



William Hughes Group

Springs • Wire • PCB Terminals

SUPPLIER QUALITY REQUIREMENTS

William Hughes Ltd

Station Rd

Stalbridge

Dorset

DT10 2RZ

Tel: +44 (0)1963 363377

Fax: +44 (0)1963 363640

www.wmhughes.co.uk

AMENDMENT RECORD

ISSUE	DATE	CHANGE DETAILS	APPROVED
1	26 Jan 2007	Initial release	N Tucker
2	30 Mar 2007	Page 4 Additional Text	N Tucker
3	24 Jul 2008	Page 6 Additional Text	N Edmunds
4	10 Jan 2011	Font size changed, ISO & AS standard references changed to show standard number	M Yeadon
5	19 Oct 2011	Page 3 Contents - Vendor Rating added Page 4 Record retention period amended, QAP 96 requirement added Page 6 Vendor Rating para. added	L Gale
6	15 Jan. 2014	Page 5 Notification of changes	L Gale
7	06 Jan 2016	Logo Changed	L Gale
8	13 Sept 2017	Counterfeit material/ parts & ethics policy added	D Brigg
9	14 Sept 2020	Product safety and contribution to product & service conformity	M Cole
10	25 April 2024	Sourcing of raw materials & conflict minerals Product preservation Suppliers of aerospace parts/processes	J Avery
11	06 Jan 2025	Social, Ethical & Environmental requirements (Update) & Health & Safety Governance (New) Regional & International Sanctions (New) GDPR & Cyber Security (New)	J Avery

INTRODUCTION

William Hughes Ltd is an established manufacturer of helical springs, wireforms, and welded assemblies for the automotive, aerospace and industrial markets.

In order to exceed our customers' expectations, William Hughes Ltd expects total quality and value in the products and services it receives from its suppliers.

The company also recognises the first requirement in establishing a satisfactory relationship between us and our suppliers is to clearly define our requirements.

This document sets out to cover basic requirements for the ordering, processing, manufacturing and shipping to William Hughes Ltd of product from your company.

Compliance with this document is an integral part of maintaining William Hughes' supplier approval.

CONTENTS

- QUALITY SYSTEMS
- ORDERS
- SUPPLIER SUB-CONTRACTING
- CONTROL OF DOCUMENTS / RECORDS
- PRODUCT CERTIFICATION
- SOURCING OF RAW MATERIALS & CONFLICT MINERALS
- IDENTIFICATION AND TRACEABILITY
- CONCESSION / CHANGE REQUEST
- NON-CONFORMING PRODUCT
- NOTIFICATION OF CHANGES
- PACKING AND DELIVERY
- SUPPLIERS OF AUTOMOTIVE PARTS/PROCESSES
- VENDOR RATING
- COUNTERFEIT PARTS POLICY
- ETHICS
- PRODUCT SAFETY
- CONTRIBUTION TO PRODUCT & SERVICE CONFORMITY

QUALITY SYSTEMS

The supplier's quality system shall meet one of the following:

- Approved to ISO9001 by an authorised third party assessment body
- Approved to AS9100 by an authorised third party assessment body
- Approved to IATF16949 by an authorised third party assessment body
- Approved by William Hughes Ltd supplier audit questionnaire

William Hughes Ltd encourages the adoption of IATF16949:2016 and AS9100.

It may be necessary for a William Hughes auditor to perform an assessment at your company to look for specific product/process information. Following the assessment audit, a formal report recording the findings will be issued.

Any approval granted is on the understanding that the supplier will allow reasonable access of William Hughes Ltd representatives, its customers and/or regulatory authorities to their premises.

ORDERS

All purchase orders will state our order number. This number must be quoted on all documentation and in all communications concerning this order.

Every effort will be made to ensure that sufficient detail is given on the order. Any matter that requires clarification must be made known to our sales department prior to any work being started. William Hughes Ltd will not accept liability for the consequences of queries unresolved before work commences.

All Orders are placed subject to adherence to QAP 96 Supplier Quality Requirements (latest Issue)

The supplier must acknowledge all orders in writing, verbal or fax before processing. Material verification is required prior to manufacture.

SUPPLIER SUB-CONTRACTING

The supplier shall assume total responsibility for the quality of product and relevant documentation when using sub-contractors. Any purchasing documents should clearly describe the relevant drawings and/or specifications including issue status, appropriate quality requirements and Key Characteristic status (if applicable).

A copy of these supplier quality requirements shall be flowed down to any sub-contractor used for product intended for William Hughes Ltd.

CONTROL OF DOCUMENTS / RECORDS

It is expected that relevant controls and proper storage are applied.

It is expected that relevant controls of authorised signatures, stamps, etc are applied. Sample copies to be supplied if requested.

Quality records for aerospace components such as manufacturing information, final test/inspection and material certificates shall be retained for the life of the aircraft and be made available for review at any time by William Hughes Ltd in accordance with contract and/or regulatory requirements. Before disposing of Quality Records, written approval must be obtained from William Hughes Ltd Quality Manager

PRODUCT CERTIFICATION

All product delivered to William Hughes Ltd shall have a Certificate of Conformance (CofC). The C of C shall contain as a minimum:

- Unique number
- Date, name, title and signature of authorised company representative
- Supplier name
- Purchase order number
- Part number
- Issue
- Quantity
- Mill, cast or batch number (if applicable)

In addition, the following documentation shall also be provided with each delivery:

- Certificate of analysis
- In-process treatment documentation (Heat treatment, NDT, coatings etc)

SOURCING OF RAW MATERIALS & CONFLICT MINERALS

Responsible sourcing of raw materials is William Hughes policy to suppliers in ensuring sustainability within its supply chain.

Suppliers are required to comply with global government legislation regarding Country-of-Origin determinations for selected materials. This includes Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, also referred to as the Conflict Minerals provision. The Conflict Minerals provision requires manufacturers and suppliers to disclose whether their products contain gold, tin, tantalum or tungsten regardless of where these metals come from. For any such metal identified in their products, manufacturers and suppliers must identify the smelter or refiner (SOR) that processed the ores from which these metals were obtained and ultimately the mine COI from which those ores were extracted. William Hughes is committed to complying with this legislation, the aim of which is to stop violent conflict and inhumane activity in the Democratic Republic of Congo (DRC) and surrounding countries.

IDENTIFICATION AND TRACEABILITY

Traceability is to be maintained by the supplier to ensure the product is traceable to source material. Failure to identify parts/product will possibly result in rejection of these items. Records of manufacture assembly and test/inspection are to be maintained.

CONCESSIONS / CHANGE REQUESTS

Should a supplier wish to make temporary changes to a drawing or specification, a request is to be submitted to William Hughes Ltd. This concession is to be approved.

William Hughes Ltd should be notified of any changes to product and/or processes that may impact on product quality/conformity.

NON-CONFORMING PRODUCT

Non-conforming product shall not be delivered unless formally authorised by William Hughes Ltd. It is the suppliers' responsibility to alert William Hughes Ltd of known or potential non-conforming product at the earliest opportunity.

In the event of non-conforming product being delivered, William Hughes Ltd will raise a reject note and 'Supplier Corrective Action Report'. Parts will be rejected with this documentation at the expense of the supplier. The supplier will be required to complete the 'Supplier Corrective Action Report' and return by the date requested. Corrective action is to be taken to avoid further rejection.

NOTIFICATION OF CHANGES

The supplier is to notify and obtain approval from William Hughes Ltd for any changes to product and or process, changes of supplier or changes to the manufacturing facility location

PACKING AND DELIVERY

All products supplied to William Hughes Ltd must be adequately protected against corrosion, contamination and damage.

All necessary documentation is to be included with the shipment (eg CofC, advice notes, test certificates etc).

Parts are not to be mixed.

PRODUCT PRESERVATION

Suppliers shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Note. Preservation can include identification, handling, contamination control (FOD), packaging, storage, transmission or transportation, and protection.

SUPPLIERS OF AUTOMOTIVE PARTS/PROCESSES

As per IATF 16949:2016 all contractual requirements to be clarified at contract review / product realisation stage prior to production. For example, William Hughes Ltd PPAP level 3 requirements.

SUPPLIERS OF AEROSPACE PARTS/PROCESSES

As per AS 9100 all contractual requirements to be clarified at contract review / product realisation stage prior to production. For example, William Hughes Ltd AS 9102 FAIR requirements.

VENDOR RATING

Supplier delivery and reject performance will be monitored; suppliers that do not maintain an acceptable performance level will be advised. Corrective actions must be taken to improve the area of concern and advised to William Hughes Ltd.

COUNTERFEIT MATERIAL/ PARTS

As per AS 9100D 8.1.4 suppliers shall ensure counterfeit material/ parts are NOT supplied to William Hughes Ltd. Processes shall be developed by the supplier to ensure counterfeit material/ parts do not enter the supply chain. William Hughes shall be informed immediately if it is suspected that counterfeit material/ parts have been supplied.

SOCIAL, ETHICAL & ENVIRONMENTAL REQUIREMENTS

To support sustainable procurement William Hughes requires its suppliers to understand their social responsibility, ensure appropriate practices are in place & maintained to reduce their environmental impact to society, adhere to an Ethics policy that considers diversity, bribery, corruption & fair working practices for its

employees. William Hughes expects this requirement to be flowed down the supply chain.

HEALTH & SAFETY GOVERNANCE

All suppliers shall adhere to government laws & regulations towards health & safety requirements.

PRODUCT SAFETY

All Suppliers shall support product safety by ensuring robust management of special requirements, critical items, and key characteristics where applicable. Any concerns with respect to product safety, will be communicated by the supplier to WM Hughes. If there is a concern with safety during the manufacture of the product, the Supplier shall ensure its own employees are aware of the concern and carryout measures where possible to mitigate/eliminate the concern.

CONTRIBUTION TO PRODUCT & SERVICE CONFORMITY

All Suppliers shall ensure that all employees and personnel working for or on the behalf of the company are aware of the contribution they have to product or service conformity, their contribution to product safety, and the importance of ethical behaviour.

WMH requires its suppliers to adhere to appropriate regional and international sanctions.

GDPR & CYBER SECURITY

Customer information, whether verbal or electronic is in confidence with the supplier & William Hughes, at such times an NDA may be required.

General Data Protection Regulation compliance shall be followed to prevent violation of privacy & security standards toward William Hughes.

William Hughes' expectation is for suppliers to have appropriate cyber security processes in place to prevent an impact to the supply of product & services to our organisation.

This document is the property of William Hughes Ltd. Any correspondence concerning this document should be directed to the Quality Department.