

## TE Industrial & Commercial Transportation Quality Standard Practices

**Annual layouts / certifications / validations / PPAPs:** TE does not provide an annual submission of data (including but not limited to: layouts, certifications, validations, PPAPs). The applicable product team, on a part number or part family basis as identified by TE, will review and approve any requests for this information prior to reaching an agreement. Upon request, Level 1 PPAPs will be provided for TE Catalog and Off-the-Shelf items.

**Change Requests:** TE will provide notification of changes that only affect the fit, form or function of parts. TE will advise of changes for informational purposes only to customers who purchase (for example) catalog / off-the-shelf part numbers, or on changes such as tool moves that do not involve customer-owned tooling. TE will not issue Level 3 PPAPs due to changes to catalog/off-the-shelf part numbers that do not impact form, fit or function.

**Corrective Action Response Timing:** TE targets providing an initial (3D containment) response within one (1) working day and the 5D (root cause / corrective action plan) within ten (10) working days using the TE Complaint Handling System (TECHS) for 8D communications. Measurement is generally taken from the date the complaint is entered into the TECHS system. However, if sample parts are required to complete the 5D, the ten (10) working day period shall begin when TE receives the parts for evaluation. Implementation and verification of permanent corrective action, if any, may take longer in some cases.

**Cost Recovery:** In accordance with TE Terms and Conditions, and absent a signed contract with the customer to the contrary, TE will not reimburse the customer for any costs associated with claims for sorting, reworking, line stoppage, third-party material, and/or any other related expenses and, administrative charges. TE must review, and approve in writing, any exceptions for cost recovery prior to the customer incurring such costs.

**Customer Forms / Formats:** Unless previously agreed to in writing, TE does not use customer provided forms, websites or databases. This must be reviewed by the applicable product team on a case by case basis prior to reaching any agreement.

**Customer Documents/ Terms and Conditions:** TE does not accept terms additional to or different from, its terms and conditions of sale unless agreed upon in individual contracts. TE Terms and Conditions of Sale, which are incorporated into its Order Acknowledgments and Shipping Papers, as well as the other terms appearing on the face of the Order Acknowledgments, govern TE sales to customers. TE Terms and Conditions of Sale may be found at the following web site: <http://www.te.com/usa-en/policies-agreements/terms-of-use-te-com/terms-conditions-sale.html>. Likewise, TE does not agree to Customer's documents, forms, specifications, drawings, illustrations, samples or other provisions unless specifically agreed to in writing and signed by an authorized representative of TE.

**Packaging/Special Labeling / Data / Documents with Shipments:** Unless otherwise agreed in writing by TE, TE shall package the products in accordance with TE packaging standards. Responsibility and risk of loss during transport are in accordance with the Incoterms agreed for deliveries. Any special labeling, data and shipping document requirements must be reviewed by the applicable product team on a case by case basis before agreement can be reached. Special requests for specific part numbers may be initiated by TE Sales/Customer Service and entered in TE's internal request tracking system (RTS) for action.

**Records Retention:** Quality and production records are maintained for 10 years. Records may be managed and stored locally, off-site, digitally, or any combination thereof. Any requirement that deviates from TE's standard policy and procedure shall be defined and agreed to in writing prior to serial production (launch).



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**Productivity:** All productivity measures (whether related to quality, material or production) have already been considered in TE's prices. Additional requests of customer will be reviewed on a case-by-case basis.

**Quality System:** TE shall maintain its quality management system and shall make available quality certifications to customer. TE does not adopt customer's quality system, specifications or requirements, unless otherwise specifically agreed in writing by a TE authorized representative. TE will monitor its sub-suppliers. Specific quality targets, measures, testing, if any, will be reviewed and agreed by the parties in writing on a case-by-case basis.

**TE Confidential / Proprietary Documents and Data/Customer audit:** Per TE policy, without a Confidential Disclosure Agreement (CDA) in place, confidential documents / data, which include, but are not limited to, Process Flow Diagrams, Design FMEAs, Process FMEAs and Control Plans may not be disclosed to a customer. Such data will be withheld from PPAPs and similar customer requests and may only be viewed by customer on-site at TE provided a CDA is in place. Any customer-requested audit must be pre-authorized in writing by TE and take place during regular business hours. TE reserves the right to require a CDA prior to such audit.

**Any additional requirements beyond TE standards and specifications must be reviewed and agreed to in writing by the applicable launch/product team prior to any agreement.**

A handwritten signature in black ink that reads 'Tom King'.

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**Tom King**  
Sr. Director Global Quality  
Industrial & Commercial Transportation  
TE Connectivity

A handwritten signature in black ink that reads 'Andrzej Zubka'.

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**Andrzej Zubka**  
VP Sales and Marketing  
Industrial & Commercial Transportation  
TE Connectivity