

Supplier Quality Manual

Accipiter Radar Technologies Inc.

Edition: 01-26-2024

Reference: -

Ref.-Edition: Rev. AA

Edition: 01-26-2024

Accipiter Radar Technologies Inc.

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PM-03 Rev AA Supplier Quality Manual 01-17-2024

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1.0 Introduction

Accipiter Radar Technologies Inc. is one of the world's leading specialists in providing affordable, smart surveillance networks and services to safety and security practitioners, who require user-friendly, tactical and strategic decision support to protect the public and reduce risk associated with a variety of uncooperative target threats. Accipiter's proven products and services are now used by governments, airports, and large multi-nationals, providing peace of mind while ensuring growth, flexibility, scalability and continued affordability.

1.1 Vision and Expectations

Our vision is to grow to become the global leader providing wide-area situational awareness through technical superiority and innovation to create the best value solutions as defined by our customers and business partners. It is the expectation that Accipiter Radar Technologies Inc. suppliers provide quality products and services using planning & execution processes that are both repeatable and reliable.

1.2 Purpose

This manual is used to familiarize suppliers with the minimum expectations and controls required to assure that the integrity of product quality is maintained and is focused on customer satisfaction and continual improvement.

1.3 Scope

This Manual applies to all direct materials, components and external service suppliers.

2.0 Responsibility

Suppliers are responsible for meeting the requirements of this manual.

Suppliers shall strive to meet zero defects and 100% on time delivery.

Suppliers shall strive to continually improve product, process and services.

Suppliers shall notify Accipiter Radar Technologies Inc. if any parts of the contracted work are sub-let to another direct material and/or service supplier.

Suppliers shall notify Accipiter Radar Technologies Inc. of any product, process and/or services location moves. Failure to meet these requirements may result in the loss of existing and/or future business.

Supplier shall comply with all current Accipiter Radar Technologies Inc. Quality and Engineering specifications that are associated with the materials, components, assemblies and complete products they supply to Accipiter Radar Technologies Inc.

3.0 Communications

3.1 Supplier Development

Accipiter Radar Technologies Inc. will (as required) assist suppliers in developing acceptable products and processes.

This process is initiated by the Purchasing Department in coordination with our Project Management Office (PMO) by inviting a supplier to quote products and/or services. Potential suppliers may be asked to provide samples of products and/or services for evaluation.

3.2 Purchase Order Acknowledgement

Suppliers must acknowledge their acceptance of an issued purchase order by email.

4.0 New Supplier Selection

Suppliers must be able to demonstrate that they have implemented and maintained a quality system certified to ISO 9001 management system or be able to demonstrate the ability to meet an equivalent system of control through the tracking of issued Purchase Orders, process controls and inspection results and apply these principles through to sub suppliers.

As appropriate, the supplier must demonstrate acceptable on-site supplier process control and quality audit results as performed by Purchasing as deemed necessary. If improvement observations are noted during the audit, the supplier shall develop and submit an improvement plan to Purchasing.

As appropriate, the supplier must demonstrate the ability to sustain acceptable quality & delivery performance.

Suppliers shall provide and maintain key contact information to their respective buyer(s). The contact information must include senior management names, phone numbers and email addresses.

Suppliers shall have the technical capability to properly interact with all levels of the Accipiter Radar Technologies Inc. organization.

5.0 Requirements

5.1 Production and Process Control

Suppliers shall ensure a robust production system that designs and plans activities specific to the product design and use as defined by purchase orders, specifications and drawings.

Suppliers shall demonstrate appropriate process control systems through feedback, assessment and verification of product through inspection, test and corrective actions.

5.2 Sample Submission (when requested)

Periodically, Accipiter Radar Technologies Inc. will request a sample submission for approval prior to first production shipment.

Our Purchasing department in collaboration with the PMO will determine the level of submission and will specify the elements required based on project specific requirements.

5.3 Traceability

The supplier shall have an effective lot definition and traceability procedure.

The shipper number will be linked to the manufactured lot in such a way that the product can be traced back to the raw material or batch number and the Accipiter Radar Technologies Inc. purchase order.

The lot traceability shall be maintained throughout the entire extended supply chain including purchased components and sub-assembly processes.

When required, the supplier will implement serialized lot traceability maintaining unique serial numbers on the finished components delivered.

5.4 Packaging and Labeling

Suppliers are expected to provide guidance on the best method to protect products during shipping & handling.

Packaging requirements for product shipping to Accipiter Radar Technologies Inc. include provisions for raw materials, processed or semi-processed components, parts directly shipped as pass through products and parts shipped to an authorized sub-contractor or finishing supplier.

Packaging must be of robust construction to ensure the satisfactory condition of both the container and contents delivered. Shipments are subjected to rough handling through the delivery chain and consideration for protective dunnage and / or reinforced containers must be assessed to prevent damage or loss.

Packing slips must accompany each shipment and be affixed to the container.

5.5 Supplier Change Control

Suppliers must inform Accipiter Radar Technologies Inc. of any business location or process changes as soon as it is known.

Changes must be given in writing to Accipiter Radar Technologies Inc. and must state the impact that the change will have on the product and the product delivery.

Suppliers will be notified if affected components require sample submission documentation or inspection and test data resubmissions.

Suppliers shall report and provide changes for key contact information to their respective buyer. The contact information must include senior management representatives' names, phone numbers and email contacts.

Accipiter reserve the right to cancel the purchase order or adjust pricing and/or terms in light of the change.

5.6 Control of Non-Conforming Product

The Supplier shall immediately notify Purchasing if non-conforming product has escaped their facility.

To ensure our customers receive safe products at the contracted quality level, suppliers must notify Accipiter Radar Technologies Inc. of all known or suspect component defects that may represent a safety hazard to the general public when used in relation to our products and their application. In addition, if similar components as those supplied to Accipiter Radar Technologies Inc. are involved in a safety recall through another manufacturer, the vendor must immediately inform Accipiter Radar Technologies Inc.

Non-conforming material received at Accipiter Radar Technologies will be tagged, segregated and communicated to the supplier to agree on disposition.

5.7 Supplier Corrective Action Request

Supplier non-conformances may warrant a formal request for corrective and preventive actions. This determination will be at the discretion of Accipiter Radar Technologies Inc. Management and Purchasing.

When required, the supplier shall provide formal written response outlining containment actions within 24 hours with the root cause and immediate short-term actions within 3 business days.

The supplier shall identify appropriate corrective actions with implementation target dates within 10 business days.

When requested, suppliers shall provide evidence of corrective and preventive actions taken and their resulting effectiveness.

5.8 Supplier Audits

The supplier may be audited as part of the sample submission approval process to ensure product launch readiness to meet timing and quality requirements.

The supplier may be audited to perform corrective action verification in order to close requests made through the CAR process.

5.9 Contingency Plans

Suppliers shall develop a contingency plan for potential disruptive events that inhibit timely product delivery.

The Supplier shall immediately inform Accipiter Radar Technologies Inc. Purchasing representative if planned production and/or deliveries cannot be met.

6.0 Continual Improvement

Suppliers will be measured for on-time delivery and the quality/quantity of parts received based on the purchase agreement. It is expected that the supplier will have a continual improvement program that seeks to improve product quality and reduce overall cost.

Results of continued poor performance ratings or lack of response to requested actions may result in the removal of the supplier from the Approved Vendors List.

7.0 Quality Control

When required, supplier must permit the representatives of Accipiter Radar Technologies Inc. to enter its premises (with prior notice) for the purpose of inspecting our purchased product.

If an Incoming Inspection at Accipiter Radar Technologies Inc. or a random inspection fails, supplier will be responsible for bearing the costs for the rework and the costs for further inspections related to such failure.

8.0 Replacement Parts, Warranty, Recall Procedure

Refer to Accipiter Radar Purchase Terms and Conditions.

9.0 Storage

After the manufactured product has been packaged, if necessary, supplier shall keep the same product in the warehouse in orderly, clean and dust free conditions.

Product shall be warehoused so that the part number, model, date of manufacture and serial numbers are known.

10.0 Shipment

8.5.1 Products shall be shipped in order of date of manufacture so that the oldest product is shipped first.

Leadership Approval

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Thomas Light	Chief Operating Officer	
Sean Clifford	Director of Fulfillment Project Management Office (PMO)	
Katy Koornneef	Director Of Finance Purchasing Manager	