



SUPPLIER
QUALITY
REQUIREMENTS
MANUAL

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1 INTRODUCTION

There are three major sections defining Sager's Supplier Quality Requirements.

SECTION 1 –This section identifies ***key information and requirements*** applicable on all Sager purchase orders.

SECTION 2 - This section includes ***minimum Supplier quality requirements*** necessary for all deliverable products and services procured by Sager.

SECTION 3 - This section provides useful ***specific information*** referenced in this document that are associated with the purchase order, related quality subjects, and trade compliance issues.

1.1 About Sager Electronics

Sager Electronics, a wholly owned subsidiary of TTI Inc., a Berkshire Hathaway Inc. company, is a North American distributor of Interconnect, Power and Electromechanical components from leading manufacturers worldwide and a provider of value add solutions. Grounded in 130 years of innovation and service, Sager Electronics provides customers and suppliers a unique combination of operational excellence and innovative business solutions through its Distributing Confidence® business model. Headquartered in Middleborough, MA, Sager Electronics operates a national network of field sales representatives and power systems sales engineers, strategically located service centers across North America, and a value-add Power Solutions Center located in Carrollton, TX.

1.2 Vision Statement

To be recognized as the leading electronic component distributor and provider of value add solutions to our targeted markets through: High Customer Satisfaction, Highly Developed Employees and High Levels of Technology Utilization.

1.3 Trade Suppliers – Contracted Suppliers

Trade Suppliers of Sager are managed by the Supplier Marketing & Product Management team. Sager Supplier Marketing and Sager executive council are responsible to start the process for adding a Trade Supplier to Sager's line card.

Supplier performance is monitored on a regular basis using Sager's Supplier Excellence Program. The Supplier Excellence Program measures the supplier's performance in the areas of: delivery, functional and administrative quality, business systems, operational capabilities, material content compliance and support. Suppliers receive regular communication concerning their performance. Since Sager works with Trade Suppliers, Sager believes in a strong partnership between Supplier and Distributor and a partnership mentality will be used to foster the enhanced well-being for each entity.

Subcontractors are those companies that provide additional value added services such as packaging (tape and reel), lead-forming, or other custom solutions for components to meet our customers' needs. Their performance is monitored separately with focus on service and schedule conformity.

Contracted suppliers that provide services such as freight, value added services, consulting, etc. are managed through individual departments and are maintained on an approved list.

1.4 Contract Terms and Conditions

Contract Terms and Conditions are established and mutually agreed upon with each Supplier and Sager at the time of addition as a Trade Supplier. These contracts are typically referred to as “Authorized Distribution Agreements”. Prevailing “Incoterms” will be the guidelines used to conduct business transactions. The “Authorized Distribution Agreement” Terms and Conditions takes precedence over the Supplier Quality Requirements Manual in the event there is a conflict.

1.5 Ethics

Central to Sager’s values are fair treatment, mutual respect and ethical behavior. As such, we partner with those suppliers who operate with honor and uphold Sager’s values. Suppliers are to abide by the terms of Sager’s *Global Code of Conduct and Ethics* (TTI’s policy 125-3) and *Prohibited Business Practices* (TTI’s policy 130-7).

Further, our suppliers and their employees must be aware of their contribution to compliance, service conformity, product safety and of the importance of ethical behavior. Our mutual customers in high reliability industries need to ensure that the individual employees throughout their supply chain understand how their specific job or activity contributes to making a compliant, safe product. While they may not know that the part will end up on an airplane, in a missile or in a medical accessory, each person needs to understand how their step in the process helps produce a good and reliable part. That includes insuring that each part is treated properly with careful in-process and shipment handling and packaging including ESD and MSL protection as necessary, and that all steps are performed properly before signing off on them.

2 Minimum Supplier Requirements

2.1 Quality Management System Requirements

Sager’s expectation for all Suppliers is to have an established Quality Management System that is documented, implemented, maintained and continually improved. The supplier’s QMS must be appropriate for the type of product / service being delivered to Sager. Ideally suppliers should have a 3rd party certification such as AS9100, ISO9001, TS16949 or other appropriate certification for the supplier’s product offering.

2.2 Production Release & Certified Materials

2.2.1 Certificate of Conformance

Supplier shall prepare a certificate of conformance (“C of C”) asserting that the items contained with the shipment are in total compliance with all applicable requirements of the P.O. If there are exceptions, Supplier shall request a preapproval to ship parts. This preapproval should be requested at the time of order placement. The supplier shall annotate in the delivery package the **exceptions, e.g. variances,**

SQA reports, Engineering Change Authorizations, etc. Supplier shall include a copy of the C of C inside the Suppliers shipping container. Exceptions to this can be to have a C of C on file for the appropriate year in question.

2.2.2 Test Data

If test data has been requested or is part of an initial shipment, a separate envelope is expected to be used to protect this information. Also a notation shall be made indicating “Test Data” is included with the material delivery.

2.2.3 FAI – First Article Inspection

In some cases Sager’s customers requires FAI’s. FAI requires that all dimensions of a part be checked and verified prior to full production and shipment of the part. All dimensions, except reference dimensions, characteristics, and specifications, as noted on the design record and process control plan, are to be listed on the FAI report with the actual dimension results recorded. Blanket statements of conformance are not acceptable for FAI. It is the supplier’s responsibility to meet all applicable specifications. If the supplier is unable to meet any of these requirements, the Sager Product Manager is to be contacted for determination of corrective action. Sager Product Management will communicate to the suppliers when an FAI is required with a specific order.

2.3 Business Processing Requirements

2.3.1 EDI

Sager’s preferred means of communicating order requirements and receiving invoices is via Electronic Data Interchange (EDI). The following EDI transactions are deemed important to improving the efficiency of doing business together with our suppliers: 850/855 Purchase Order Placement/ Acknowledgement, 810 Invoicing, 867 Point of Sale, 856 Advanced Ship Notice, 846 Inventory (Inbound and Outbound), 844 Ship and Debit, and 849 Ship and Debit acknowledgment.

2.3.2 Order acknowledgment

Sager expects Suppliers to acknowledge orders as accurately and timely as possible. Within 5 business days is preferable with a goal to improve. The preferred method for communication is EDI. Sager will, however, accept email, web or other means of order acknowledgment if agreed upon in advance with a Supplier. In the event a recommit date is necessary, communication should be made at the time the previous acknowledgment is determined unobtainable.

2.3.3 Exceptions

Any exceptions to the P.O terms and acknowledgments must be communicated to the corporate product group within the goal established in 2.3.2.

2.3.4 Flow Down

Sager will provide to Suppliers and sub-contractors as applicable, the Purchase Order requirements necessary to satisfy end customer requests. It is expected that each supplier will flow down necessary requirements to their suppliers.

2.3.5 Drop Shipment Requests

There are times when Sager Customers have a critical situation that dictates material be moved directly from Sager Suppliers to a Sager customer, bypassing a Sager warehouse. In the event that this occurs, Sager Product Management will communicate the request to the Supplier by placing a unique Purchase Order with specific instructions outlining the customer's needs.

2.3.6 Orders for Custom Product

Because end customers value the services offered by Sager, they often place orders for parts to their own design for which the supplier is qualified to build. In those cases, suppliers shall accept orders for those parts under the end customer's part number. This helps to avoid errors when an order is placed to an internal supplier part number that may not include all the requirements of the end customer's part.

2.3.7 Competence and Training

The Supplier shall prepare documented work instructions for all employees having responsibilities for the operation of processes that impact product quality. A curriculum of training requirements will be defined for every operator. Appropriate training is required for all employees to demonstrate competency prior to working and potentially impacting quality. Training records must be maintained as well as updated on a regular basis for all operators.

2.3.8 Statistical Techniques for Product Acceptance

The Supplier is responsible for 100% verified quality for all items delivered to Sager. For Aerospace, when the Supplier elects to use statistical methods for the acceptance of products or processes, such methods shall be in compliance with the requirements established by SAE ARP9013, 9013/1, 9013/2, 9013/3 and 9013/4 as applicable. A copy of the Supplier's statistical process control plan shall be furnished to Sager upon request.

2.4 Product Identification and Traceability

Sager's labeling specification is based on the *ECIA/NEDA Guidelines (NIGP 114.0 Rev November 2012)*. Some additional enhancements have been made to better support Sager's processes. Sager expects all Suppliers to conform to these standards listed. This requirements document is available from Sager's Operations Department. Sager's expectation for Date code communication is the use of a 4-digit format - **YYWW**. At minimum, all Supplier shipments must list date code and country of origin on their packaging.

2.5 Shipping Management Requirements

Suppliers are expected to follow the specific Routing Guidelines provided to them by Sager. In some cases the Sager Product Manager may communicate exceptions to shipment of a specific product based on urgency of an order. The routing guidelines identify carriers, weights, and in some cases packaging types to be used. Suppliers shall provide the following items to be located on the outside of the container in a sealed pouch, for each separate shipment:

Certificate of Conformance (or a generic C of C on file with Sager for the calendar year)

Commercial Invoice (where required) – Invoice Number, Sager PO Number, Description of Material, Sager Part Number, Quantity Shipped, Unit price and total price, delivery terms, Country of Origin, Supplier name and address, Consignee name and address, currency, date of shipment, Master Air Waybill (MAWB) & House Air Waybill (HAWB) and Harmonized Customs Classification number.

2.6 Packaging Requirements

Items shall be packaged and/or crated to provide protection against damage while in transit and in storage. Additionally, Sager prefers the use of either a plain box or a specific Supplier trademark container, no use of pass through 3rd party containers.

Single Wall Corrugated Fiberboard

Maximum Weight of Box and Contents (lbs/kg)	Size Limit of Box Length, Width, and Depth Added (inches/cm)	Minimum Bursting Test (lbs per sq. inch/kg per sq. cm)	Minimum Edge Crush Test (lbs per inch/kg per cm width)
30/13.6	75/190.5	200/14.1	32/5.7
40/18.1	75/190.5	200/14.1	40/7.1
50/22.7	85/215.9	250/17.6	44/7.9
65/29.5	95/241.3	275/19.3	55/9.8
0/36.3	105/266.7	350/24.6	N/A

Double Wall Corrugated Fiberboard

Maximum Weight of Box and Contents (lbs/kg)	Size Limit of Box Length, Width, and Depth Added (inches/cm)	Minimum Bursting Test (lbs per sq. inch/kg per sq. cm)	Minimum Edge Crush Test (lbs per inch/kg per cm width)
60/27.2	85/215.9	200/14.1	48/8.6
80/36.3	95/241.3	275/17.6	51/9
100/45.4	105/266.7	350/24.6	61/10.9
120/54.4	110/279.4	400/28.1	71/12.7
140/63.5	115/292.1	500/35.2	82/14.6
150/68	120/304.8	600/42.2	N/A

Reference ISTA 3A Testing Services – Parcel Delivery System Shipment and ISTA 3B Testing Services for Less Than Truckload. When customer specific packaging is not required, it is the sole responsibility of the Supplier to maintain adequate control of the packaging to ensure the quality of the fabricated article is maintained and that damage, deterioration, and loss in transit are prevented.

Please be sure that each item is wrapped appropriately. Fragile articles need separation from each other, and from the corners, sides, top, and bottom of the box. Each item should be surrounded by at least two inches (5.08 cm) of cushioning and be placed at least two inches (5.08 cm) away from the walls of the box. This prevents product-against-product damage and protects contents from shock and vibration, which can pass from the outside of the box to the contents. Please use proper

cushioning material, combined with a strong outer container, to protect packaged shipments. Make sure to use enough cushioning material to ensure that the contents do not move when container is shaken. Acceptable cushioning materials are: Air-encapsulated plastic (small and large cell bubble sheeting), Inflatable packaging (air bags), Engineered foam enclosures, Foam-in-place/Foam-in-bag, Corrugated liners and inserts, and Crumpled craft paper. Additionally, inner packaging should be robust enough to maintain integrity of products and to withstand the rigors of external shipping. This includes turning the box upside down, and potential for the box coming open or material spilling from package. The inner box needs to be substantial enough to stand by itself without the stability of other inner boxes. The containers should be closed with recommended two inch wide Pressure sensitive plastic tape or Nylon reinforced filament tape.

2.7 Preservation of Product

The sole purpose of Preservation of Product is to ensure Suppliers have control of identification, handling, storage, packaging and protection of products that are procured by Sager. Additionally, Suppliers should have a process to provide instructions for the removal and detection of foreign objects (FOD). See Section 3.6.

2.7.1 Shelf Life Restrictions

Supplier shall identify each item, package or container with the manufacture date, expiration date, batch, lot or process control number, and any special handling conditions. This information shall also be included on all shipping documents, labels and certifications. Supplier shall also include a Material Safety Data Sheet (MSDS) and Manufacturer's recommended life extension intervals and methodology. Sager may refuse to accept material with less than 80% of its intended shelf life remaining at the time of receipt unless prior authorization has been obtained from the Product Manager and agreed upon shelf life is stated on the Purchase Order.

2.7.2 Moisture Sensitive

Moisture sensitive components or assemblies shall be packaged to protect against moisture and shall be clearly identified as a moisture sensitive item. A moisture sensitivity card and a desiccant, as necessary, shall be included with the material. A label with the moisture sensitivity level shall be on the outside of the package and inner container. Reference the Jedec Standard JSTD-020-E and JSTD-033-C.

2.7.3 ESD Requirements

Parts that are susceptible to damage due to electrostatic discharge must be packaged in static shielding materials as a primary package with external marking specifying ESD sensitive material. Any ESD components or assemblies received that are not in ESD protective material will be subject to return to the Supplier. Reference the ESD Association standard (ANSI ESD – S20.20-2014) for the Development of an ESD Control Program

2.8 Control & Processing Nonconforming Material

Supplier shall implement and maintain a documented quality system that provides for identification, documentation, and disposition of non-conforming material. Supplier shall ensure effective corrective and preventive action is taken to prevent, minimize, or eliminate non-conformances.

Suppliers' quality management system shall ensure that non-conforming material is not used for production purposes or is dispositioned to prevent its unintended release or use. Supplier shall notify Sager of nonconforming processes, products or services and obtain approval for their disposition.

2.9 Corrective and Preventive Action

When a quality problem is discovered and a SCAR (Supplier Corrective Action Request) is issued, a formalized written response is required from the Supplier. Sager's SCAR form and/ or an 8 discipline (8D) methodology form are the recommended formats for the written response. An appropriate RMA is expected when returning product for verification of a quality issue. Expected response time is 24 hours for containment direction and within 30 working days from issuance to the closing of the complaint. Root cause and irreversible Corrective and Preventive action are required for final submission. Sager's expectation is for effective Root Cause and CA to prevent future reoccurring issues for the same problem. Lessons learned and a review of similar product and/or processes should also be encompassed in the response. Verification or objective evidence may be necessary to close out formalized complaints

2.10 Quality Alert System/ Recall System

Supplier shall maintain a notification system in the event defective material is produced and subsequently escapes the Supplier's facility. Notification needs to include identification of the escaped materials, manufacture date, lot number, serial number, Bill of Lading, or other information that will allow Sager to contain, quarantine or notify Sager customers that escaped material is in the material pipeline.

2.11 Records (PO's CARs and training records)

Records shall be maintained for a minimum of ten (10) years unless other arrangements are made and documented on the Purchase Order or Contract. Records include results and certifications of the inspection and test performed in the course of procurement, manufacturing, testing, processing, inspecting, preserving, packaging and shipping product(s) on the purchase order. This pertains to Sub-Contract Suppliers as well as Suppliers.

2.12 Calibration Control

Suppliers are responsible for the calibration accuracy, validation, and maintenance of any equipment, tooling, or gauges utilized by the supplier to produce, inspect, or test articles to be delivered under Sager Purchase Orders. The Supplier's Calibration System shall be in accordance with the requirements of *ISO17025*, *ISO10012-1*, and/or *ANSI Z540*.

2.13 Supplier Quality Program

2.13.1 Supplier Report Cards and Metrics

Sager measures Supplier performance on a monthly basis. Supplier Report Cards are published and Suppliers who do not meet minimum performance levels may be subject to Supplier Corrective Action Requests. Minimum acceptable performance levels are 98.5% of Sager orders acknowledged by Supplier, and Supplier on time delivery to Sager of 90%.

2.13.2 Supplier Excellence Program

Sager has established a Supplier Excellence Program, which utilizes a rating system to provide feedback to our suppliers on their performance. This rating system focuses on quality performance, operations and business support, labeling compliance and field sales support. Supplier Excellence performance information is distributed to our suppliers annually.

2.13.3 On Site Supplier Visits

Sager reserves the right to conduct surveys, audits and surveillance of our Supplier's facilities, or those of Supplier's sub-tier suppliers with prior coordination. This will help to determine the capability to comply, and verify continuing compliance, with the requirements of Sager purchase orders and contracts. These visits may include Sager customers or representatives and also regulatory authorities.

2.13.4 Periodic Assessment Surveys

Sager will conduct periodic surveys soliciting input from our global customer base and supplier base. Sager will use this feedback to drive improvement in material delivery, services and other business deliverables.

2.14 Product Changes or Obsolescence Notifications

Sager understands that Suppliers reserve the right to make product changes and have a need to obsolete parts from time to time. However, Sager expects major and minor changes to be communicated to Sager's Corporate Product Managers.

Sager's expectation is that our suppliers follow JEDEC standards J-STD-048 and J-STD-046 for PCN communication requirements with the exception that 6 months prior notice is preferred. Changes are defined as any changes in design, process, fabrication, or materials that may affect fit, form or function, as well as any changes to product location, manufacturing location, key management positions, or any other changes that may affect product quality or quality systems.

3 SPECIFIC INFORMATION

3.1 Government - Industry Data Exchange Program (GIDEP)

If supplier is eligible for GIDEP membership, Sager expects the Supplier to be an active member.

3.2 Counterfeit Parts Prevention

Suppliers shall establish and maintain a Counterfeit Parts Prevention and Control Plan using **Industry Standard AS-5553** as a guideline. The purpose of this section shall be to prevent the delivery of counterfeit parts, either through the production or returned material processes, and control parts identified as counterfeit.

3.3 Conflict Minerals, ROHS / REACH, Mercury Contamination, MSDS, Hazardous Materials

3.3.1 Conflict Minerals

Sager expects all Suppliers to communicate by formal letter that their products comply with the Conflict Minerals portion of the Dodd-Frank act. In the event products do not meet conflict material guidelines, Sager would expect a letter on file from Supplier detailing the parts/ products that do not comply. If changes occur, then supplier shall provide a notification letter detailing the change. Sager will maintain letters on file for the benefit of our mutual customers.

3.3.2 ROHS / REACH Compliance

Sager supports the initiative that it is best to eliminate use of hazardous materials, i.e. lead (Pb) based products and other heavy metals in the distribution pipeline. Sager also understands that some applications are best served containing these materials. Sager expects Suppliers that manufacture these types of products, provide formal documentation detailing what these products are, and what they contain. Sager needs to pass this information on to our mutual customers as needed.

3.3.3 Mercury Contamination

By certification of conformance, Suppliers certify that the material furnished to Sager has not been in direct contact with mercury or any of its compounds nor with any mercury-containing device employing only a single boundary of containment.

3.3.4 MSDS Compliance

Material Safety Data Sheets should be available for all “Chemicals and Materials”. These materials need to be labeled and noted as such. Federal and local laws need to be supported and followed.

3.4 Environmental Management and Social Responsibility

Sager is committed to environmental stewardship and social responsibility. We ask that all suppliers use the guidance of ISO 14001 to ensure their environmental processes include conserving energy and water, reducing waste and pollution by evaluating operations, establishing goals, and acting to ensure they are as effective and efficient as possible.

Additionally, suppliers are to be in full compliance with all applicable City, State and Federal laws.

Sager pledges to ensure that employees, customer and suppliers are treated with respect and dignity; working conditions are safe; business is conducted ethically, legally, and responsibly. As such, we recommend that suppliers consider the EICC Code of Conduct as a model for their processes. Neither Suppliers nor subcontractors shall engage in forced labor or human trafficking nor employ workers below the legal working age in the countries in which the worker is employed.

3.5 Trade Compliance

Sager is dedicated to being fully compliant with all applicable government and regulatory agency rules and regulations governing the sale and shipment of our products in the markets where we conduct business. A key enabler for achieving a high level of compliance is embodied in the support provided

by our supplier community through the aforementioned Supplier Excellence program relating to Trade Compliance. Following are some of the areas you will be asked to provide specifics so Sager can be guided accordingly:

3.5.1 ITAR – International Traffic in Arms Regulations

Sager expects Suppliers to identify and timely inform Sager of all products meeting the definition of “defense articles” as that term is defined in 22 CFR § 120.6 of the International Traffic in Arms Regulations. In addition, Sager expects Suppliers who engage in the US in the business of manufacturing or exporting defense articles or furnishing defense services to be registered and keep their registration current with the US Department of State.

3.5.2 NAFTA – North American Free Trade Agreement

In order to maximize the benefits provided by NAFTA, Sager requires suppliers to determine if the goods they produce in a NAFTA country qualify for preferential treatment under the NAFTA rules of origin. A NAFTA certificate of origin evidencing the eligibility of the goods is required at the part level so that Sager and its customers can claim available tariff benefits.

3.5.3 HTS – Harmonized Tariff Schedule

In order to comply with the import and export requirements of international trade, Sager requires its suppliers advise the classification of goods according to the Harmonized Tariff Schedule, at the full 10-digit level.

3.5.4 ECCN – Export Control Classification Number

Sager expects Suppliers to determine the export jurisdiction of the commodities sold to Sager and advise the ECCN number applicable to products that are subject to the Export Administration Regulations, Bureau of Industry and Security, including CCATS number if available.

3.5.5 COO – Country of Origin

Country of origin is a fundamental requirement of trade compliance needed to both import and export goods, and to determine applicability to special duty or trade preference programs, admissibility, rates of duty, antidumping, and so on. Sager expects its suppliers to accurately and timely inform us of the origin of the goods we purchase, and to proactively advise when the origin of a particular product changes.

4 Acknowledgement Page

Date:

Supplier Name/ Location:

Supplier
Signature:

I, _____ (please type or write representative name), acknowledge that _____ (please insert Company Name) has received and understand the contents of the Sager Supplier Quality Requirements Manual. As feedback, I have documented any exceptions that are relevant or unobtainable in relation to being a supplier to Sager below. If no exceptions, please indicate with N/A.

Exceptions:

Please return a signed copy of this Acknowledgement page to:

Sager Electronics
19 Leona Drive
Middleborough, MA 02346
Attn: Teddy Savage, Operations Support Coordinator
tsavage@sager.com