Development Controls

The Supplier must apply controls to its design and development process to ensure that:

- The results to be achieved are defined;
- Reviews are conducted to assess the ability of the design and development results to meet requirements;
- Verification activities are conducted to ensure that design and development outputs meet the entry requirements;
- Validation activities are conducted to ensure that the resulting products and services meet the requirements for specific application or intended use;
- Necessary actions are taken on the problems determined during critical analysis or verification and validation activities;

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- Documented information from these activities is maintained and
- Progression to the next stage is authorized.

Participants in design and development reviews should include representatives of the roles related to the design and development stages being reviewed.

When tests are required for verification and validation, these tests must be planned, controlled, reviewed, and documented to ensure and prove the following:

- Test plans or specifications identify the test item being tested and the resources used, define the objectives and conditions of the test, parameters to be recorded, and relevant acceptance criteria;
- Test procedures describe the test methods to be used, how to perform the test, and how to record the results;
- the correct standard configuration of the product being tested;
- The requirements of the test plan and test procedures are observed and the acceptance criteria are met.

At the conclusion of design and development, the Supplier must ensure that reports, calculations, test results, etc. are able to demonstrate that its design for the product or service meets the specification requirements for all identified operating conditions.

8.13 Design and Development Outputs

The supplier must ensure that the design and development outputs:

- Meet entry requirements;
- They are suitable for the subsequent processes of supplying products and services;
- Include or reference monitoring and measurement requirements, as appropriate, and acceptance criteria;
- Specify the characteristics of products and services that are essential for the intended purpose and the safe and adequate supply;
- Specify, as applicable, any critical items, including key characteristics and specific actions to be taken for those items, and
- They are approved by authorized person(s) prior to release.

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The supplier must define the data necessary to enable the product to be identified, manufactured, verified, used and maintained.

8.14 Changes in Design and Development

The supplier must identify, review and control changes made during or after the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on compliance with requirements.

A process with criteria for notifying Akaer prior to implementation of changes that affect its requirements must be implemented by the supplier.

Design and development changes should be tracked according to the requirements of the configuration management process.

8.15 Control of Processes, Products and Services Provided Externally

The supplier must ensure that the processes, products and services provided externally comply with Akaer's requirements.

The supplier will be responsible for the compliance of all externally provided processes, products, and services, including from sources defined by Akaer.

The supplier must ensure, where necessary, that external suppliers designated or approved by Akaer, including process suppliers (e.g., special processes), are used. And the risks associated with the external sourcing of processes, products, and services, as well as the selection and use of external suppliers.

The use of targeted sources does not relieve the subcontractor of responsibility for control (i.e., an approved source for non-destructive testing, galvanizing, coating, etc.). The supplier should require external suppliers to apply appropriate controls to their direct and lower-level external suppliers to ensure that the requirements are met.

Supplier shall determine the controls to be applied to externally provided processes, products, and services when:

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- Products and services from third-party suppliers are intended for incorporation into the Supplier's own products and services;
- Products and services are provided directly to Akaer by external vendors on behalf of the organization;
- A process, or part of a process, is provided by an external provider as a result of a decision by the Supplier.

The criteria for evaluation, selection, performance monitoring, and re-evaluation of external suppliers shall be determined by the Supplier, based on its ability to provide processes or products and services in accordance with the requirements of the assessments.

Processes, responsibilities, and authority for deciding approval status, approval status changes, and conditions for a controlled use of external vendors, depending on their approval status, must be defined by the Vendor. In addition, the supplier must:

- Maintain a record of your external suppliers that includes approval status (e.g., passed, conditional, disapproved) and scope of approval (e.g., product type, process family);
- Periodically review the performance of the external supplier, including process, product and service compliance and on-time delivery performance;
- Define the necessary actions to be taken when dealing with external suppliers who do not meet the requirements;

Define requirements to control documented information created by and/or retained by external vendors.

8.16 Procurement Process

Supplier agrees that it does not subcontract the procurement of any goods covered by a Purchase Order in its full or substantially complete form, without the prior written consent of Akaer.

No relevant substitutions, omissions, or modifications will be permitted without the prior written consent of Akaer.

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The Supplier shall ensure that all materials, services and software purchased or performed from sub-suppliers comply with contractual requirements and specifications and shall ensure that all such requirements/specifications are conveyed to its sub-suppliers.

All special processes must be accepted by Akaer, its customer and/or Nadcap.

For Defense and Aeronautical products, the supplier must have a counterfeit detection process for all electrical, electronic, electromechanical, and electro-optical parts that meet the intentions of the SAE AS5553 standard - Counterfeit Electronic Parts, Avoidance, Detection, Mitigation, and Disposition.

For all electrical, electronic, electromechanical, and electro-optical parts delivered and/or used in the manufacture of products to be delivered, they must be from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM) or from the franchised distributors or the Authorized Aftermarket Manufacturer (AAM).

For all non-electrical standard parts, such as fasteners, nuts, washers, springs, O-rings, inserts, and pins, must have an Original Component Manufacturer (OCM) / Original Equipment Manufacturer (OEM) or Authorized Aftermarket Manufacturer (AAM) certification or authorized distributor.

In the event that a part is not directly available from the OCOM/OEM/AAM or franchised (electronic) distributors or authorized distributor (non-electronic), purchase may be made from independent distributors, but evidence of supply chain traceability (chain of custody) back to OCOM/OEM/AAM must be provided.

The Certification must clearly identify the name and location of all intermediaries in the supply chain, from the original manufacturer to the final source of the product delivered to Akaer.

Definitions: acronyms used above.

- **OCM** - Original Component Manufacturer - company that designs, develops and manufactures a specific electronic or mechanical component.
- **OEM** - Original Equipment Manufacturer - company that manufactures products or components that are used in another company's final product.

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- **AAM** - Authorized Aftermarket Manufacturer - is a company that produces replacement parts with original manufacturer (OEM) authorization to be used in the maintenance, repair or replacement of components in products already in use.

8.17 Acquisition Information

The supplier must ensure the adequacy of the requirements before their communication to the external supplier.

The supplier must communicate to the external suppliers its requirements to:

- The processes, products and services to be provided, including the identification of relevant technical data (e.g. specifications, drawings, process requirements, work instructions);
- The approval of:
 - ✓ Products and services;
 - ✓ Methods, processes and equipment;
 - ✓ The release of products and services;
- Competence, including any qualification required of persons;
- The interactions of the external suppliers with the Supplier;
- Control and monitoring of the performance of external suppliers to be applied by the Supplier;
- Verification or validation activities that the Supplier, or Akaer, intends to carry out at the premises of the external suppliers;
- Testing, inspection and verification (including verification of the production process);
- The use of statistical techniques for acceptance of the product and related instructions for acceptance by the Supplier;

Where Akaer owns the design of an item purchased from a supplier (first tier) that further subcontracts all or part of that work to other subcontractors (second tier), the purchase order of the first tier supplier must state that the items are applicable to Akaer's "End Use" and must be controlled in accordance with the applicable requirements of the purchase order.

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8.18 Type and Extent of Controls

Suppliers must provide raw material test reports/ certification results/ laboratory analysis requirements (e.g., tensile strength, stress break, hardness, chemical composition, etc.) as defined by the product definition and/or purchase order.

Where the supplier uses test reports to verify the product purchased, the data in those reports must be acceptable to the applicable specifications. The supplier must periodically validate the raw material test reports.

Upon receipt of the purchase order from Akaer that requires government oversight (notify the government representative servicing your facility or, if there is none, the government inspection office closest to your facility).

8.19 Provisions for Products and Services

8.19.1 Production and Service Control

The supplier must implement the provision of production and service under controlled conditions. Such control shall include, as applicable:

- Verification and monitoring of the characteristics of the products to be produced, the services to be provided or the activities to be performed;
- The results to be achieved;
- Availability and use of adequate monitoring and measurement resources;
- The implementation of monitoring and measurement activities at appropriate stages to verify that the process or product control criteria and the product and service acceptance criteria have been met.
- The use of adequate infrastructure and environment for the operation of processes;
- the appointment of competent persons, including any required qualifications;
- The periodic validation and revalidation of the ability to achieve planned results of the production and service delivery processes, where the resulting output cannot be verified by subsequent monitoring or measurement;
- Implementation of actions to prevent human errors;
- The implementation of release, delivery and post-delivery activities;
- The establishment of criteria for manufacturing (e.g., written standards, representative samples, illustrations);

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- Responsibility for all products during production (e.g. piece quantities, split orders, non-conforming product);
- Control and monitoring of the identified critical items, including key characteristics, according to established processes;
- The determination of methods for measuring variable data;
- The identification of in-process inspection/verification points when adequate verification of compliance cannot be carried out at later stages;
- The availability of evidence that all production and inspection/verification operations have been completed as planned or documented and authorized;
- Provision for the prevention, detection and removal of foreign objects;
- Provision for the prevention, detection, mitigation and elimination of counterfeit materials, as well as ensuring the availability of evidence that enables traceability and guarantee of origin of the materials and products supplied;
- Control and monitoring of utilities and supplies (e.g., water, compressed air, electricity, chemicals) to the extent that they affect compliance with product requirements;
- The identification and recording of products released for subsequent use in production that are awaiting the completion of all necessary measurement and monitoring activities, to allow for withdrawal and replacement if it is later found that the product does not meet the requirements.

8.19.2 Control of Equipment, Tools and Software Programs

The supplier is responsible for ensuring that all equipment, tools, and software used in production, inspection, and measurement are checked and approved prior to use, ensuring functional compliance and meeting process requirements.

These resources must be maintained in proper operating conditions, through preventive maintenance practices, calibration and periodic updating, as applicable. Equipment that is no longer in use should be stored properly, avoiding degradation or damage.

Regular inspections should be carried out to verify the status of the resources used in the process. Calibration must follow internationally recognized standards, such as:

- ISO 10012
- ISO/IEC 17025

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- ANSI/NCSL Z540.3 (with Handbook Mandatory Use, if adopted)

All calibration data must be documented, including frequency, results, analysis and traceability to the standards used. The operational reliability of the equipment must be maintained at a minimum level of 95%. If equipment is identified out of tolerance, the supplier must:

- Evaluate the impact on products and processes;
- Notify Akaer in case of possible impact on products already delivered or in production.

Where applicable, a 10:1 accuracy ratio should be adopted between the tolerance of the product and that of the measuring equipment. Lower reasons will be accepted only upon formal technical justification and support with statistical control of the process.

When the ISO 10012 standard is not used as a reference for the measurement system, the supplier must perform a Measurement System Analysis (MSA) to demonstrate the adequacy, stability and reliability of the methods and equipment used, especially for critical characteristics.

The MSA shall include, as applicable:

- Repeatability and reproducibility (R&R) studies;
- Evaluation of bias, linearity and stability;
- Analysis of measurement uncertainty, when technically or contractually required.

The results of these analyses must show that the measurement system is technically suitable for the intended use, based on recognized statistical criteria (e.g. contribution of the measurement system less than 10% of the total process variation).

8.19.3 Production Process Verification

Suppliers must carry out systematic checks during the production process, ensuring that products meet the specified requirements before their release for subsequent stages or for delivery to the customer.

- The supplier must establish and maintain checkpoints and control during the production process, based on risk analysis, product criticality, and contractual requirements.
- Inspection, measurement or monitoring methods appropriate to the characteristic to be controlled should be implemented, using Measurement and Test Equipment (M&TE) properly calibrated and traceable to recognized standards.

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Checks must be documented in work instructions, control plans, FMEA, or process scripts, and performed according to a defined frequency.

First Article (FAI) inspections, when requested, must be performed in accordance with SAE AS 9102 and the additional requirements below:

- A partial or total FAI should be performed for the affected traits when one of the following occurs:
 - ✓ Change in the project;
 - ✓ Change in manufacturing source(s), process(es), inspection method(s), and manufacturing locations, tools, or materials;
 - ✓ Change in numerical control program or translation to other media;
 - ✓ Natural or man-made event, which may adversely affect the manufacturing process;
 - ✓ Absence of production for two years or as specified by Akaer.

A replication of the product part marking (via photograph or sample) representative of the production marking shall be included in the FAI Report.

The supplier holding the Akaer purchase order is responsible for ensuring the completion of the FAI report for all finished part characteristics generated by its sub-suppliers.

At any time, Akaer may request that a full FAI be performed instead of a partial (delta) FAI.

8.19.4 Validation and Control of Special Processes

Suppliers and all members of your supply chain that provide only special processes (not manufacturing suppliers) must be accepted by Akaer. Nadcap accreditation is recommended for the following special processes:

- Brazing;
- Chemical processing;
- Coatings;
- Heat treatment;

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- Materials testing;
- Unconventional machining;
- Non-destructive testing;
- Shot peening;
- Aeronautical assembly, and
- Welding.

Supplier shall establish procedures to control special processes, including but not limited to:

Initial Qualification or Approval - Special processes must be qualified or approved by the Supplier prior to manufacturing the first delivery. The supplier must keep the following data available for Akaer to review:

- Identification and address of the facility;
- Identification of special processes and applicable specification number;
- Report of the controls of the process parameters (temperature, pressure, concentration, pH, hardness, conductivity, etc.) according to the limits and frequency specified in the specifications;
- List of calibration standards (including reference procedures and calibration frequency);
- List of qualified personnel; evidence of your qualification (training, knowledge, experience, skills) and
- Qualified bill of materials used in the process.

Maintenance of qualification - Special processes must be maintained through periodic checking. The periodic check shall consist of monitoring the special process parameters within the range set out in the process specification requirements.

Deployment of requirements - The supplier must unfold the applicable requirements and control of special processes performed by the Subsuppliers. Supplier's control of its sub-suppliers shall include qualification, maintenance, control of the Nonconforming Product, and corrective actions. Sub-suppliers must also keep records of the list described in item 1 (above).

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8.19.5 Identification and Traceability

The Supplier shall use appropriate means to identify outputs when necessary to ensure compliance of products and services.

The configuration of the products and services should be maintained to identify any differences between the actual configuration and the required one.

The supplier must identify the status of the outputs with respect to the monitoring and measurement requirements throughout production and service delivery.

When acceptance authority media is used (e.g., stamps, electronic signatures, passwords), Vendor must establish controls for the media.

The supplier must control the unique identification of outputs when traceability is a requirement and retain the documented information necessary to enable traceability.

The identification and documented information must allow:

- Retrieval of data relevant to the manufacture of the product (raw material, treatments, tests and others);
- Verification of the origin of the items supplied, allowing to eliminate the delivery of materials in disagreement with technical and commercial specifications;
- The documentation must allow traceability of the delivered item from delivery at Akaer to the original manufacturer.

8.19.6 Property Owned by External Customers or Vendors

The supplier is responsible for properly caring for any item supplied by Akaer or a third party, while it is in their possession or use. This includes tools, documents, equipment, measuring devices, stamps, records, among others.

The supplier must:

- Identify, verify, protect and conserve these properties while they are under their control.
- Immediately notify Akaer if any item is lost, damaged, or deemed unfit for use, keeping records of what happened.

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- Return all items received from Akaer (such as documents, records, calibrators, or other materials) whenever requested in writing or when the business relationship is terminated.

8.19.7 Preservation

The supplier must preserve outputs during production and service to the extent necessary to ensure compliance with requirements.

8.19.8 Post-Delivery Activities

If any products are found to be defective or do not conform to the Commercial, Technical and Quality requirements applicable to the supply, Akaer may, in addition to its other rights and remedies, reject such products and require their immediate correction or replacement at the Supplier's expense, including shipping and packaging charges.

Alternatively, Akaer may repair or replace such nonconforming goods at the supplier's expense.

Note: If any product supplied is considered counterfeit, in addition to the negotiations already mentioned, the supplier is subject to legal penalties and blocking and/or elimination from the Akaer Approved Supplier List.

8.19.9 Advanced Quality Planning

Suppliers must implement APQP (AS 9145), including APPAP (Aeronautical Parts Approval Process) when required through the purchase order or any other contractual requirement.

8.19.10 Release of Products and Services

The supplier must plan and apply checks at appropriate steps in the process to ensure that the products and services meet all specified requirements.

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The release of products and services to Akaer shall only occur after satisfactory completion of these checks, unless there is formal approval by a competent authority and, where applicable, by Akaer itself.

The supplier must keep documented records of the release of the products and services. These records must include, at a minimum:

- Evidence that acceptance criteria have been met;
- Identification of the person responsible for the release.

Where necessary to prove product compliance, the supplier must ensure that the records clearly demonstrate that the defined requirements have been met.

In addition, the supplier must ensure that all required documents accompany the products and services at the time of delivery, as defined in the purchase order and in Table 2 – Delivery Documentation – Direct Materials and Table 3 – Delivery Documentation – Direct Services.

Classe de Fornecedor	Tipo de Fornecimento	Documentação para entrega				
		Certificado de Conformidade	Relatório de Inspeção (Dimensional, visual, funcional, Tridimensional etc.)	FISPO (Ficha de Informação de Segurança de Produto Químico)	Certificado de Aceitação de Processos Especiais	Certificado de Matéria Prima
Direto - Materiais	Produto Acabado (inclui Eletro/Eletrônicos não padronizados e software embarcado no produto Akaer)	X	X	Não aplicável	X	X (em alguns casos específicos pode ser aplicada apenas a rastreabilidade ao País de Origem)
	Produto Químico	X Quando aplicável deve ter o tempo de validade	Não aplicável	X	Não aplicável	Não aplicável
	Produto Ferramental	X	X	Não aplicável	X	X (com rastreabilidade ao fabricante Origem)
	Materia Prima	X	X	Não aplicável	X	X (com rastreabilidade ao fabricante Origem)
	Produto Padronizados (hardware elétrico/eletro/mecânico)	X (com rastreabilidade ao fabricante original)	Não aplicável	Não aplicável	Não aplicável	Não aplicável
	Embalagem	X	X	Não aplicável	X (quando requerido tratamento)	Não aplicável

Table 2 – Delivery Documentation – Direct Materials

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Classe de Fornecedor	Tipo de Fornecimento	Documentação para entrega				
		Certificado de Conformidade	Relatório de Inspeção (Dimensional, visual, funcional, Tridimensional etc.	FISPQ (Ficha de Informação de Segurança de Produto Químico)	Certificado de Aceitação de Processos Especiais	Certificado de Matéria Prima
Direto - Serviços	Serviço de Usinagem	X	X	Não aplicável	X (quando requerido tratamento)	X
	Serviço de Montagem	X	X	Não aplicável	X (quando requerido tratamento)	X
	Serviços - Processos Especiais	X	X	Não aplicável	X	Não aplicável
	Serviços - Ensaio Não Destrutivos	Não Aplicável	X	Não aplicável	Não aplicável	Não aplicável
	Serviços - Manutenção, Calibração, Inspeção e Testes	X (Certificado de Calibração)	X (aplicável para processo rastreável deverá conter os certificados dos padrões utilizados)	Não aplicável	Não aplicável	Não aplicável
	Serviços - Manutenção Aeronáutica	X	X (quando aplicável)	Não aplicável	X (quando aplicável)	Não aplicável
	Serviço Especializado /Consultoria	X (quando aplicável)	X (quando aplicável)	X (quando aplicável)	X (quando aplicável)	Não aplicável

Table 3 – Delivery Documentation – Direct Services

Notes:

- Dimensional Reports must contain 100% of the measurable characteristics.
- Raw Material Certificates must contain the traceability of the Manufacturer and Country of Origin.
- The lack of documents characterizes non-conformity and is understood as undelivered material.
- The inspection carried out by Akaer at the supplier's premises (source inspection) should not be interpreted as final acceptance of the goods. If non-conformities or defects are identified after receipt, Akaer reserves the right to take appropriate measures, without prejudice to its contractual rights.
- Akaer reserves the right to carry out inspections at the source, both of the product and of the processes and materials, at the supplier's facilities or those of its sub-suppliers. When such an inspection is requested, the supplier must make available the necessary resources so that the Akaer representative can verify compliance with the requirements. The inspection schedule must be requested at least 05 days in advance. Source inspection may be waived, at the discretion of Akaer's Quality Assurance area.
- Unless otherwise stated in the purchase order, source inspection may be required for first article inspection (FAI) and for changes (delta FAI). The inspection can also be applied to subsequent shipments. If the need for continuous inspections is related to

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recurring quality problems, the costs of these inspections will be the responsibility of the supplier.

- Reports and Certificates should be sent to e-mail: **Support Vendors**
suporte_fornecedores@Akaer.com.br

8.19.11 Control of Non-Compliant Outputs

The supplier must notify Akaer within 24 hours of identifying that a non-conforming product or service has been sent in error. The communication should include as much detailed information as possible, such as: full description of the defect, requirements and specifications involved, codes of the affected parts, numbers of impacted orders, quantities, how the problem was discovered, traceability data, and any applicable inspection or test records.

When a non-conforming product is identified, the supplier must send Akaer a detailed description of the non-conformity, accompanied by a proposal for disposition (corrective action or treatment of the material).

Akaer will forward this proposal to the responsible internal area and, if necessary, to the affected end customer, for analysis and definition of the final disposition. Akaer will be responsible for coordinating the official response with the supplier.

After the non-compliance is reported, Akaer will issue a non-conforming material document, covering all impacted items. This will require the supplier to take immediate containment action, that is, identification, segregation and total control of non-compliant products under its responsibility.

The final disposition on what to do with the material (repair, rework, use as is, or rejection) will be informed by Akaer, and the supplier must wait for this definition before taking any action.

In exceptional situations, Akaer may authorize the use of a non-compliant product, as long as it is formally evaluated and accepted.

Failure to respond by the supplier may lead to a review of your approval status. At the very least, a meeting will be scheduled to analyze the deviations and define corrective actions.

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8.19.12 Non-Compliance Control

The supplier must ensure that any product or service that does not comply with the requirements is clearly identified and controlled, preventing its accidental use or shipment to Akaer or third parties.

Whenever a non-conformity is identified, the supplier must take appropriate actions, taking into account the severity of the problem and its possible impacts on products, services or processes. This also includes situations where the problem is identified after delivery or during the execution of the service.

The supplier must maintain a documented process for controlling non-conformities, which must include:

- Responsible and defined authorities to review and decide on the disposition of non-conforming items, including who is authorized to make these decisions;
- Actions to prevent non-compliance from affecting other products or processes;
- Immediate report to Akaer (within 24 business hours) of any non-conforming product shipped, even if it has not yet arrived at its final destination. The form of communication must follow the requirements defined by Akaer;
- Definition of appropriate corrective actions when non-conformity is identified after delivery.

The supplier can handle non-compliant outputs through one or more of the following actions:

- Item correction;
- Rework or repair, with a new inspection of the affected characteristics;
- Isolation of the material, return, blocking or suspension of delivery;
- Report to Akaer of all cases of non-conformity involving materials provided by it;
- Request for formal approval for use of the item as is ("accepted as is") or with repair, if permitted by Akaer's requirements.

Acceptance of non-conforming products or services will only be permitted when:

- There is formal approval by a technical manager of the project organization (where applicable);
- Akaer is authorized if the deviation affects contractual requirements.

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Items considered scrap must be clearly identified and disposed of within 30 days of the final decision, unless Akaer informs otherwise in writing.

Counterfeit or suspected counterfeit parts must be strictly controlled to ensure that they do not return to the supply chain.

If a non-conforming item is corrected, the vendor must double-check that it complies with all requirements before release.

8.19.13 Customer Communication

Any change that may impact quality must be recorded and communicated to Akaer's Quality Assurance area and/or the responsible buyer before it is implemented.

8.19.14 Supplier Disposition Authority

The supplier is only allowed to apply the following actions for non-conforming products: "Rework", "Return to supplier" or "Scrap".

If any of these actions affect the ability to deliver the product as specified or agreed, the supplier must notify Akaer in writing immediately.

Note: Rework is the process done within the limits of the drawing and technical specifications, which ensures that the product fully meets the requirements of the project and the contract.

9. PERFORMANCE EVALUATION

9.1 Supplier Performance Monitoring

For suppliers of productive items whose products undergo inspection, performance is monitored monthly by two areas:

- Quality: through the Quality Index (IQF - Supplier Quality Index), which evaluates the conformity of the items supplied;
- Purchases: through the On-Time Delivery Index (OTD), which measures compliance with established delivery deadlines.

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These indicators are used to monitor the performance of suppliers and support decisions related to the qualification, maintenance or reevaluation of the supplier.

The monitoring of supplier performance is carried out according to indicators and metrics, defined through the Supplier Development, Qualification and Monitoring Macroprocess.

Monitoring is carried out monthly, and the following indicators are evaluated:

- I-QF – Supplier Quality Index

The indicator is analyzed monthly, based on the assumptions of RNC's (Supplier cause) issued and Receipts (direct material) made in the previous month.

Underperforming suppliers (I-QF Supplier Quality Index < 90%)

- They will be communicated and an action plan will be agreed, with monitoring by Akaer. Maintaining performance below the agreed targets or failing to comply with agreed actions may lead to supplier blocking, until agreed containment actions are effective. Records of communications should preferably be kept through the Supplier's registration in the SE, or in specific folders per supplier in the Akaer network.
- An Action Plan will be applied to Suppliers with IQF < 90% who have delivered ≥ 04 (Invoice entered by Protheus in the last 06 months), otherwise action will be directed according to the analysis of the criticality of the RNC.
- OTD – On-Time Delivery – evaluation is carried out every six months by the Procurement area.

9.1.1 Customer Satisfaction

The supplier must monitor Akaer's perceptions of the degree to which its needs and expectations have been met. Supplier shall determine the methods for obtaining, monitoring, and reviewing this information.

The information to be monitored and used for the assessment of Akaer's satisfaction should include, but is not limited to, product and service compliance, on-time delivery performance, Akaer complaints, and requests for corrective actions. Supplier shall develop and implement plans for Akaer's satisfaction improvement that address the deficiencies identified by these evaluations and evaluate the effectiveness of the results.

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9.1.2 Analysis and Evaluation

The supplier must analyze and evaluate appropriate data and information arising from the monitoring and measurement. The results of the analysis should be used to assess:

- Compliance of products and services;
- The degree of satisfaction of Akaer;
- The performance and effectiveness of the quality management system;
- Whether the planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- Performance of external suppliers, and
- The need for improvements in the quality management system.

9.1.3 Internal Audit

The supplier should conduct internal audits at planned intervals to provide information on whether the quality management system complies with:

- The requirements of your quality management system themselves, and
- The requirements of the International Standard, applied to your quality management system.

10. IMPROVEMENT

The supplier must determine and select opportunities for improvement and implement the necessary actions to meet the requirements and increase Akaer's satisfaction.

10.1 Non-Compliance and Corrective Actions

Whenever required to take corrective action, the supplier must prepare a formal report describing the occurrence, the results of the investigation and the assessment of the impact on the affected product, and forward it to Akaer.

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The report should include objective evidence of the root cause analysis and corrective actions implemented, demonstrating that effective measures have been taken to prevent the recurrence of the problem.

The supplier must maintain documented information that defines the processes for managing non-conformities and corrective actions.

11. CONTROL OF GOODS SUPPLIED BY AKAER

Akaer may provide the supplier with goods necessary for the development and/or manufacture of contracted products and services. These assets may include, but are not limited to:

- Projects and technical drawings
- Tools and devices
- Moldes e mylars
- Measuring equipment
- Technical data and controlled documents

11.1 Supplier Responsibilities

The supplier is responsible for:

- Correctly identify all items supplied by Akaer;
- Preserve and maintain these properties in good condition and use;
- Carry out periodic inspections to ensure suitability for use;
- Control access and prevent misuse, loss or deterioration;
- Immediately report to Akaer any situation of loss, theft, damage, destruction or inability to use the items received.

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11.2 Return of Goods

All items supplied by Akaer must be returned upon formal request or upon termination/cancellation of the related Purchase Order, under appropriate conditions.

11.3 Guarantees

Akaer makes no warranties of any kind as to the state, performance or integrity of the goods and data provided to the supplier. It is up to the supplier to carry out the proper verification before use.

12. PARTS MARKING

When a specification or guideline for marking parts is not provided by the drawings, specifications, or Purchase Order, the following should be applied to the packaging for product identification:

- Date of Manufacture
- Supplier Name or CNPJ or Code Cage
- Batch Number
- The part number specified in the Purchase Order;

If the items are not identified as requested, it will be considered Non-Conformity, and will be treated as non-conforming material.

13. PACKING

When a specification or guideline for packaging is not provided by the engineering drawings, specifications, or purchase order, the packaging must conform to:

- Commercial: ASTM-D3951, Standard Practice for Commercial Packaging or
- Military: MIL-STD-2073-1D, Standard Practice for Military Packaging.

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Note: Any proposal for packaging that differs from the one requested must be agreed upon by the parties; The supplier shall provide an identification on the packaging as defined in paragraph 12.

14. ADDITIONAL PROVISIONS

14.1 Digital Data

Where Akaer or Akaer's Customer electronically provides engineering definitions of the Product, Supplier shall have a documented procedure for:

- Verify the integrity of the file transfer;
- A system for storing and maintaining the archive;
- A system for file security (limited access);
- A system for checking and notifying changes;

Full traceability of all derived data back to the original definition provided by Akaer, and when models are provided by Akaer, along with other configuration control documents (engineering drawings, specifications, supply conditions, etc.), the Supplier must ensure that all documents have been properly reviewed prior to production. This includes the evaluation of all grades incorporated into the engineering model. Any conflict between these documents and files should be brought to the attention of Akaer for resolution.

For dimensions verified with a CMM, the Supplier must provide:

An AS 9102 submission with all dimensions specifically specified in the model listed on Form 3 of the standard. (Example - GD&T, highlighted text dimensions, unit for points, etc.);

For all other measurements taken from the model but not specifically mentioned in letter (a) above, include a bubble drawing of the dimensions taken from the model or a bubble screenshot showing where the stitches were taken. There must be correlation between the bubble features and the CMM report;

A CMM report that identifies the tolerance for each characteristic point and the amount of deviation from the nominal. The report must clearly state any out-of-tolerance conditions, as well as, it must be traceable to the specific party and retained by the Supplier.

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The CMM report must be assigned a naming convention that can be identified on Form 3 of AS9102. A copy of the CMM report must accompany the FAI. If the size of the CMM report is not practicable to include a copy, it should be maintained in a manner that can be made available immediately upon request.

For dimensions not verified with the CMM, the Supplier must provide a bubble drawing of the dimensions taken from the model or bubble screenshots (these must be controlled in the same manner as an engineering drawing) showing where the points were noted. These manually inspected resources must be recorded on Form 3 of Form AS 9102.

Documents should reference the template file name/drawing and revision levels.

14.2 Inspection Delegation Authority

The Supplier, when issued a "Memorandum of Inspection Delegation Authority" by Akaer Quality Assurance, is authorized to inspect products identified in the Purchase Order on behalf of Akaer Quality Assurance, unless otherwise excluded.

The Supplier Delegation Authority is subject to the limitations as specified in the "Memorandum of the Inspection Delegation Authority" and/or as specified in the Purchase Order/Contract.

Akaer Quality Assurance reserves the right to conduct Product integrity audits, quality system assessments, verify Suppliers' compliance with delegation requirements, and revoke the Supplier's delegation authority at any time.

14.3 Prevention of Foreign Object Damage

The Supplier must ensure that the item or service delivered to Akaer is controlled and/or inspected in a manner that prevents the occurrence of foreign objects in the final product.

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14.4 Client and Program Specific Requirements

In addition to the requirements contained herein, there are specific requirements related to the Customer and the Program that apply based on the type of Product supplied by the Supplier and Akaer's end Customer.

Supplier is required to implement Customer- and Program-specific requirements, as applicable.