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General Quality Requirements for Metalweb Suppliers & Sub-contractors

The following are mandatory General Requirements we expect our suppliers to fulfil.

1. Scope

The term “supplier” shall mean the individual, partnership, or company identified on the purchase order and include Sub-Contractors chosen by Metalweb. Except where prohibited by law, the terms and conditions of this purchase order will apply to Metalwebs purchase of materials.

2. Changes

Metalweb may require changes to be made to this purchase order at any time. Any price and/or schedule adjustments will be mutually agreed upon. The Supplier’s performance of such changes shall not be delayed during any negotiations for adjustment.

3. Applicability

All suppliers are to fully comply with the stated requirements of the issued Purchase Order for all Aerospace related contracts.

4. Behaviour Policy

Metalweb request that all suppliers operate and conduct their business activities in an appropriate manner ensuring that all their employees and supply chain act in an ethical and morally acceptable manner, which includes adherence to national & international laws and regulations such as The Modern Slavery Act 2015, which can include child/adult slavery and human trafficking. The Bribery Act 2010, which states it is illegal to offer, promise, give, request, agree, receive or accept bribes and requires your approach to reducing and controlling the risks of bribery plus rules about accepting gifts, hospitality or donations. We also require your staff and supply chain to conduct their roles and responsibilities in an ethical manner, which eliminates any form of bullying, misinterpretation, falsifying and behaviour deemed as detrimental to our business activities.

5. Right of Access

Metalweb will reserve the right to conduct surveillance visits to any of the suppliers to confirm that the supplier’s quality systems meets that of Metalweb’s requirements as well as any quality standards requirements applicable to (ISO/AS) latest revisions. Entry shall provide access to quality systems documentation and quality records as well as the ability to conduct audits and verify product and processes.

Note: Attendees of such surveillance visits may include the Metalweb, Regulatory bodies, or a representative of Metalweb, or Customer representative.

6. On Time delivery

The Supplier will make delivery of material(s) on scheduled and agreed upon delivery date specified in this purchase order and/or meet the agreed milestones and/or completion dates.

7. Notification of Organisation Changes & NCP

Changes to the supplier’s organisation that may affect quality and/or finance, shall be notified in advance to Metalweb. These changes may include; Company ownership, company name, manufacturing location, quality approvals, significant changes to process or inspection techniques. Any identified Non-conforming product issues either shipped or in house at the supplier shall be immediately notified to Metalweb who reserves the right to (a) accept the order (b) accept a portion of the order (c) reject the order in its entirety.

8. Quality Management System documentation.

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. Provision shall be made for the control of obsolete copies and their subsequent archiving and dis-positioning. All records pertaining to quality shall be stored and maintained in a legible form for a minimum of 10 years. Specific projects and/or regulatory bodies may require longer retention periods and this will be notified in advance to the supplier. After this retention period, Metalweb must be notified of the intent to dispose of any records and shall be given the opportunity for further retention at Metalweb premises. Raw material mill certificates must be maintained indefinitely.

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9. Purchase Order Requirements.

The supplier shall adhere to all Purchase order stated special instructions. The PO is the controlling document and will communicate any specific contract, customer requirements. Any such changes communicated to the supplier must be confirmed by a Metalweb amended purchase order.

10. Business Continuity

The Supplier shall use commercially reasonable efforts to develop and maintain business continuity practices regarding contingency management to alleviate the effects of any business impacting events that may have an adverse effect on the supplier's ability to perform it obligations under this purchase order. The business continuity plan shall contain as a minimum provision for risk and business impact analysis to include prevention/mitigation planning. The preceding will cover, but not be limited to (i) service documentation storage and protection (including but not limited, to storage of deliverable technical information, specification and other documentation, design documents, tools, process and fixtures, (ii) information systems security and redundancy, and (iii) demonstrating supplier's ability to rapidly recover the loss of capability to deliver services and product

11. Flow down of customer requirement

Metalweb reserves the right to flow down additional requirements to satisfy specific customer and or business requirements that apply.

12. Protection of Metalweb and their customer's proprietary information.

Any information the supplier receives from Metalweb must be kept confidential and never disclosed to any third party with out the prior written agreement of Metalweb. The proprietary information can include, but is not restricted to all versions of electronic data, drawings and documentation, Tooling and materials. Under no circumstance is the supplier to make a direct approach to Metalweb customers in relation to agreed business dealings.

13. Sub-contract conditions.

Suppliers shall not sub-contract any work awarded by Metalweb without the prior written approval from Metalweb. If and when sub-contracting approval is granted the supplier shall ensure where applicable that in the first instance Metalweb customer approved suppliers are utilised, and secondly if a special process is required e.g. Heat treatment, Coating, NDT, Chemical Processing, NMSE the sub-contractor shall be Nadcap approved in that relevant discipline. The supplier should ensure that subcontractors are evaluated and selected on their ability to meet specified requirements. A list of approved subcontractors shall be maintained. Purchasing documents shall clearly describe the relevant drawings and specifications including issue status and the quality requirements to be applied.

14. Counterfeit parts

The Supplier is expected to develop, implement and maintain effective methods and processes appropriate to their products to minimize the risk of introducing counterfeit material. In addition the supplier shall provide notification to recipients of counterfeit material(s) when warranted. If suspect or counterfeit material(s) are furnished under this purchase order or are found in any of the material delivered here under, such items will be quarantined and then ultimately be destroyed by Metalweb. The supplier shall promptly replace such counterfeit material(s) with material acceptable to Metalweb. The Supplier shall be fully liable for all associated costs.

15. Product Safety and Conformity

The Supplier is expected to develop, Implement, and maintain effective policies and training programs to ensure their employees are aware of their relevant contribution to the quality, safety and conformity of their products and or services the supplier will ensure that the material will be free of foreign object debris.

16. Ethical behaviour

Suppliers acknowledge and agree that Metalweb require that the supplier maintain a high standard of ethical conduct in all its dealings with Metalweb. The Supplier, where requested, shall provide evidence of ethical behaviour not limited to anti-bribery, anti-child labour, anti-slavery and whistle blowing.