



## **SUPPLIER QUALITY MANUAL**

This Supplier Quality Assurance Manual is approved and current per:

IEWC

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## IEWC QUALITY POLICY

IEWC is committed to being our customers' and suppliers' most entrusted partner; accelerating and simplifying their business. As partners, we will work together by:

- **Being Customer Obsessed:** Consistently exceeding customer requirements and expectations.
- **Delivering on Our Promises:** Delivering quality products and services on time and at a competitive price; executing relentlessly with accountability.
- **Winning the Right Way:** Continually improving the effectiveness and efficiency of our process, product, and trade compliance systems.
- **Being Constantly Creative:** Analyzing, deciding, and acting quickly to find solutions to problems.
- **Communicating Honestly:** Celebrating our wins and our problems to advance, simplify, and improve our work continuously

### IEWC Contact Names

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## 1.0 FACILITY / DISTRIBUTION CENTER REQUIREMENTS

### LABELING AND PACKAGING REQUIREMENTS

Industrial Electric Wire & Cable, herein known as (IEWC), is customer driven-solution focused organization. Cablcon is a subsidiary of IEWC. All of our suppliers play a key role in contributing to IEWC’s success and in meeting the expectations of our customers.

All suppliers are responsible for designing packaging that will protect material during shipment and maintain the integrity of the material during storage. IEWC is committed to preventing activities and/or conditions that might pose a threat to the environment.

All material delivered to IEWC facilities must be labeled, packaged, palletized and documented exactly to the requirements we have established. IEWC reserves the right to reject any packaging that does not meet the specifications listed below.

#### 1.1 Receiving Times by DC:

a) Hours Specific to DC location

|                                      |                                   |
|--------------------------------------|-----------------------------------|
| New Berlin, WI:                      | M-F 6:00AM-1:00 PM                |
| Greer, SC:                           | M-F 6:30 AM - 1:30 PM             |
| Dallas, TX:                          | M-F 7:00AM-1:30PM                 |
| Phoenix, AZ:                         | M-F 7:30AM-11:30AM/12:30PM-2:30PM |
| Chandler, AZ (Jupiter)               | M-F 8:00AM-5:00PM                 |
| Montreal, Canada:                    | M-F 8:00AM-4:00PM                 |
| Toronto, Canada:                     | M-F 8:00AM-4:00PM                 |
| Suzhou, Jiangsu Province, China:     | M-F 8:30AM-5:00PM                 |
| Jesús Maria, Aguascalientes, México: | M-F 8:00AM-5:00PM                 |
| Monterrey, México:                   | M-F 8:00AM-5:00PM                 |
| Hermosillo, Mexico:                  | M-F 8:00AM-5:00PM                 |
| Frankfurt, Germany:                  | M-F 7:30AM-3:30PM                 |
| Calgary, Canada:                     | M-F 8:00AM-4:00PM                 |
| El Paso, TX:                         | M-F 8:00AM-3:00PM                 |
| Hong Kong, China:                    | M-F 9:00AM-6:00PM                 |
| Cablcon, TX:                         | M-F 7:30AM-4:30PM                 |
| Cablcon, MI:                         | M-F 7:30AM-4:30PM                 |
| Cablcon, MTY (Mexico):               | M-F 8:30AM-5:00PM                 |
| Singapore                            | M-F 8:30AM-4:30PM                 |

b) There are no scheduled appointment times for receiving. Trucks are unloaded on a first come, first served basis during the receiving hours shown above.

#### 1.2 Packaging Requirements

- a) Before shipping product to IEWC, the Vendor must verify the following:
1. Verify that there is no damage to the product.
  2. Verify that the put-ups match the put-up sizes ordered.

3. Verify that information on the product labels matches with the product ordered.
4. Verify the print on the wire matches with the product ordered and Quality of the print is good and readable.
5. Verify that if the material is UL/CSA approved, it has appropriate labels with accurate information and the labels quantity matches the quantity of the reel.
6. Verify the conductor count (if the product is a multi-conductor product) is accurate and the color is accurate.
7. Verify that the copper of the stranding is what was ordered
8. Verify that the material is ROHS compliant
9. Ensure *Test Reports & C of C* (if required by the PO) are attached to the shipment
10. Consolidate vendor shipments – see logistics section for requirements
11. Pallet shipments are palletized appropriately on GMA Grade A or better pallets. For materials that require ISPM Pallets, it will be noted on the POs. Do not use 4 way pallets unless requested or approved by IEWC.
12. Splice Identification: If there are any splices in the Spool or Drum, it must be identified by a sticker (**Required, preferably orange label**). If a spool with splice is not identified with a sticker or any other way and the spool causes any damage to IEWC equipment during respooling or customer equipment, then supplier will be liable for damages. Examples of label on the spool showing splices is shown below.



b) The Domestic Bill of Lading must include the following information:

- 1) Shipper
- 2) Consignee
- 3) Freight terms (collect or prepaid)
- 4) NMFC item number for each product shipped
- 5) Carrier name
- 6) Carrier pro or tracking number

**1.3 Receiving Requirements-** Deliveries must be palletized unless product is shipped small parcel through UPS, FedEx or DHL. If an IEWC purchase order specifies a different pallet or packaging requirement, the purchase order supersedes the packaging requirements listed below.

***As IEWC facilities are not equipped to handle material from a flatbed truck, do not send any material on a flatbed truck to any IEWC facility.***

- 1) Pallet/Skid Configuration
  - i. Pallet Size: 42” x 42” pallets or larger. No pallets bigger than 48” x 46” size as they won’t fit IEWC rack locations and could cause safety issues. No Plastic Pallets

allowed. No smaller pallets than 42" X 42", as it will result in underutilization of rack space.

- ii. Pallet height maximum is 2 cartons high/3 reels high or 42 inches, including the height of the pallet. Pallets over 42 inches may be accepted if approved by IEWC receiving locations before the load arrives at the facility.
- iii. Material that weighs the heaviest ALWAYS needs to be placed on the bottom layer of the pallet, regardless of mixed spool types.
- iv. Odd size reels (i.e., shape or differ from standard put-up) should be placed on the top layer, if it is NOT the heaviest item on the pallet.
- v. All pallets must be shrink/stretch wrapped or banded to protect from weather elements and protect material from falling off.
- vi. Double stacked pallets must be individually shrink wrapped, with a slip-sheet between the top and the bottom pallets to prevent damage to the top layer of the bottom pallet.
- vii. Material cannot hang over the edges of the pallet.
- viii. All material placed on a pallet must be placed in a way that allows easy access to the labels (refer to labels section for more details) from outside of the pallet.
- ix. If required on the IEWC PO, Heat treated or ISPM -15 pallets must be used.
- x. ***If a supplier ships material on wrong size pallets without prior authorization from IEWC and if IEWC personnel have to restack the pallets, IEWC reserves the right to charge the hours spent on restacking the pallets back to the supplier.***

## 2) Packing Lists

- i. A packing list must accompany each shipment and attached to the outside of the pallet inside an envelope that is clearly marked.
- ii. All packing lists per pallet must be placed in one envelope on the outside of the pallet.
- iii. Information on a packing list must contain:
  - Supplier Name and Address
  - Quantity Shipped and total number of packages
  - Material Description
  - Purchase Order Number and order line number
  - IEWC's Part Number
  - IEWC PO#
  - Date shipped.
  - Country of Origin (COO)
- iv. Repeat violations (twice in a three month period) of missing packing slip might result in additional administrative charges from IEWC to supplier.

## 3) Carton Packaging

- i. All boxes shipped to IEWC should be 'Corrugated' and with an identification label applied outside the box showing what is in the box.
  - a. All material shipping via small parcel carriers should be boxed to protect material and to preserve vendor labels that can be covered by carrier relabeling.

- ii. If mixed pieces in a carton, each different part number should have a label and its quantity on the outside of the carton facing outwards.
- iii. Weight of a single carton or piece cannot exceed 100 lbs on small parcel shipments.
  - i. Single cartons or pieces that weigh between 50-100 lbs should be identified (labels or written) as “heavy lift” or “team lift” for safety reasons.
- iv. Cartons must be sealed with appropriate adhesive tape, staples or bands to help reduce the potential damage to product.
  - i. H-Tape method is industry standard as shown below. If not utilized, it can result in rejection of claim by the carrier.



(Acceptable H Tape Sealing)

(Not Acceptable sealing)

#### 4) Reel Packaging

- i. All reel packaging and configuration must follow the “General Packaging Requirements” and the “Pallet/Skid Configuration”.
- ii. When stacking reels, the reels must be stacked level.
- iii. Reels should have protection around the wire (Preferably wrapped).
- iv. Reels must be no larger than 42x48 or heavier than 3,000 lbs.

### 1.4 Labeling

a) Labeling requirements for Reels and Cartons listed below are at least the minimum required.

#### 1. Reels/Drums

- i. Suppliers are required to apply two labels to a reel. One on the outside flange facing outside and another label in between the flanges as shown below.



(Acceptable Labeling)

(Acceptable Labeling)



(Unacceptable labeling as the label might drop off) (Unacceptable Label as it was torn)

- ii. Supplier Carton/Spool Labels must contain
  1. IEWC Part Number (Readable format)
  2. IEWC PO Number (Readable format)
  3. Quantity/Put-ups
  4. Date of Manufacture
  5. Lot #
  6. Supplier Part Number
  7. UL/CSA labels/tags when applicable. Apply them in the middle of the flange (When labels are applied on top of the flange, they might be damaged during transportation when another spool is placed on top) and apply plastic wrap over them so that they are visible and does not drop off during transportation. See the sample label under wrap below.

***If any material comes into IEWC without appropriate UL & CSA labels, the material will be rejected and returned back to suppliers as IEWC is not allowed by UL and CSA to apply missing UL/CSA labels on the product on behalf of suppliers. Also, IEWC reserves the right to charge the supplier for the time spent in creating and processing an RTV PO.***



Note: Material tagged as UL/CSA must confirm and pass applicable UL/CSA testing (UL & CSA pulls random samples every quarter from IEWC inventory for testing). If a testing failure is confirmed to be due to a supplier issue, IEWC reserves the right to pass on all testing costs of the failure to the supplier.

- 8. Weight of Material
- 9. Manufacturer description



10. RoHS 3 (Preferred instead of only saying RoHS)
  11. Country of Origin (COO). For example, Made in USA or Made in China etc.
  12. IEWC Batch number (10 Digit number in readable and scannable format) if the supplier is part of IEWC batch number pre labeling program.
- iii. Odd size lengths need to be clearly marked and placed on the top layer, if different from standard put-up

2. Cartons

- i. Suppliers are to apply labels to cartons facing outward as shown below.



(Acceptable Labeling) (Unacceptable Labeling as labels are facing inside)

**1.5 Certificates**

- a) When specified on the Purchase Order, Certificates of Conformance (C of C) and/or Test Reports must be included with the shipping documentation or can be emailed to [POX-Certs@iewc.com](mailto:POX-Certs@iewc.com) and in the subject line, add PO number (so that search can be done more efficiently) and note on the packing slip that certs were emailed to IEWC. Certificate markings, i.e. stickers, must be visible on the outside of the reel or container.
- b) Certificate of Conformance / Test Reports must have the following information:
  - IEWC PO Number & Line #
  - Manufacturing Lot #
  - Date of Manufacturing
- c) UL, CSA, RoHS
  - Materials must have all required compliance labels/certificates with the shipments. Acceptable forms of displaying compliance include printed on the material, sticker stating compliance, or in the form of a paper copy if other forms are not available.

**Special Certification/Requirements**

- All military material must have a Certificate of Compliance and Test Reports for each lot number included in the shipment placed in the Packing list envelope.

**1.6 Defects Identified during Receiving Process:** IEWC will document on the Domestic Bill of Lading (BOL), any defects identified on the materials during unloading of the freight. But some interior defects (damages to the inside spools on a pallet or damages to the wire that was uncovered after removing the shrink wrap) might not be detected during unloading process but could be identified during receiving inspection process.

The rejection will be notified to supplier using IEWC Supplier Corrective action report (SCAR). Once the reason for rejection was confirmed as a supplier issue, IEWC expects the supplier to issue RGA or Disposition guidance in 5 business days & if required, completed SCAR in 10 business days. If supplier fails to provide RGA or disposition within 5 business days, IEWC reserves the right to return the material back to supplier or scrap the material and take credit for the value of the material from future payments to the supplier.

## **2.0 IEWC PURCHASE ORDER TERMS AND CONDITIONS**

<https://www.iewc.com/terms-and-conditions#PurchasesT&C>

**2.1 PO Confirmation:** IEWC require suppliers to confirm a PO within 48 hours from the receipt.

## **3.0 SOURCING REQUIREMENTS**

### **3.1 AUTHORIZED SUPPLIERS**

All authorized suppliers are approved by the Chief Supply Chain Officer or authorized personnel, based on the New Supplier Selection Criteria Form, available on The Wire. The form is to be filled out by Sourcing department employees and must be submitted to the Chief Supply Chain Officer for signed authorization. The Chief Supply Chain Officer is free to accept or reject the supplier based on the criteria form and is responsible for keeping a copy of the authorization forms in their office.

### **3.2 SUPPLIER DISQUALIFICATION**

The Chief Supply Chain Officer or authorized personnel have the authority to disqualify any supplier with whom IEWC has had no purchases for a minimum of 24 consecutive months, and the supplier is then deemed inactive.

### **3.3 SUPPLIER ASSESSMENT**

Supplier Quality System Evaluation

- a) A copy of the New Supplier Set Up form will be received back from the Supplier prior to being set up as an Approved Supplier.
- b) After evaluating the information on the New Supplier Set Up form, Sourcing will determine supplier's quality system status.
- c) If the supplier returns a copy of their registration certificate, it will be given to the Quality Department.
- d) A potential pre-production review may be desired to discuss Supplier/Customer expectations.

### **3.4 PREFERRED SUPPLIERS**

The Sourcing Department in conjunction with Sales and Quality will establish a Preferred Supplier list. This group of suppliers will be assessed for On-Time Delivery, Quote Response Time, Quality and SCAR Response Time. The intent of this assessment is to provide a rating to each Preferred Supplier as described below. The Supplier Scorecard will be sent to each Preferred Supplier monthly. Sourcing and Quality will work with the suppliers to overcome any objections and improve performance. Performance below approved levels could result in sourcing decision changes.

### 3.5 SUPPLIER PERFORMANCE SCORECARD

IEWC Preferred Suppliers will receive a scorecard on a monthly basis to track their performance against multiple measures that IEWC determines annually. These measures will contribute to an overall monthly score to determine the supplier ratings (i.e. Supply Excellence, Approved and Conditional).

#### Preferred Supplier Rating

- a) The Supplier Scorecard will be sent to each Preferred Supplier monthly.
- b) The report contains results for On-Time Delivery, RFQ Response Times, Quality and SCAR Response Time.
- c) Suppliers will achieve one of 3 ratings based on their combined performance across those measures.

Supply Excellence - (85-100 points)

Approved Supplier - (60-84 points)

Conditional Supplier - (< 60 points)

- d) Rating description:
  - Supply Excellence: Rated supplier with no Sourcing limits and additional partnership opportunities being pursued.
  - Approved Supplier: Rated supplier with no Sourcing limits.
  - Conditional Supplier: Rated supplier that will be notified of conditional rating.

#### Notification

- e) The Chief Supply Chain Officer or authorized personnel will notify an executive of each Preferred Supplier of their monthly Supplier Scorecard status.
- f) Performance may be discussed with the suppliers, as necessary, in order to improve its level. Detail data to support the scorecards can be gathered by Sourcing for meetings or supplier visits.
- g) In the event a Preferred Supplier has a conditional rating (less than 60) for three consecutive months, then:
  - The Supplier will be notified within 30 days of the finding that a formal response with corrective action is required from the supplier within 60 days explaining the root cause of the problems around the score and the corrective actions to get the score to 60 or above.
  - Notification of the conditional status of the supplier in question will be published in the weekly Product & Supplier News Flash which is distributed to Sales, Quality and Sourcing personnel within IEWC. The notification will remain in place in the weekly publication until the supplier is removed from “Conditional Supply” status. Requests for quotation for new business from this supplier will be discouraged.
  - The supplier will be taken off from “Conditional Supply” when they maintain a score of 60 or above for a 3 month rolling period. If a supplier remains in conditional status for an extended period, Sourcing will develop punitive actions that are appropriate with the supplier’s importance to

IEWC’s business. Punitive actions may include financial penalties and the potential termination of the business relationship.

- h) Chief Supply Chain Officer or authorized personnel shall be responsible for communicating any improvements and/or recommendations to the suppliers.

### 3.6 IEWC Supplier Score Card Calculations



#### Supplier Scorecard Calculations

|  |                       |  |  |  |  |  |
|--|-----------------------|--|--|--|--|--|
| <b>On Time %</b>                                   | <b>Score (points)</b> | <b>On-Time % is any PO received in a window of 5 days early, 0 days late based on the suppliers confirmation date.</b>   |  |  |  |  |
| 95% or Greater                                     | 40                    |  |  |  |  |  |
| 90% to 94%   | 25                    |  |  |  |  |  |
| 80% to 89%   | 15                    |  |  |  |  |  |
| 70% to 79%   | 5                     |  |  |  |  |  |
| Below 70%  | 0                     |  |  |  |  |  |
| <b>RFQ Avg Days Response Time</b>                  | <b>Score (points)</b> | <b>RFQ Response Time is the amount of days it takes a supplier to process a quote. This is an average of all your quotes for the selected time period.</b>   |  |  |  |  |
| 1 day or less                                      | 10                    |  |  |  |  |  |
| 1.1 days to 2 days                                 | 6                     |  |  |  |  |  |
| 2.1 days to 5 days                                 | 4                     |  |  |  |  |  |
| 5 days or Greater                                  | 0                     |  |  |  |  |  |
| <b>Quality DPM Score</b>                           | <b>Score (points)</b> | <b>Quality DPM is the "Defects per Million" for the selected time period. It takes the amount of rejected footage (or pieces) divided by the amount of footage (or pieces) received and multiplies that by 1 million.</b>  |  |  |  |  |
| Less than 1,200 DPM                                | 35                    | <b>Maximum of 40 points (35 for Quality and 5 for Compliance)</b>  |  |  |  |  |
| 1,201 to 2,200 DPM                                 | 30                    |  |  |  |  |  |
| 2,201 to 2,700 DPM                                 | 15                    |  |  |  |  |  |
| 2,701 to 3,700 DPM                                 | 5                     |  |  |  |  |  |
| 3,701 DPM or Greater                               | 0                     |  |  |  |  |  |
| Compliance Data Provided                           | 5                     | <b>Up to date on RoHS, REACH, Prop 65, Conflict Minerals &amp; USMCA (Formerly NAFTA)</b>  |  |  |  |  |
| Compliance Data Missing                            | 0                     | <b>Missing RoHS, REACH, Prop 65, Conflict Minerals or USMCA (formerly NAFTA)</b>   |  |  |  |  |
| <b>SCAR Avg Days Response Time (Business Days)</b> | <b>Score (points)</b> | <b>SCAR (Supplier Corrective Action) Response Time is the amount of days it takes a supplier to process a SCAR. This is an average of all your SCARs for the selected time period.</b>   |  |  |  |  |
| 10 days or less                                    | 10                    |  |  |  |  |  |
| 11 to 15 days                                      | 6                     |  |  |  |  |  |
| 16 to 20 days                                      | 4                     |  |  |  |  |  |
| More than 20 days                                  | 0                     |  |  |  |  |  |
| <b>Supplier Status</b>                             | <b>Score</b>          | <b>Supplier Status is based on a rolling 3 Month Supplier Score (i.e. scores of 80, 100, 90 would average 85 putting you in the "Supply Excellence" category). Reaching "Conditional Status" means you've had 3 consecutive months <u>UNDER 60</u> points and need 3 consecutive months of 60 or over to be removed.</b> |  |  |  |  |
| Supply Excellence                                  | 85                    |  |  |  |  |  |
| Approved   | 60-84                 |  |  |  |  |  |
| Conditional  | <60                   |  |  |  |  |  |

### **3.7 COUNTERFEIT PARTS**

The Supplier shall establish, implement and maintain documented procedures, which shall detect and prevent shipping counterfeit parts to IEWC.

### **3.8 SUPPLIER QUALITY DEVELOPMENT**

IEWC's goal is to progress and expand our existing global base to become the world leader in our chosen market fields. To assist in the implementation of our objectives, IEWC will utilize a Supplier Quality Development program, which embodies all the measures specified and mutually applied, between IEWC and the supplier to obtain and maintain the high quality standard required.

In order for Supplier Quality Development to be successful, it requires a close collaboration between IEWC and the supplier and this necessarily involves an in depth knowledge of the organization and methods employed by the supplier. It equally involves the supplier being familiar with our requirements when doing business with IEWC. Increasingly stringent and demanding economic and quality requirements from the marketplace compel us to understand and continually improve our supplier base.

#### **3.8.1 Supplier Quality System Requirements**

- a) IEWC requires all suppliers to acknowledge and retain total ownership for the quality of their products and to develop Quality Assurance Systems which ensure that the requirements of the purchase order are fully met.
- b) The development of these systems should provide for continuing improvement in product quality, leading to the attainment of zero defects, while also providing speedy and effective corrective action in the event of defective products being delivered to IEWC.
- c) It is expected that all suppliers to IEWC will meet the requirements of this section based on ISO 9001 Quality System standard or similar management system. It is not a requirement of IEWC that suppliers are to be ISO 9001 approved. Suppliers are evaluated and selected on an individual merit basis for the product/service they supply. Non ISO 9001 Certified organizations are expected to demonstrate adequate management and controls of their processes that satisfies IEWC's minimum requirements.

#### **3.8.2 Supplier Quality Management System**

- a) The supplier shall establish and maintain a clearly documented quality system that provides a means of ensuring that products conform to specified requirements. This system shall control the issue of drawings, specifications, procedures etc.
- b) Provision shall be made for the control of obsolete copies and their subsequent responsibility to archive and disposition.
- c) All records pertaining to quality shall be stored and maintained in a legible form for a minimum of 10 years **and then can be disposed unless supplier have their own requirements to retain them longer**. Specific projects and/or regulatory bodies may require longer retention periods, and this will be notified in advance to the supplier.

### 3.8.3 **Supplier Management Responsibility**

The supplier should assign a Quality Leader to have the necessary authority to assume responsibility for product quality. It is expected that the named person will provide evidence of the supplier's commitment to the development and implementation of the quality management system and continually improving its effectiveness.

### 3.8.4 **Supplier Resource Management**

- a) The supplier shall determine and provide the resources needed to maintain the quality system and continually improve its effectiveness and enhance customer satisfaction by meeting IEWC's requirements.
- b) Personnel performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience. The supplier shall determine, provide and maintain the infrastructure needed to achieve conformity to product requirements.
- c) **Aero Space and defense suppliers: Ensure that employees are aware of:**
  - Their contribution to product or service conformity
  - Their contribution to product safety
  - The importance of ethical behavior

### 3.8.5 **Supplier Product Realization**

Customer related processes (Contract review). Orders or contracts shall be formally reviewed to ensure that the supplier has the technical and logistical capabilities to meet the requirements. Any discrepancies or queries shall be resolved before the order or contract is accepted. Amendments to orders or contracts shall be formally reviewed. Records of contract review shall be maintained.

### 3.8.6 **Control of monitoring and measuring devices**

All measuring and test equipment used to demonstrate conformance of product shall be calibrated with reference to international or national standards. Such equipment shall be clearly marked with identification of its calibration status, including expiry date. Records of calibrated equipment shall be maintained. When equipment is found to be out of calibration, actions shall be taken to identify and rectify any affected product including product already dispatched.

### 3.8.7 **Monitoring and Measurement of product**

The supplier shall monitor and measure the characteristics of the product to verify that the product requirements have been met. This shall be carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Where applicable appropriate Statistical techniques need to be used to decide product acceptance.

### 3.8.8 **Control of Non-conforming product**

The supplier shall ensure that products, which do not conform to product requirement, are identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-conforming product shall be defined in a documented procedure.

Nonconforming products that are received by IEWC will be processed as per IEWC Control & Disposition of Nonconforming Product procedure. In case, Nonconforming product from the supplier was identified by IEWC customer and it was confirmed that the root cause of the failure occurred during supplier Manufacturing process, the supplier will be liable for any non-conformance costs assessed by IEWC Customer upon IEWC. The costs include (administration costs from IEWC customer, along with any other associated rework costs, downstream manufacturing costs at customer and recall costs). There will be no additional administrative costs from IEWC.

### 3.8.9 **Corrective Action**

In the event of a non-conformance, root cause analysis shall be conducted to determine the cause of the non-conformance. Action shall be taken to eliminate the non-conformance and corrective actions established in order to prevent recurrence. Results of any actions undertaken shall be submitted to IEWC in a timely manner against an agreed format as indicated in the BMS Documentation section.

### 3.8.10 **Preventive Action**

The Supplier shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

IEWC understands that failures happen during the manufacturing process, but the supplier's response to the failures reported, is key for IEWC.

Resolving Quality issues in a timely manner will help both IEWC and the Supplier. In order to encourage timely responses from Suppliers, going forward, IEWC will reserve the right to charge additional costs to the Supplier, if the Supplier falls into one of the two categories listed below.

- Suppliers, who fail to resolve quality issues identified during IEWC receiving inspection process in a timely manner (within ten business days of the failure being reported to them) and require additional follow up from IEWC Quality to resolve the issue.
- Suppliers, who fail to implement appropriate preventive actions to prevent recurrences of same failure, will be required to provide 8D reports with documented actions planned to eliminate the failures. If same failures still continue to occur and impacting IEWC operations, then any additional costs incurred to IEWC will be passed on to the supplier.

### 3.8.11 **Supplier Audits**

On site audits may be conducted as part of the initial introduction as a new supplier. The decision to audit a newly identified supplier depends on many aspects such as criticality of supply, approvals held, location and financial implications. Notification of the audit will be given as time allows.

As part of IEWC's Supplier Quality Development program and supplier control process, all Preferred/Approved Suppliers may be subject to an ongoing supplier verification audit. Selected suppliers will be audited as necessary to verify product conformance. These audits may be made up of a cross-functional team consisting of Quality, Procurement and

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Production personnel. The purpose of a cross-functional team is to substantiate the effectiveness of the supplier's administration, manufacturing and quality system.

### 3.8.12 **Right of Access to Supplier Facilities (For Aero Space & Defense Suppliers)**

If required by IEWC, Suppliers shall provide right of access to IEWC and IEWC Customers and Regulatory Authorities to the applicable areas of the facilities and their supply chain involved in the specific order and to all applicable records of the order. Unless it is required by Regulatory authorities, IEWC will co-ordinate with the suppliers on the visits.

### 3.8.13 **Supplier Corrective Action Request (SCAR)**

IEWC maintains a documented system for the recording, monitoring and measurement of corrective actions. This system applies to both internal and externally generated concerns. When issued a SCAR, the supplier is required to complete the SCAR and return to IEWC within 10 business days.

## 3.9 **DEVIATION/PRODUCT CHANGE NOTICE**

Any Changes / modifications to products supplied to IEWC will be permitted only after the change requests are approved by IEWC Sourcing and Quality Departments. **Aero Space and defense suppliers need to get IEWC approval if there are any changes of their suppliers or their location of manufacture.**

If any change / modification in product form, fit, or function are desired by our suppliers, a description of the changed specification must be submitted in writing to the IEWC Sourcing Department using IEWC Supplier Change Request Notification form. The Sourcing department will work with concerned IEWC functions (Sales and Quality Assurance) in processing the change request.

- 3.9.1 A product change/modification is described as, but not necessarily limited to, changes in compound, strand construction, shield construction, surface printing, certifications, and put ups.
- 3.9.2 If the change / modification create concerns the IEWC Sourcing and Quality Assurance departments will ask for further dialogue with the supplier prior to implementation.
- 3.9.3 In cases where there are concerns, samples may be required in such quantities so that IEWC Customers my test run for their approval. Some IEWC Customers might even require, a revised PPAPs for approval.

## 4.0 **QUALITY REQUIREMENTS**

### 4.1 **NONCONFORMANCES AND SUPPLIER CORRECTIVE ACTIONS (SCARS)**

IEWC is committed to work with suppliers in reducing the occurrence of Non-Conformances. If there is any Non-Conformance with any supplier material, IEWC expects the supplier to investigate, resolve and report the issue with a Supplier Corrective Action



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Report (SCAR) in 10 business days from the day the supplier have all the necessary information (labels, pictures, defective product) to do the investigation.

- 4.1.1 Nonconforming material that is identified at IEWC during receiving inspection or through a customer return, will be put on hold and suppliers will be informed of all possible details (photos, tags, material samples, etc.) as required by the supplier. When Supplier requires defective sample for investigation, the sample will be shipped next day air on Supplier Account, unless supplier have a valid reason to ship the sample via ground.

The rejection will be notified to supplier using IEWC Supplier Corrective action report (SCAR). Once the reason for rejection was confirmed as a supplier issue, IEWC expects the supplier to issue RGA or Disposition guidance in 5 business days & if required, completed SCAR in 10 business days. If supplier fails to provide RGA or disposition within 5 business days, IEWC reserves the right to return the material back to supplier or scrap the material and take credit for the value of the material from future payments to the supplier.

- 4.1.2 Nonconforming material that is identified at our customer's locations will be controlled and suppliers will be informed of all possible details when available (photos, tags, material samples, etc.) as required by the supplier. The supplier needs to provide timely disposition instructions of the nonconforming material along with Supplier Corrective Action Report.
- 4.1.3 IEWC will decide as to whether the nonconforming material that is identified at our customer's location is to be held at the customer's facilities, returned to IEWC's distribution center, returned directly to the supplier, or scrapped at customer location.
- 4.1.4 IEWC QA will track Supplier Response time on the SCARs every month to ensure Supplier Compliance to the 10 business day requirement. Conformance to this metric will be a key part of IEWC overall evaluation of the supplier performance.
- 4.1.5 IEWC expects commitment from all suppliers in Continuous Improvement and expects to see a reduction in the occurrences of non-conformances every year.

## PPAP/IMDS

- 4.2.1 Production Part Approval Process (PPAP): PPAP is an important part of the product development process, allowing manufacturers to evaluate the components and sub-systems which they receive from suppliers, and establishing confidence in the supplier's management systems. Although individual manufacturers have their own particular requirements, the Automotive Industry Action Group (AIAG) has developed a common PPAP standard as part of the Advanced Product Quality Planning Process (APQP) - and encouraging the use of common terminology and standard forms to document project status.
- 4.2.2 The Production Part Approval Process (PPAP) provides customers with evidence that:
- Component suppliers have understood their requirements.

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- The product meets the customer's requirements.
- The production process is capable of consistently producing conforming product.

### 4.2.3 Most Common Acronyms Used in PPAP:

**PPAP:** Production Part Approval Process  
**IMDS:** International Material Data System  
**PSW:** Part Submission Warrant  
**FMEA:** Failure Mode Effects Analysis.

### 4.2.4 PPAP Submission Levels:

- Level 1: PSW only submitted to Customer (Fastest turnaround time but contains minimal information)
- Level 2: PSW with Product Samples and limited to supporting data submitted to Customer
- Level 3: PSW with Product Samples and complete supporting data submitted to Customer (Most extensive level and includes all 19 different elements)
- Level 4: PSW and other requirements as defined by Customer (Customized as per customer requirements)
- Level 5: PSW with Product Samples and Complete Supporting data reviewed at organization's manufacturing location.

### 4.2.5 IEWC Requirements: IEWC continue to work with the customers and minimize the number of PPAP & IMDS requests. But in order to meet our Customer Expectations, IEWC requires all our suppliers to confirm to the following requirements consistently.

- If Level 1 & Level 2, PPAP was requested, IEWC expects the supplier to provide the PPAP in 5 Business days.
- If Level 3 PPAP was requested, IEWC expect our supplier to provide the PPAP in 10 Business days.
- If Level 4 PPAP was requested, IEWC expect our supplier to provide the PPAP in 10 Business days.
- If an IMDS was requested, IEWC expect our suppliers to provide the chemical breakdown for the material in 5 Business days.

## 4.3 PRODUCT COMPLIANCE REQUIREMENTS

To fulfill IEWC Customers requests, IEWC Quality department will request IEWC suppliers to provide compliance information on ROHS 3, REACH, Conflict Minerals, Prop 65 and Full Material Declarations.

REACH Compliance: IEWC expects REACH Compliance Documents from suppliers within 45 days of the changes to REACH requirements by ECHA. If any supplier cannot meet the requirement, IEWC requires proactive communication to IEWC Quality along with expected completion date.

Conflict Minerals: IEWC expects all suppliers to provide Conflict Minerals CMRT file (using latest version of the file from RMI) to IEWC Quality within 45 days of the request from IEWC.

Prop 65: IEWC expects all suppliers to provide required Prop 65 documentation within 45 days of the request from IEWC.

Failure to provide Compliance information within the required time frame, might result in suppliers losing 5 points on the supplier scorecard. For all other compliance requirements, IEWC expects all suppliers to provide required product compliance information within mutually agreed time frame.

#### **4.4 SAVING PRODUCTION SAMPLES**

IEWC is committed to resolve all customer complaints within 10 business days. As sending defective samples from customers to suppliers is taking longer time, IEWC requires all our suppliers to save at least a 3 feet production sample from each production run of a material for up to 1 year from the date of manufacturing.

#### **4.5 PRINTING FOOTAGE ON WIRE/CABLE**

To provide easy visual verification of actual footage on a spool against the label for both IEWC and our Customers, IEWC requires suppliers to print incremental footage on the wire every 5 feet or less, on material with an OD > 1/4 inch. Any material that cannot be ink jet printed (example Teflon materials) are exempted from this requirement.

## 5.0 IEWC TRANSPORTATION & LOGISTICS REQUIREMENTS:

INBOUND ROUTING INTO AN IEWC LOCATION- US Domestic-IEWC Expense /Collect

\*This revised process and use of TMS/Redwood is effective as of 2/28/22.

Note: IEWC's preferred carrier of choice MUST be used for any freight being shipped at IEWC Expense (FOB Origin, Freight Collect).

### 5.1 Small Parcel Shipments:

Small parcel shipments should be routed through Fed Ex. Please use the respective IEWC receiving DC location account number located on the Purchase Order

- Default/standard service: Fed Ex Ground
- Weight: Up to 150 lbs. total max shipment weight  
\*\*70 lb. max weight per piece/carton **or** up to 10 pieces/cartons per shipment; not to exceed 150 lbs total per shipment regardless of piece/carton count or weight per carton.

IEWC does not declare additional amounts and only utilizes the standard parcel limits (declared value) for insurance and damage/claim purposes. Please ensure that no additional values or amounts are entered (for declared value) at the time of routing. If a higher declared value (for insurance purposes) is entered by the shipper, IEWC reserves the right to chargeback these amounts to the supplier.

### 5.2 LTL & Truckload (FTL) Freight:

LTL IEWC expense: All Domestic Inbound LTL shipments are to be routed in IEWC TMS/Redwood.

- Any palletized shipments, or shipments over 151 lbs. All freight should be entered for routing into the TMS using your TMS portal login. IEWC expects all suppliers to be able to route through the TMS portal directly. If you have an issue, please send shipment information to [IEWC@RedwoodLogistics.com](mailto:IEWC@RedwoodLogistics.com).
- Please use only the BOL creating through Redwood or send to Redwood when shipping

All Truckload (FTL) shipments should be entered into the TMS for carrier assignment and tendering/pick up. If you have any issues when entering this Truckload shipment information, please contact [logistics@iewc.com](mailto:logistics@iewc.com) and [IEWC@RedwoodLogistics.com](mailto:IEWC@RedwoodLogistics.com) for further support or shipment confirmation

### 5.3 Freight Claims Process:

5.3.1 The IEWC claim process is based on the terms of sale stipulated on the Purchase Order:

5.3.2 Supplier Expense Freight (FOB Destination, Freight Prepaid):

- Supplier is responsible for filing the freight claim with the carrier and issuing a credit to IEWC for the damaged or lost material.
- If a shipment arrives into IEWC DC and material is either damaged or missing, IEWC will notify the Supplier within 10 business days.

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- IEWC will hold the damaged material for up to 60 days to allow for claim processing and resolution. If IEWC does not receive written claim disposition from the Supplier within 60 days, IEWC reserves the right to dispose of the material.

### 5.3.3 IEWC Expense Freight (FOB Origin, Freight Collect):

- If a shipment arrives at an IEWC DC and material is either damaged or missing, IEWC is responsible for filing the freight claim directly with the carrier.
- For small parcel shipments IEWC will request a letter of authorization from the supplier/shipper in order to settle the claim for the material value directly with the small parcel provider.

## 5.4 Freight Terms

### 5.4.1 DOMESTIC / INTRA COUNTRY

- **FOB Origin, Freight Collect** – IEWC is responsible for 1) paying the freight charges 2) bearing legal responsibility for the freight charges 3) owning the material during transit 4) filing a claim with the carrier if material is lost or damaged 5) designating a carrier to transport the material.
- **FOB Destination, Freight prepaid** – Supplier is responsible for 1) paying the freight charges 2) bearing legal responsibility for the freight charges 3) owning the material during transit 4) filing a claim with the carrier if material is lost or damaged 5) designating a carrier to transport the material.

### 5.4.2 INTERNATIONAL (Incoterms® 2020)

- For international shipments, Supplier shall make the Products available for export at the Supplier's facility. Acceptable terms of sales as further determined.
- For all International Shipments, a complete set of commercial documents (Shippers Letter of Instruction (SLI), Commercial Invoice, packing list, and any applicable Free Trade Agreement) are required at time of shipment. If the supplier is routing the freight at supplier expense, a Bill of Lading (AWB, BOL) is required within 24-48 hours after export. All documents should be sent to [logistics@iewc.com](mailto:logistics@iewc.com)
- For shipments under 100 pounds, required to use FedEx International Economy. For shipments over 100 pounds, contact [logistics@iewc.com](mailto:logistics@iewc.com)

## **6.0 TRADE COMPLIANCE REQUIREMENTS**

### **6.1 COUNTRY OF ORIGIN & USMCA DOCUMENTS**

IEWC requires country of origin information for each item that is purchased and if applicable associated Free Trade documents. COO & USMCA document requests from IEWC need to be responded to timely & accurately. If any supplier cannot meet the requirement, IEWC requires an expected completion date. Failure to comply with IEWC requirements, will be reflected in the Supplier Scorecard.

### **6.2 JURISDICTIONAL CLASSIFICATION (EAR/ITAR)**

IEWC requires the proper EAR (Export Administration Regulations) or ITAR (International Traffic in Arms Regulations) classification for each item. If an item is controlled by EAR, IEWC requires the ECCN (Export Control Classification Number) based on essential characteristics. If an item is controlled by ITAR, IEWC requires the USML (United States Munitions List) category based on the original essential character of the item. For ITAR materials, the Cartons or Spools or Packing list need to be clearly marked ITAR.

### **6.3 ITAR PRODUCTS AND TECHNICAL DATA**

Before the sale and transfer of any ITAR product or ITAR technical data to IEWC, the supplier must notify IEWC Trade Compliance ([TradeCompliance@iewc.com](mailto:TradeCompliance@iewc.com)) prior to the submission of technical data. Material can only be shipped to IEWC in Greer, SC at this time.

### **6.4 HARMONIZED TARIFF SCHEDULES (HTS)**

IEWC requires a Harmonized Tariff Schedule (HTS) for each item that is purchased. This will be requested as needed. Please note that if the supplier cannot provide a HTS, material support information may be requested in order for the IEWC Trade Compliance Department to be able to properly classify the product.

### **6.5 COMPLIANCE TO US TRADE REGULATIONS**

By signing the attached IEWC Supplier Acknowledgement Form, the supplier is confirming that they are in compliance with all US Trade Regulations.

## **7.0 SUSTAINABILITY & SUPPLIER CODE OF CONDUCT REQUIREMENTS**

### **7.1 SUSTAINABILITY COMMITMENT:**

IEWC is committed to Sustainability and expects similar commitment from its Suppliers. As part of its Sustainability Program, IEWC implemented the following initiatives and continues to evaluate other sustainability opportunities.

#### **ENVIRONMENTAL MANAGEMENT SYSTEM (EMS):**

IEWC implemented an EMS that meets ISO14001 Standard requirements. Environmental metrics were established to track recycling of Copper, Pallets, Wooden Spools, Corrugated Material & Plastic.

#### **ENERGY SAVINGS & REDUCING CARBON EMISSIONS:**

To reduce overall energy consumption, IEWC has installed LED lights and sensors in three of its largest distribution centers. IEWC also consolidates freight to reduce its overall carbon emissions.

#### **HAZARDOUS & RESTRICTED SUBSTANCES:**

IEWC identifies hazardous & restricted substances that pose a hazard to the environment and takes steps to ensure safe handling, use, storage, and disposal of such substances.

#### **PARTNERING WITH COPPER MARK:**

IEWC partners with Copper Mark to promote Sustainability throughout its supply chain. Copper Mark supports 7 out of 17 Global Sustainability Goals recommended by the United Nations. IEWC encourages its suppliers to become Copper Mark members and drive sustainability goals.

### **7.2 IEWC SUPPLIER CODE OF CONDUCT:**

#### **PREVENTION OF CHILD LABOR IN WORK FORCE**

IEWC complies with the labor laws in every country in which it operates, to ensure prevention of Child Labor in its facilities. IEWC expects the same commitment from its suppliers to ensure that the IEWC Supply Chain complies with all applicable labor laws.

Any supplier found to be in violation of this requirement, will face punitive actions that could include termination of its business relationship with IEWC.

#### **COMPLIANCE TO MODERN SLAVERY ACT**

In October 2015, the UK government passed the Modern Slavery Act of 2015 (the "Act"). This Act applies to all Companies doing business in the UK that have more than GBP36 million in annual global sales, which means that the Act applies to IEWC and its subsidiaries.

This Act is focused on ensuring that companies take actions and establish policies to prevent slavery and human trafficking in their businesses as well as their supply

chain. Each company to which the Act applies must make public each year, what it has done to ensure that neither slavery nor human trafficking is taking place in any of its businesses or in its supply chain.

IEWC is committed to prevent slavery and human trafficking in its business and Supply Chain. IEWC expects similar commitment from its suppliers and their supply chains. Conducting Supplier Quality and Code of Conduct Audits will help ensure your supply chain consistently complies with this key IEWC requirement.

<http://www.iewc.com/modern-slavery-act-of-2015>

### **BRIBERY AND CORRUPTION**

IEWC does not tolerate, engage in, or permit bribery, kickbacks, corruption, or any illegal payments including any violation of US Foreign Corrupt Practices Act, UK Bribery act or the anti-bribery laws of any other nations where it conducts business and expects the same from its suppliers.

### **OCCUPATIONAL SAFETY AND HEALTH**

IEWC is committed to providing a safe work environment for its employees and has implemented an Occupational Health and Safety system pursuant to ISO45001 standard requirements. IEWC expects its suppliers to provide a safe work environment for their employees.

### **EMERGENCY PREPARENESS**

IEWC implemented Emergency Action Plans for every facility, so its employees are prepared in case of an emergency. IEWC expects its suppliers to identify and plan for potential emergencies and implement emergency action plans to provide guidance to employees in in the event of an emergency.

### **ANTI DISCRIMINATION AND EQUAL OPPORTUNITY**

IEWC is dedicated to treating its employees, customers and suppliers with respect, honesty, and fairness and expects the same from its suppliers.

### **ANTI HARASSMENT & ABUSE**

IEWC is dedicated to providing an environment that treats all employees with dignity and respect and does not tolerate harsh or abusive treatment of employees in the workplace including intimidation or harassment. IEWC expects the same from its suppliers.

### **RESPONSIBLE MATERIALS SOURCING**

IEWC complies with Conflict Minerals regulations to ensure that any Tin, Tantalum, Tungsten and Gold products in its supply chain are not sourced from smelters managed by armed gangs in the Democratic Republic of Congo (DRC) and its surrounding countries. IEWC expects its suppliers to support responsible materials sourcing and compliance with applicable laws and regulations.

### **DIVERSITY & INCLUSION**

IEWC is committed to increasing Supplier Diversity and inclusion and expects the same from its suppliers.



## PRIVACY AND INFORMATION SECURITY

IEWC is committed to protecting the privacy and personal information of everyone that it does business with and expects the same from its suppliers.

## INTELLECTUAL PROPERTY PROTECTION

IEWC is committed to protecting the intellectual property rights of its customers and suppliers and expects the same from its suppliers.

### Revision Log:

|    | Revision Date | Revised By    | Authorized By | Revision Description  |
|----|---------------|---------------|---------------|---|
| 1  | 05-05-2008    |               | S. Gullapalli | Original  |
| 2  | 06-29-2012    | J. Sundquist  | J. Sundquist  | Minor Formatting pictures   |
| 3  | 12-2-2014     | S.Gullapalli  | S. Gullapalli | Major revisions. Added pictures for label placement (Sec 1.4), Reduced DPM goal, Reduced SCAR Goal (sec 4.1),   |
| 4  | 12-2-16       | S. Gullapalli | S. Gullapalli | Splice identification ( 1.2.a.12 & 1.3.1.V), Defects Identified during receiving process (1.6), Supplier Score card (3.6), Nonconforming product (Sec 3.8.8), Using IEWC Supplier Change Request form (section 3.9), REACH and Conflict Minerals Response time ( Sec 4.3), Modern Slavery act requirements ( sec 4.4), COO & NAFTA (Sec 6.1). |
| 5  | 12-12-17      | S. Gullapalli | Lanny Million | Changes to Packaging (1.2), Pallet Size (1.3), Labeling Requirements (1.4), Supplier Score card (3.6), Preventive Action 3.8.10, Right of Access to supplier facilities ( 3.8.12), 5.0 Transportation Requirements  |
| 6  | 4-11-18       | S. Gullapalli | Lanny Million | Sec 3.8.7 was changed to reflect AS9100D requirement of use of appropriate statistical techniques.  |
| 7  | 6-26-18       | Erica Krauss  | Lanny Million | Sec 4.1.1 was changed to ship samples to Supplier on their account via next day air and Sec 5.2 was revised on US Domestic Collect Shipments  |
| 8  | 12-1-18       | S. Gullapalli | Lanny Million | Changes in Splice (1.2), Labeling (1.4), Defects Identified in Recg (1.6) Packaging (3.0), Score card (3.5 & 3.6), Prod Compliance (4.3), Prev of Child Labor (4.5), Saving Prod Samples ( 4.6), Printing footage on wire (4.7) and ITAR ( 6.3)   |
| 9  | 12-4-19       | S. Gullapalli | Lanny Million | 1.3, Do not ship on flatbed trucks, 1.4 Reserves right to charge supplier on RTV POs for missing UL & CSA labels, 3.6 Changed On Time Delivery criteria, Reduced Quality DPM goal on Scorecard  |
| 10 | 12-10-20      | S. Gullapalli | Pat Rislov    | 1.1.Removed SFO and added Jupiter. 1.3.1 No Plastic Skids 1.5 Added option to email C of C 2.1 PO Confirmation within 48 hours 3.6 Changed DPM Goal from 1500 to 1400. 6.0 Changed NAFTA to USMCA   |
| 11 | 1-12-22       | S. Gullapalli | Pat Rislov    | 1.1 Removed Sterling & Bristol, UK facilities. 1.2a11, before using 4 way pallet, need approval from IEWC. 3.6 Reduced DPM goal from 1400 to 1300.  |
| 12 | 2-17-22       | S. Gullapalli | Pat Rislov    | Revised Routing Guide Sec 5.0   |
| 13 | 3-30-23       | S. Gullapalli | Pat Rislov    | Updated Receiving hours for New Berlin, Germany, Cablcon, facilities and Singapore. Revised Pallet height to 42". Updated Score card with changes to Quality DPM. Updated Routing Guide. Added IEWC Sustainability Requirements. and Supplier Code of Conduct.  |
| 14 | 6-21-23       | S. Gullapalli | Pat Rislov    | Based on AS9100 auditor feedback, updated 3.8.2 to add records disposition requirements, added 3.8.4 C and 3.9 to add the requirement of notifying IEWC in case supplier's make any changes of their suppliers or location of manufacturers.  |

## Supplier Acknowledgement

As an IEWC Supplier, I acknowledge that, I received a copy of the IEWC Supplier Quality Manual and accept its content and terms.

Signature

Print Name

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Company Name

Title

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Date

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Comments: \_\_\_\_\_

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It is required to have signed supplier acknowledgement with or without comments within 10 business days from the date the manual was sent to the suppliers. If IEWC does not receive supplier acknowledgement within 10 business days, IEWC assumes that this agreement was accepted by the supplier without any reservations.

Signed supplier acknowledgement can be emailed to [quality@iewc.com](mailto:quality@iewc.com)