SY-KLONE®	Standard Operating Procedure				
	Procedure Title				Document No
	Supplier Quality Manual				PUR-PLN-001
	Department				Revision
	Quality				A
Author	**Title**	**Date**	**Approved By**	**Title**	**Date**
Walter Blocker	Corporate Quality Manager	11/6/26	Brian Carey	Quality Manager	11/10/26

Supplier Quality Manual

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Table of Contents

1 Introduction and Purpose 3
2 Scope 3
3 Terms and Definitions 4
4 Ownership and Approval 7
5 Reference Documents 7
6 Expectations 8
7 Supplier Qualification Requirements 10
8 Production Part & Process Qualification Requirements 11
9 Change Management 13
10 Non-Conforming Product 11
11 Supplier Rating Program 20
12 Revision History 20

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

1 Introduction and Purpose

Quality and Environmental Policy Statement:

Sy-Klone International Integrated Quality & Environmental Policy

Sy-Klone is dedicated to excellence, delivering high-quality products that exceed customer expectations. We prioritize ongoing performance improvement and environmental stewardship, adhering to regulations, setting goals, and engaging employees to enhance both our environmental impact and community contributions.

~Policy Established February 2026~

1.1 Purpose of the Manual

This manual defines the requirements for Sy-Klone supplier quality and performance. All products supplied to Sy-Klone must be in conformance with the product specifications, which include, but are not limited to, this Supplier Quality Manual (SQM) and Production Part Approval Process (PPAP) standards. All products must satisfy Sy-Klone's quality standards, meet applicable industry quality and performance standards, comply with all applicable legal and regulatory requirements, and be merchantable and fit for the purpose intended by Sy-Klone. Supplier agrees to support and adhere to Sy-Klone's required quality processes on an ongoing basis, with the objective of delivering products on time with zero defects.

2 Scope

This Supplier Quality Manual (SQM) applies to all suppliers who accept purchase orders from the Sy-Klone International Jacksonville, FL facility. If a conflict arises between the requirements presented in this manual and other documents, i.e.: a purchase order or terms and conditions, the more stringent requirements will apply.

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

3 Terms and Definitions

8D - The name "8D" originates from the fact there are eight disciplines associated with this problem-solving format. Sy-Klone has adopted the 8D format to be used for both internal and external problem-solving activities including root cause assessments.

AIAG – Automotive Industry Action Group. https://www.aiag.org/

Capability - The ability of a process to produce output within specified limits. "Improving process capability" involves taking steps to limit the amount of variation to defined acceptable limits.

Capability Index - The comparison of available tolerance to the portion of the tolerance consumed by a process in a state of statistical control.

Cpk - The capability index, which accounts for process centering and is defined as the minimum of CP Upper (Cpu) or CP Lower (Cpl). It relates the scaled distance between the process mean and the closest specification limit to half the process spread.

Cpl - Measures how close the process mean is running to the lower specification limit.

Cpu - Measures how close the process mean is running to the upper specification limit.

Commercial-off-the-shelf items (COTS) - Standard commercial off the shelf or catalog items selected from a supplier's standard line of parts. Where Sy-Klone may not have design control. Sy-Klone may not have a dedicated drawing or purchased part specification. Parts not tooled specifically for Sy-Klone. Parts are used by multiple industries/ customers. Examples include electronics (capacitors, diodes, and resistors), common fasteners (nuts, screws, washers, etc.).

Supplier Agreement – The supply agreement in force between Sy-Klone and the supplier governing the purchase and sale of Products subject to such agreement. Unless there is a Supplier Agreement in place that expressly excludes their application, Sy-Klone's Standard Term & Conditions of Purchase shall apply to all suppliers. If no Supplier Agreement exists Sy-Klone's Standard Terms & Conditions of Purchase in effect on the date of the applicable purchase order or release shall be considered the "Supplier Agreement" for purposes of the SQM.

Corrective Action Report (CAR) - A formal request by Sy-Klone to take action to eliminate the cause(s) of an existing nonconformity or other undesirable situation to prevent recurrence.

Control Plan (CP) - Methodology for controlling parts and processes to ensure all process outputs remain in a state of control. The plan is used and maintained throughout the product

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

life cycle and is responsive to changing process conditions via written descriptions of the actions that are required at each phase of the process from receiving through shipping.

Critical Item - Any component, material, assembly, or complete system which is selected for production and field traceability to satisfy safety reporting requirements or to support reliability analysis of high cost / high interest items. For example, a compressor model or certain electronic control modules might be designated as "traceable" items due to their high replacement costs. A furnace gas valve might be designated due to product safety reporting needs.

Deliverable Firmware - All firmware intended to be used in Sy-Klone saleable products, including but not limited to firmware embedded in deliverable hardware and deliverable firmware. Refer to section 9 Change Management.

Directed-buy source - Any sub-tier supplier providing material, components, software, or services which have been designated to be used by Sy-Klone.

Escapes (SRE - Supplier Responsible Escapes)- field issues, including field actions, recalls, or Epidemic failures. (Each escape should have an 8D initiated.)

Epidemic Failure - Any product or service that is delivered to a customer or end user which exhibits a failure rate or nonconformance more than the threshold rates in the applicable Supplier Agreement.

Failure Mode and Effects Analysis (FMEA) - A preventive analytical technique to methodically study the cause and effects of potential failures in a product or a process. The product or process is examined for all the ways in which a failure can occur. For each potential failure, an assessment is made of its effect on the system and its seriousness, and a review is made of the action being taken (or planned) to minimize the probability of failure or to minimize the effects of the failure.

Gage Repeatability and Reproducibility (Gage R&R) - The evaluation of a gauging instrument's accuracy by determining whether the measurements taken with it are repeatable and reproducible.

Key Characteristic (KC) - Any feature of a material, process, part, assembly, or test, whose variation within or outside the specified requirement has a significant influence on product fit, form, function, or other expected deliverable, and thus must be controlled within prescribed acceptance limits via Process Certification practices.

Key Process Inputs (KPI) - A subset of the process inputs or their characteristics that are key to running the process and producing the right product/ output.

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Key Product Characteristic (KPC) - KPCs are product features that are indicated on the drawing and or related documentation by engineering as described in 5.1.3. These are typically critical to safety, critical to function, and by exception critical to process features of the product that must be controlled within prescribed acceptance limits via Process Certification.

Non-conforming product / material/ service - non-fulfillment of an intended requirement for reasonable expectation for use, including safety considerations.

Supplier On Time Delivery (SOTD) - The number of purchase order items delivered on time to the required date and quantity. For further information, please reach out to your respective Sy-Klone sites.

Part Family - Group of related products that pass through similar processing steps and over common equipment in a value stream.

Parts Per Million (PPM) - A measurement of the defect rate in a product, calculated as: PPM = (Total number of defective parts) x 1,000,000 / (Total number of parts received).

Part Submission Warrant (PSW) - The warrant contains supplier, part information, required documentation, the supplier application warrant and Sy-Klone disposition. Sy-Klone's approval of the PSW authorizes the supplier to start production.

Process Capability - The range over which the natural variation of a process occurs as determined by the system of common causes. Process capability has three important components: design specification, centering of the natural variation, range or spread of the variation. The importance of process capability is in assessing the relationship between the natural variation of a process and the design specifications. This relationship is often quantified by measures known as process capability indices. The most common is Cpk.

Production Material and Services - Includes parts, components or raw material that are directly used in the manufacture of Sy-Klone products; supplier designed products that are incorporated into a Sy-Klone assembly/product; and finished goods branded by Sy-Klone.

Production Part Approval Process (PPAP) - A process which defines the generic requirements for production part approval. The purpose of PPAP is to determine if all customer engineering design record and specification requirements are properly understood by the supplier and that the process has the potential to produce products consistently meeting these requirements during an actual production run at the quoted production rate.

Quality Event - A significant supplier quality-related issue that causes downtime or rework of finished goods. The site Quality Manager and Supply Chain Management must be aware of all Quality Events and a full 8D may initiate for each Quality Event.

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Repeatability - Assesses the variation in a measurement system caused by the combined sources of measurement variation of a gage or test equipment when used by one operator or under one set of environmental conditions.

Reproducibility - Variation in measurement averages when more than one operator or set of environmental conditions are imposed on the gage or piece of test equipment.

Run at Rate study - A formalized production capacity study that verifies proper cycle times, quality expectations and yields have been achieved in accordance with plan.

Supplier Temporary Deviation Request – (STDR) The form that can be used in extreme circumstances to request a temporary deviation for parts, services or processes that are not within specified norms or tolerances.

Work Transitions - Work transitions are any movement of production from one manufacturing plant to another.

4 Ownership and Approval

The Corporate Quality Manager is the owner of this manual. Interpretations and changes require prior approval of the owner. Contact the owner or the Procurement Manager for all questions regarding the requirements specified in this manual.

5 Reference Documents

It is the responsibility of the supplier to ensure that they are working to the latest version of specifications referenced within this document as well as purchase order requirements. The specifications referenced within this document as well as purchase order requirements. The following publications are available from the Automotive Industry Action Group (AIAG). These may be ordered on-line at: http://www.aiag.org.

- Advanced Product Quality Planning (APQP) and Control Plan (CP).
- Measurement System Analysis (MSA).
- Potential Failure Mode and Effects Analysis (FMEA).
- Production Part Approval Process (PPAP).
- Statistical Process Control (SPC).
    - Sy-Klone's Terms and Conditions
    - ISO 9001 - Quality Management Systems (QMS) current revision
    - HUM-POL-004 Code of Business Ethics and Conduct
    - QUL-FRM-005 Supplier Assessment Form
    - QUL-FRM-056 Sy-Klone Temporary Deviation

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

- Sy-Klone Supplier Scorecard
- ISO 14001 – Environmental Management System

6 Expectations

Key performance indicators will be tracked monthly as part of the supplier performance scorecard and be made available to suppliers to drive preventative and proactive quality improvement actions to deliver zero defects.

6.1 Communications

In general, the following contact points should be used:

Primary Contact – For all issues regarding supply chain and procurement, contact your buyer.

Product/Part Quality – For all issues regarding product quality, product safety, or regulatory, contact Sy-Klone plant(s) Buyer and Quality Manager.

Ethics Concerns – Sy-Klone maintains a policy for suppliers who have questions or issues related to the Code of Business Ethics and Conduct (HUM-POL-004). The policy can be accessed through the supplier link on the Sy-Klone.com homepage.

6.2 Purchased Products and Product Related Services

Purchased products and related services shall comply with established specifications and requirements, including:

- Drawings that apply to the specific product or service.
- Engineering specifications and/ or reliability requirements that apply to the commodity or specific part.
- Material specifications that apply to the product or service
- Applicable Regulatory / Industry standards.
- Sy-Klone approved changes or deviations.
- Established Supplier Agreements

6.3 New Supplier Information

New suppliers to Sy-Klone shall provide the following information:

- Data Universal Numbering Systems (DUNS) number by factory qualifying for production
- A list of key supplier contacts by qualifying factory location
- A copy of their 3rd Party Quality System certificate

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

- Insurance certificate

6.4 Suppliers are required to:

- Demonstrate and maintain compliance with all documented requirements, including design performance, reliability, process control, and capability.
- Provide resources to participate in product quality planning.
- Use First In, First Out, (FIFO) stocking methods on goods produced and goods received when doing so will reduce risk of loss or aid in potential containment activities.
- Have a change control system that reacts to changes in a timely and accurate fashion. In all cases, acquire written approval *prior* to implementing any change that may impact form, fit, function, interchangeability, or reliability. This shall include manufacturing processes, quality standards for product acceptance, and testing requirements.
- Have a documented quality system in place which addresses all stages of product / process development, manufacturing, and delivery. Suppliers must agree to on-site quality system assessments and validation as requested.
- Maintain process, product, and service documentation.
- Suppliers must retain records for a min period of three years.
- Deploy expectations and controls equivalent to those presented in this document to sub-tier supply chain.
- Be accountable for quality of all sub-tier suppliers including “directed-buy” sources.
- Maintain the expertise and resources to perform effective root cause analysis and implement timely corrective and preventive action.
- Provide notification of all situations that may negatively impact the supplied product’s quality, reliability, and safety; design and/ or production; or any other matter described in this manual.
- Be accountable for the impact of poor quality on Sy-Klone and its customers.
- Notify Sy-Klone within 8 hours of any condition or change that has impact on Sy-Klone’s regulatory requirements.
- Fully comply with the Sy-Klone Code of Ethics and Conduct. HUM-POL-004
- Maintain a self-audit system which ensures compliance with all the above.
- If requested, supplier shall provide additional data (i.e. Capability, Capacity Analysis, Root Cause Analysis, Corrective Action Plan or any other applicable data).
- It is recommended that suppliers implement a process for energy saving in the production process and environment and/or that they may strive for compliance to ISO 14001.

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

7 Supplier Qualification Requirements

Suppliers shall establish and maintain a Quality Management System that ensures that outputs meet all Sy-Klone's requirements and expectations

7.1 Quality System

All suppliers shall maintain an effective documented quality system that communicates, identifies, coordinates, and controls all key activities necessary to design, develop, produce, deliver, and support the quality of products or services.

Suppliers should be certified / registered to one of the following international quality management standards with a recognized independent, 3rd party registrar.

- ISO 9001 - Quality Management Systems (QMS) – Requirements or equivalent
- ISO 16949 - Quality Systems – Automotive Suppliers
- IA 9100 - Quality Management Systems – Aerospace Requirements
- ISO 14001 – Environmental Management System

The supplier shall provide a copy of the 3rd party registrations that it has.

If a supplier does not have a 3rd party QMS certification, Sy-Klone Supplier Quality Systems Audit can be used to assess the quality system at supplier site(s). This audit may be performed on-site by Sy-Klone resources, and the supplier must achieve a successful audit result. Re-audit by Sy-Klone resource at the supplier's site as needed when no 3rd party QMS certification exists.
Suppliers may be required to reimburse Sy-Klone for the cost of conducting these audits.

Note: Suppliers must notify Sy-Klone immediately if their third-party registration expires or is revoked.

Sy-Klone reserves the right to:

- Verify Supplier quality systems with an on-site audit
- Verify a supplier's compliance to an applicable quality standard
- Conduct a Sy-Klone Quality System audit in lieu of, and/ or in addition to, third party certification
- Disqualify, suspend and/or terminate suppliers based on substandard performance. In such cases, full requalification will be required prior to resuming business.

7.1 Supplier Quality System Assessment

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

The Sy-Klone Supplier Assessment Form (QUL-FRM-005) consists of a self-assessment and an on-site audit conducted by Sy-Klone., The Sy-Klone Audit criteria are intended to assess a supplier's quality system, process control capability, as well as assist the supplier to identify strengths, weaknesses, and/ or areas requiring improvement. The audit can be a self-assessment, and/or an on-site audit conducted by Sy-Klone.

7.2 Contingency Planning

Sy-Klone suppliers shall conduct a risk assessment of their operations that support Sy-Klone's production facilities, quality requirements, and delivery schedules. Each assessment should consider, at a minimum, the impact arising from:

- Natural disasters
- Geo-political hazards
- Supply chain disruptions
- Intellectual property claims
- Personnel concerns
- Equipment problems
- Facility or system issues

Suppliers shall prepare contingency plans to ensure continuity of their operations and minimize any disruption of the supply of goods and/or services to Sy-Klone. Suppliers shall communicate any critical risk scenario without a contingency plan that may result in a disruption. Supplier shall provide the contingency plans to Sy-Klone when requested.

Sy-Klone may require some suppliers to keep a minimum stock level at the supplier's location.

8 Production Part & Process Qualification Requirements

Part Qualification ensures that the part can meet technical and performance requirements. Process Qualification ensures that the specific manufacturing processes in place will produce a part of consistent and acceptable quality.

8.1 PPAP Submission Requirements

All production part sample submissions shall be in accordance with the AIAG PPAP manual. The AIAG PPAP system is the primary method for suppliers to provide documentation and receive approvals from Sy-

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Klone.
PPAP submission should be made as far in advance of production start-up as possible, working to a date agreed to with the Sy-Klone plant / site.

- Check with Sy-Klone for any specific timing guideline for PPAP submission
- Commercial off-the-shelf items (COTS), when meeting the definition provided in section 3, may require at least a Level 1 PPAP

8.2 Shipment Approval

Suppliers shall not ship production parts until full or interim approval is received from Sy-Klone via a signed Parts Warrant (PSW). In the case where full approval is not granted, Sy-Klone will advise the supplier of the areas of concern and determine necessary corrective actions. At Sy-Klone's discretion, any or all the PPAP items may be reviewed on-site at the supplier's facility as part of a process qualification audit.

8.3 PPAP Warrant Validity

Unless otherwise specified on the PSW, approval is valid until there is a revision to the part or process or until revoked by Sy-Klone. Additionally, should one of the following conditions occur, the supplier must notify Sy-Klone *prior* to first production shipment:

- Correction of a discrepancy on a previously shipped part.
- Product modified by an engineering change to design records, specifications, or material on an approved PPAP.
- Use of an optional process or material other than was used in a previously approved part
- Production from new or modified tools (except perishable tools), dies, molds, patterns, including additional or replacement tooling
- Production following repair of existing tooling or equipment
- Production following any change in process or method of manufacture to include changes in lubricants, mold release agents, or other process solutions
- Production from tooling and equipment transferred to a different plant location or from an additional plant location.
- Change of source for subcontracted parts, materials, or services (for example, heat treating, plating)

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

- Product re-released after the tooling and equipment have been inactive for volume production for twelve (12) months or more
- Any changes to software, firmware or any programing incorporated into the product sold directly to or through Sy-Klone
- Following a Sy-Klone request to suspend shipment due to a supplier quality concern
- Any other activity that will result in a change to the supplier's Control Plan (CP)
- Loss or revocation of 3rd party quality system registration

Full or interim approval, in writing, must be granted prior to first production shipment.

8.4 Production Part Approval Process (PPAP) Level

Sy-Klone requires part approval to different levels (1-5) depending on the purpose for the PPAP submission. Level 3 is the default level unless otherwise specified. The supplier is required to do all the PPAP steps regardless of the required submission level and retain records to be submitted to Sy-Klone upon request.

PPAP level definitions

Level 1	Part Submission Warrant (PSW) only submitted to the customer
Level 2	PSW with product samples and limited supporting data
Level 3	PSW with product samples and complete supporting data
Level 4	PSW and other requirements as defined by the customer
Level 5	PSW with product samples and complete supporting data available for review at the supplier's manufacturing location

Dependent upon program requirements, the using business unit may require a Run-at-Rate capacity study to be completed. The program Engineer will provide the specifics should a Run-at-Rate study be required.

8.5 Safe Launch

Safe Launch is an agreed upon early product containment plan (also referred to as a Pre-Launch Control Plan or PLCP). This PLCP guarantees the critical and agreed upon characteristics meets product specifications at start up and acceleration.

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Failure to meet this control plan will extend the duration of time and/or restrict numbers of parts shipped until demonstration of capability can be achieved. Ref AIAG Advanced Product Quality Plan and Control Plan Manual.

9 Change Management

Sy-Klone suppliers will not make any changes during the term of the order and shall not deviate from the PPAP approved product/process without prior written notification and approval from Sy-Klone. This requirement also applies to sub-tier suppliers. Refer to conditions stated in Section 8.3. Supplier will provide Sy-Klone with a minimum of six (6) months prior written notice of any intent to change or check with your Sy-Klone Buyer for any specific advance timing guidelines for change notification.

Sy-Klone may request additional time to complete qualification of a proposed change, and Supplier must allow for this contingency in its change implementation timing. Should Supplier fail to conform to this process, Supplier will reimburse Sy-Klone direct and indirect cost associated in re-qualifying the unauthorized changes made, not limited to engaging Sy-Klone's designees for onsite activities.

Sub-Tier supplier qualification and quality performance monitoring shall be the responsibility of the primary supplier to ensure high-quality standards are achieved. Sy-Klone retains the authority to monitor, review, and/or approve sub-tier supplier process quality data, engineering/process changes and facilities when deemed necessary.

Sy-Klone’s primary suppliers shall be responsible for evaluating and selecting suppliers and subcontractors based on their ability to consistently deliver products to their specification and services that meet Sy-Klone quality standards. The manufacturer shall select suppliers and subcontractors in accordance with its established supplier / subcontractor management program.

9.1 Supplier Change/Deviation Request (STDR)

A deviation request is a temporary or short-term request to use product that departs from the design or process defined from the latest approved PPAP submission until permanent improvements, corrective actions, or a return to the approved PPAP condition takes place. Deviation requests must be recognized as an unfortunate necessity in situations that do not offer other alternatives. This type of change will have the affected quantity of parts, batch number, serial number range, or time period declared on the STDR form (QUL-FRM-056) and will expire after such quantity, batch, or serial number is reached.

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

A permanent change is a result of systemic improvement made to the original approved PPAP condition to improve performance, quality, and/or reduce process variation. Example: changes in production equipment/tooling, critical sub-tier suppliers, etc. Supplier shall submit STDR package in advance to the Sy-Klone Buyer contact according to the following:

Note: All supplier production location moves will require minimum 6 months advance notification or per contract agreement.

Unauthorized Changes to Product

Shipment of any change/deviation request parts without written approval from Sy-Klone will be rejected and returned to the supplier at the supplier's expense. All additional costs incurred including, but not limited to, handling, shipping, and any impact to Sy-Klone Operations and/or customers will be the responsibility of the supplier.

In the event of any unauthorized changes to product without prior consent from Sy-Klone, Sy-Klone reserves the right to:

- report the issue to the supplier's designated management representative and/or ISO/IATF registrar
- place the supplier under controlled shipping at supplier's cost (refer to section 10)
- require a new PPAP of other currently supplied components; or
- reduce supplier's Sy-Klone Supplier Rating status to Yellow or Red (see section 11)

9.2 Change and Deviation Management Record

Change and deviation management records, not limited to the change request package and PSW, shall be retained by the supplier throughout the supply life of the affected part(s).

9.2.1 Change or Deviation Request Abuse

Change or deviation requests shall not be used for safety-related noncompliance, nor should it be used to cover up or replace the lack of proper quality systems or controls at the supplier's location. Sy-Klone views excessive use of STDRs for non-conforming material as an abuse and an indicator that a supplier may have a serious breakdown in their quality system.

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

10 Non-Conforming Product

Non-conforming products are products that don't meet or fulfill their specified or defined requirements. A non-conformance can occur in both product and process. Under no circumstances shall a supplier ship non-conforming product without first receiving written authorization from Sy-Klone.

At Sy-Klone, **Quality Events** are a significant supplier quality related issue(s) that cause downtime or rework of finished goods. The site Quality Manager and Supply Chain Management must be aware of all Quality Events and a full 8D must be initiated for each Quality Event and **Supplier Responsible Escapes (SRE)** are a Quality Event that also causes significant field issues, including recalls, regulatory non-compliance, and/or epidemic issues.

Suppliers must complete the corrective action issued by the plant to identify root cause and prevent future defects. Additionally, Sy-Klone may impose Controlled Shipping Levels 1 and 2 for repeat / significant defects. Suppliers should reach out to their respective contacts at
Sy-Klone's plants to learn more about escapes and how to report any discrepancies. The following sections identify and explain key quality requirements that are applicable for non-conforming products.

10.1 Supplier Identified Non-Conforming Product

The supplier may find products, through their quality control processes or from reports by other customers, which were produced outside of specifications. The supplier is expected too immediately:

- Segregate these products and determine if this error may have occurred, undetected, in earlier production that may have been shipped to a Sy-Klone facility.
- Prior to shipping any non-conforming product, the supplier must notify Sy-Klone utilizing the Supplier Temporary Deviation Request (STDR). Product may not be shipped until the STDR has been fully approved.
- Reasons for STDR include, but are not limited to:
  - If the non-conformance affects form, fit, or function of the part or system
  - If the non-conforming product will affect deliveries to Sy-Klone

The supplier is responsible for the segregation and quarantine of non-conforming material. Non–Conforming materials shall not be shipped

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

unless an STDR is approved by Sy-Klone in writing. Non-Conforming products or materials received at Sy-Klone without an approved STDR will be rejected and returned to the supplier at supplier's sole cost and expense including any extra handling and shipping costs which will be charged back to supplier.

Product voluntarily segregated/recalled from a Sy-Klone plant without plant inspection and supplier owned product at a 3PL or in-transit will not be counted against the supplier, provided the Sy-Klone plant production is not impacted.

10.2 Sy-Klone Identified Non-Conforming Product

10.2.1 Non-Conformances Found Prior to Release to Customer

In the event non-conforming products or materials are discovered by Sy-Klone prior to release to Sy-Klone's customer(s), the parts/ components in question will be identified and segregated to prevent further use. Sy-Klone's evaluation of the non-conforming products or materials will determine whether:

- Defects are accumulated and returned to suppliers in accordance with plant procedures.
- Supplier sorts the defects at Sy-Klone or at a local off-site location.
- Supplier reworks defects at Sy-Klone or at a local off-site location.
- Supplier contracts 3rd party to complete inspections at Sy-Klone or at a local off-site location
- Contingent on any applicable Supplier Agreement specifics, Sy-Klone will rework defects and charge the supplier for rework costs and/or 3rd party containment activities; or
- Contingent on any applicable Supplier Agreement specifics, Sy-Klone will scrap or dispose of the non-conforming product or material and receive full credit or refund from the supplier

Suppliers may be expected to reimburse Sy-Klone for costs associated with quality defects, Quality Events or Supplier Responsible Escapes (SRE)

Field Failure

The warranty obligations of suppliers for non-conforming parts discovered in the field, as well as their disposition, shall be specified in the applicable Supplier

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

Agreement in force between the supplier and Sy-Klone. If a critical field failure issue has been identified, determination of the next steps in the process will be made based on several criteria including the failure's criticality, quantity, cost, and other factors. Based on this evaluation Sy-Klone may require:

- Defective parts to be repaired/ replaced in the field by Sy-Klone
- Products be recalled and repaired or replaced or reimbursement.

10.3 Non-Conformance/Corrective Action Reports (CAR)

When Sy-Klone issues a request for corrective action, the supplier will be notified via e-mail. The need for a formal CAR is evaluated in terms of potential impact upon production costs, quality costs, performance, reliability, safety, and customer satisfaction.

Supplier's response to corrective action requests must include root cause determination, containment action and permanent (long-term) corrective action. As part of the corrective action, a defined implementation plan with implementation dates must be included, as well as disposition of suspect material.

NOTE: it is expected that suppliers shall consider implementing mistake-proof solutions in all corrective actions

Containment action (step D3) shall be communicated to Sy-Klone within 24 hours of receipt of corrective action request. Failure analysis, leading to the root cause determination, shall be completed through 8D within a reasonable time agreed to with the Sy-Klone issuing site. The 8D will not be considered complete until Validation of Effectiveness (step D6) and Actions to Prevent Recurrence (step D7) has been submitted and approved by Sy-Klone.

10.4 Continual Improvement

Suppliers will engage in continual improvement in quality performance including but not limited to adherence to the following items:

- Delivery of zero (0) product defects improvement plan
- Maintain or improve 8D corrective action response and closure time, current target is 45 days for closure
- New Product Introduction - 100% PPAP on time (at or prior to pilot)
- Timely closure of any open actions resulting from a supplier quality audit
- Risk identification & mitigate potential issues using error proofing

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

and other proactive quality tools & initiatives

10.5 Controlled Shipment (CS)

Controlled Shipment (CS) is put in place to protect Sy-Klone manufacturing facilities and its customers from receiving non-conforming parts or products that do not meet specifications. The data obtained from this process is critical as a measure of the effectiveness of containment and corrective actions taken to eliminate the root cause of non-conformities. Supplier is fully responsible and liable for all costs associated to reduce or mitigate the impacts of non-conforming products or parts passed on to our end customers. This process does not change any terms of Sy-Klone's purchase orders or the applicable Supplier Agreement, nor modifies or limits in any way Sy-Klone's remedies or rights of recovery from the supplier.

10.5.1 Controlled Shipment Levels

Sy-Klone will determine when a supplier shall be placed into Controlled Shipping Level 1 (CS1) and/or Controlled Shipping Level 2 (CS2). Sy-Klone may place a supplier immediately into CS2, bypassing CS1, if needed.

Level I Controlled Shipment (CS1): the supplier must provide certified conforming product to Sy-Klone. The supplier shall provide CS1 inspection results at the specified frequency determined by Sy-Klone. The supplier shall continue its problem-solving activities and implementation of corrective action.

Level II Controlled Shipment (CS2): If there is evidence the supplier is not able to effectively contain and isolate the issue within supplier's facility when in CS1. If CS2 is required, a meeting will be scheduled between key stakeholders within Sy-Klone and the supplier. An approved third-party provider will be used to certify the shipments prior to use. The results from CS2 third-party certification shall be provided directly to Sy-Klone at the specified frequency.

All payments to the third-party provider for provision of CS2 are the financial responsibility of the supplier. Any supplier that is placed on CS2 will also be considered at the "Red" level and will be subject to new business hold until the supplier has successfully completed the CS2 process. The supplier shall continue its problem-solving activities and corrective action implementation as specified in section 10.4.

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR

10.6 Warranty

Specific warranty obligations of suppliers are provided in the applicable Supplier Agreement in force between the supplier and Sy-Klone.

11 Supplier Rating

Sy-Klone's Supplier Rating Program is a method to distinguish suppliers operating with high on-time delivery (OTD), quality, and sustainability performance levels while maintaining cost. It is a means of recognition for significant continuous improvement efforts and achievements of our suppliers who have achieved our expected levels of performance.

The program tracks seven areas of performance. Some suppliers will receive Score Cards on a quarterly basis to communicate these performance metrics. All suppliers in the program are expected to be at the "Green" level. Suppliers who are not operating to the "Green" level shall be asked to prepare an improvement plan for review with Sy-Klone. Additional information may be obtained at https://www.sy-klone.com/legal

12 Revision History

Revision	Date	Revision Description	Requested By	Approved By
A	11/10/26	Initial Release	Walter Blocker	Brian Carey

PRINTED AND DOWNLOADED COPIES OF THIS DOCUMENT ARE UNCONTROLLED

This document and the information contained therein is confidential and proprietary to Sy-Klone Corporation and shall not be used or disclosed to others, in whole or in part, without the written authorization of Sy-Klone Corporation. This document does not contain any technical data controlled by the EAR or ITAR