



Fiber-Line – Supplier Quality Policy

Fiber-Line is committed to providing our customers with products and services that consistently meet or exceed their expectations. We recognize that the quality of our products and services is directly dependent on the quality of the materials and services we receive from our suppliers. Therefore, we are dedicated to building strong, collaborative partnerships with suppliers who share our commitment to quality.

Our Objectives:

- **Supplier Selection and Evaluation:** We will select suppliers based on their ability to meet our quality standards, technical capabilities, delivery performance, and overall business practices. We will conduct thorough evaluations of potential and existing suppliers to ensure their ongoing compliance with our requirements.
- **Quality Requirements:** We will clearly communicate our quality requirements to our suppliers through specifications, drawings, and other relevant documentation. We expect our suppliers to implement and maintain effective quality management systems that align with our standards and applicable industry regulations.
- **Continuous Improvement:** We will work with our suppliers to drive continuous improvement in product quality, process efficiency, and cost reduction. We encourage open communication and collaboration to identify and address quality issues promptly.
- **Supplier Performance Monitoring:** We will monitor supplier performance through regular audits, inspections, and performance reviews. We will provide feedback to suppliers on their performance and work with them to address any areas for improvement.
- **Compliance and Regulatory Requirements:** We will ensure that our suppliers comply with all applicable legal, regulatory, and customer requirements. We expect our suppliers to maintain accurate records and provide necessary documentation to demonstrate compliance.
- **Ethical and Sustainable Practices:** We are committed to working with suppliers who adhere to ethical business practices, promote sustainability and contribute to product safety. We expect our suppliers to comply with all applicable labor, environmental, and safety regulations.
- **Communication and Collaboration:** Maintain open and honest communication with suppliers, fostering a collaborative environment to resolve issues and improve performance.



Our Expectations of Suppliers:

- Maintain a robust quality management system.
- Consistently meet or exceed our quality requirements.
- Provide timely and accurate information.
- Use statistical techniques for product acceptance when possible.
- Comply with all applicable legal and regulatory requirements.
- Review and comply with Fiber-Line PO terms and conditions and flow down requirements.
- **Document Retention:** A retention policy should be in place to ensure records are maintained in accordance with standards, regulations and agreements. Suppliers shall retain records for a period of 10 years in alignment with Fiber-Line's retention policy.
- **Continuous Improvement and Change Control:** We are committed to collaborating on updates to processes that allow for improvements, stabilization, or ongoing sustainability of product. Please always make sure you communicate with Fiber-Line 90 days in advance of any change request regarding Design, Material, Process, Sub-Supplier, Manufacturing method, Machine, Inspection Method, or Packaging.
- **Nonconformance:** The Supplier shall maintain a documented system to ensure nonconforming products are immediately identified and segregated from conforming products and with held in a designated and controlled area for review and disposition. Any departures from drawings, specifications or other procurement requirements shall be submitted to FiberLine Purchasing for review and disposition. Any deviations from the design data shall be approved by a Fiberline prior to shipment. Material received nonconforming may be rejected or returned after receipt at Fiber-Line.
- **Counterfeit Parts:** The suppliers is expected to ensure an ongoing program to control the prevention of counterfeit parts is in place within their organization.

Our Commitment:

- We will provide clear and consistent communication of our quality requirements.
- We will conduct fair and objective evaluations of supplier performance.
- We will work collaboratively with our suppliers to resolve quality issues.
- We will provide timely feedback to our suppliers on their performance.
- We will maintain a professional and respectful relationship with our suppliers.

This policy applies to all suppliers who provide materials, components, or services to Fiber-Line. We expect all employees to adhere to this policy and work with our suppliers to ensure the highest level of quality.