Supplier Quality Manual







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1.0 Purpose

This document details the requirements and expectations Linx Printing Technologies Ltd. has of its Suppliers and Partners.

2.0 Scope of applicability

The requirements of this Supplier Quality Manual apply to all Linx Printing Technologies Ltd. suppliers, supplying build to print manufactured parts (MP), assembled parts (AP) and where appropriate, off the shelf, bought parts (BP),

3.0 Responsibility

It is Linx Printing Technologies Ltd.'s responsibility to ensure our Supply Chain remains furnished with the latest released version of this Supplier Quality Manual, via our company website https://www.linxglobal.com/en-gb/

It is our Suppliers responsibility to maintain compliance with the requirements of this manual, providing training for their own teams and flowing down the requirements of this document to their own Supply Chain, where subcontracting has been formally approved.

4.0 Definition of terms

Term	Explanation
Must	This word, or the terms "REQUIRED" or "SHALL", confirms an absolute requirement of the specification or process
Must not	This phrase, or the phrase "SHALL not", confirms an absolute prohibition of the specification or process
May	This word, or the adjective "OPTIONAL", meaning that an item is truly optional
Should	This word, or the adjective" RECOMMENDED", means that there may exist a valid reason in some circumstances to ignore a particular item, but the full implication(s) must be understood and carefully reviewed before choosing a different course.
Should not	This phrase, or the phrase "NOT RECOMMENDED" means that there may exist valid reason(s) in some circumstances where behaviour is acceptable or even useful, but the full implications should be understood and the case carefully reviewed before implementing action described with this label.

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5.0 Supplier Management Systems

Suppliers shall be certified to the latest iteration of ISO9001 with certification awarded by an accredited body. The site, product or service proposed to Linx Printing Technologies Ltd. must form part of the scope of approval. Linx Printing Technologies Ltd. also recognises other certified management systems, such as AS9100, IATF16949 and ISO13485.

Should the proposed Suppliers product or service include any product design, the scope of their certification must include it.

Ideally, suppliers should be certified to the latest iteration of ISO14001 and ISO45001 with certification awarded by an accredited body.

Should an approval status of any management system be revoked, the Supplier shall inform Linx Printing Technologies Ltd. as a matter of urgency.

Notwithstanding certification, suppliers shall be compliant with all local, regional and where applicable international laws. Evidence of compliance with those obligations shall be made available to Linx Printing Technologies Ltd. upon request.

6.0 Record Retention

Suppliers shall retain all quality records associated with the manufacturing of Linx Printing Technologies Ltd. product for a minimum of ten years. It is the responsibility of the supplier to ensure that all records remain legible, readily identifiable, and readily retrievable during their retention.

Methods of disposal are to be agreed in writing, provided by our Supplier Quality Management team prior to disposal.

7.0 Purchase Order

Product-specific requirements shall be communicated through formal purchase orders, which will reference drawings, specifications and part numbers. Suppliers are required to provide a formal acknowledgement of each purchase order

Where the use of subcontractors or third parties has been granted by Linx Printing Technologies Ltd., the supplier shall bear full responsibility for ensuring that such subcontractors comply with all relevant requirements of the purchase order, as well as the applicable provisions of this Supplier Quality Manual.

Unauthorised subcontract manufacturing of Linx Printing Technologies Ltd. Products is strictly prohibited. Any request to transfer work must be submitted in advance and formally approved in writing by the Linx Supplier Quality Management team prior to commencement.

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8.0 Supplier Code of Conduct

As a Veralto Corporation subsidiary, our suppliers are required to share our commitment to compliance, ethics, integrity and all our other sustainability values by adhering to the baseline requirements of our Supplier Code of Conduct.

Supplier code of conduct

9.0 Workmanship and Product Standards

Where Linx Printing Technologies Ltd. design documentation does not specifically outline commodity-related workmanship or product-related standards, this clause of the Supplier Quality Manual outlines the high-level workmanship standard requirements of our supplied products.

For electronic assemblies (including PCBs, cables, and harnesses) Linx Printing Technologies Ltd. requires, unless otherwise specified, compliance with IPC-A-610 Class 2 for PCBs as a minimum standard. For cables and harnesses, IPC/WHMA-A-620 Class 2 shall apply. All soldering shall comply with IPC J-STD-001.

Linx Printing Technologies Ltd. operates a safety-first culture; therefore, all electrical wiring and harnessing must be safe upon receipt.

Linx Printing Technologies Ltd. also requires our suppliers to adopt best practice guidance for handling (incl. ESD) and cleanliness as standard practice within its manufacturing facilities. Linx Printing Technologies Ltd. preferred method of control is the certification of a supplier's premises to ANSI/ESD S20.20. ESD sensitive areas shall be marked/identified accordingly within a supplier's premises.

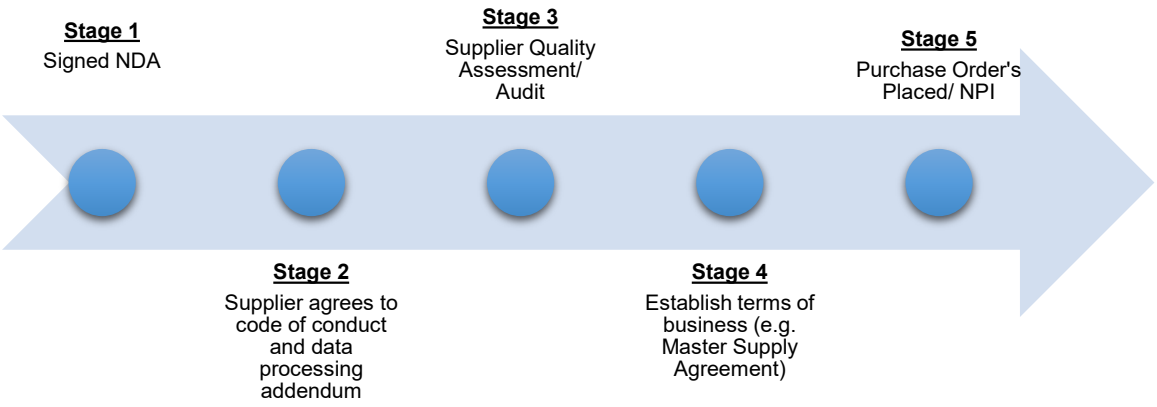
Suppliers of Lithium-Ion and Lithium Polymer battery cell and pack technology should adopt the principles of the IEEE1725 standard in the design, development and manufacturing of their products. Preferably certified to that standard where possible.

Linx Printing Technologies Ltd requires. Machined, Extruded, Roll-Formed or other Formed mechanical parts and assemblies to be supplied free of oil, rust, swarf, burrs and sharps.

Where rework or repair is permitted, this must not take place in the same area as production and shall be well segregated.

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10.0 Supplier Onboarding Process



11.0 Production Part Approval Process Qualification

The purpose of the Production Part Approval Process is to confirm that Linx Printing Technologies Ltd. design records and specification requirements are properly understood by our suppliers and that the manufacturing process has the potential to consistently and repeatability meet these requirements during production at the quoted production rate.

Suppliers of build to print manufactured parts (MP) and or assembled parts (AP) must submit samples for each part number and engineering change revision, unless otherwise specified by Linx Printing Technologies Ltd. Suppliers must submit samples for changes to material, supplier source, manufacturing process, and manufacturing location, as listed on the PSW and as required by Linx. It is the supplier's responsibility to provide advance notice of the changes, these changes need to be communicated to and approved by Linx Printing Technologies Ltd., Supplier Quality team prior to making them.

There are five levels of PPAP. The level of each submission set shall be determined strictly by Linx Printing Technologies and shall be based upon the component's risk, complexity and the nature of change to any previously signed off product and or process. The requirements of each submission level are detailed below:

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#	PPAP Requirement(s)	Definition(s)	L1	L2	L3	L4	L5
1	Design Records	Design documentation shall include both a copy of the customer and the supplier's drawings. The documentation should also include a copy of the purchase order. In some cases, the supplier is required to supply documentation of material composition. The purchase order is used to confirm that the correct part is being ordered and that it is at the correct revision level.	R	S	S	*	R
2	Design FMEA,	The DFMEA is a cross-functional activity that examines design risk by exploring the possible failure modes and their effects on the product or customer and their probability to occur. These failure modes can include: Product malfunctions Reduced performance or product life Safety and Regulatory issues The DFMEA is a living document that should be reviewed and updated throughout the product life cycle. *Only required where suppliers have provided product design services to Linx Printing Technologies Ltd. as part of the Purchase Order	R	R	R	*	R
3	Process Flow Diagrams	The Process Flow Diagram outlines the entire process for assembling the component or final assembly in a graphical manner. The process flow includes incoming material, assembly, test, rework and shipping.	R	R	S	*	R
4	Process FMEA	PFMEA reviews all the steps in the production process to identify any potential process quality risk and then document the applied controls. The PFMEA is also a living document and should be updated even after the product is in normal production.	R	S	S	*	R
5	Dimensional Results (FAI)	Dimensional layout of sample parts is required to validate the product meets the print specifications. The samples should be randomly selected from a significant production run usually at least 25 pieces. Each dimension on the drawing is measured on the final assembly to make sure that it falls within specification. The results are recorded in a spreadsheet and included within the PPAP submission. In the event of a purchase order requiring less than 30 pieces, we require 100% sample inspection	R	S	S	*	R
6	Material, Performance Test Results	This section may also include copies of all the certification documents for all materials (steel, plastics, etc.) listed on the prints. The material certification shall show compliance to the specific call on the print.	R	S	S	*	R
7	Initial Process Study (Cpk) Capability Studies	Initial process studies will be done on all the production processes and will include SPC charts on the critical characteristics of the product. These studies demonstrate that the critical processes are stable, demonstrate normal variation and are running near the intended nominal value.	R	S	S	*	R
8	Measurement System Analysis Studies	MSA studies will include GR&R studies on measurement equipment used during assembly or quality control checks. Calibration records for all gauges and measurement equipment must be included.	R	R	S	*	R
9	Qualified Laboratory Documentation	Qualified laboratory documentation consists of the industry certifications for any lab that was involved in completing validation testing. This could be for an in-house test lab or any offsite contracted test facilities that were used for validation or material certification testing. Labs used must be certified by an ILAC recognised accreditation body and the testing executed must feature as part of their scope of certification	R	S	S	*	R
10	Control Plan	The Control Plan is an output from the PFMEA. The Control Plan lists all product Special Characteristics and inspection methods required to deliver products that continually meet the customer quality requirements.	R	S	S	*	R
11	Part Submission Warrant	PSW form is a summary of the entire PPAP submission. A PSW is required for each of part number unless otherwise stated by the customer. The PSW includes: The reason for submission (design change, annual re-validation, etc.)	S	S	S	*	R
12	Appearance Approval Report	AAI is applicable for components affecting appearance only. This report verifies that the customer has inspected the final product and it meets all the required appearance specifications for the design. The appearance requirements could include information regarding the colour, textures, etc.	S	S	S	*	R
13	Sample Product Parts and Pre-Prod	Sample production parts are sent to the customer for approval and are typically stored at either the customer or supplier's site after the product development is complete. A picture of the production parts is usually included in the PPAP documentation along with documentation regarding the location that the parts are being stored.	R	S	S	*	R
14	Master Samples	A master sample is a final sample of the product that is inspected and signed off by the customer. The master sample part is used to train operators and serves as a benchmark for comparison to standard production parts if any part quality questions arise.	R	R	R	*	R
15	Inspection Plan & Method	Supplier to submit a controlled document outlining how products will be inspected/tested and confirmation of methodology including any equipment to be used.	R	S	S	*	R

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16	PFAS Survey Declaration	Complete the PFAS info on PSW tab.	R	S	S	*	R
17	Certification of Country of Origin	Provide county of origin of manufacture.	R	S	S	*	R
18	Tooling Record & Maintenance Plan	For any Linx Printing Technology tooling, the supplier shall provide tooling records and proposed maintenance plan for tooling – Linx Printing Technologies will request this information during the life of the tooling.	R	S	S	*	R
19	Packaging Declaration	Packaging specification that follows the requirements as outlined in clause #16 of this Supplier Quality Manual.	S	S	S	*	S
20	Material Certification	Where appropriate, ROHS, REACH and WEEE certification, declaration of conformity as a bare minimum. Mill certs for all materials in the submission must be included	S	S	S	*	S

R = Create and retain the documentation at the Suppliers site, stored in line with clause 6 of this Supplier Quality Manual

S = Create and submit the documentation as part of the PPAP submission. Stored in line with clause 6 of this Supplier Quality Manual

NR – Not required

* = Requirements confirmed prior to submission

Suppliers are welcome to use their own PPAP documentation, so long as it satisfies the above requirements in full.

Mass production must not commence without a pre-approved PSW or Linx Printing Technologies Permit award. Any production executed without PPAP sign off or pre-approved Permit is done so, solely at the risk of the supplier with no liabilities to be accepted by Linx Printing Technologies Ltd.

12.0 Change Management

It is the supplier's responsibility to inform Linx Printing Technologies Ltd. of any changes to products or services supplied, prior to their introduction. These changes include:

- Process methodology changes
- Equipment or tooling changes
- Change in manufacturing locations
- Material changes, incl. source (i.e. same material, different source)
- Country of Origin of the product

Suppliers should formally submit a **Supplier Change Request (SCR)** in writing according to the following minimum timelines before the proposed implementation date:

- **Minor Changes:** Minimum 30 days' notice
    - E.g. Replacing an identical wear-and-tear tool, minor software upgrades to production machinery, or optimising internal assembly sequence parameters.
- **Major Changes:** Minimum 60 days' notice.
    - E.g. Altering chemical raw materials, relocating production lines or entire factories, changing a critical Tier-2 sub-supplier, or modifying product design geometry.
- **Location / Facility Moves:** Minimum 180 days' notice.

Changes to the above, depending on their nature, can trigger the need for a new PPAP qualification. Linx Printing Technologies Ltd. reserves the right to refuse a proposed change to a signed off product or process

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13.0 Tooling Management

All tools, manufacturing, test or inspection equipment provided to the supplier that belongs to Linx Printing Technologies Ltd, shall be used exclusively for Linx Printing Technologies Ltd.

Tooling management (incl. agreed Calibration) shall be done so in a documented manner, via an agreed maintenance/management plan. The Supplier shall notify Linx Printing Technologies Ltd in writing if supplied tooling, gauges or equipment is lost, damaged or are otherwise unsuitable for use. No modifications to supplied tooling can be made without explicit permission from the Supplier Quality team.

Modifications made, may trigger a new Production Part Approval Process.

Tooling shall not be disposed of without explicit written permission from the Supplier Quality team. Methods of disposal to be agreed with Supplier Quality, prior to disposal.

14.0 Continual Improvement

Suppliers of products and services to Linx Printing Technologies Ltd. are expected to create, embed and maintain a Continuous Improvement culture within their business. Linx Printing Technologies Ltd requires our supplier's senior management team to fully support this requirement.

Linx Printing Technologies Ltd. shall establish regular reviews to review performance against mutually agreed targets and identify agreed areas of improvement.

Supplier development activities within our supply base enable Linx Printing Technologies Ltd. and our suppliers to drive a mutually beneficial continuous improvement effort. It is expected that the supplier can provide an improvement plan with detailed action. Supplier development initiatives within a supplier can focus on the following:

- Business Systems Improvement
- Product Quality Improvement
- Supplier Delivery
- Supply Chain Effectiveness
- Capacity Planning and Improvement

15.0 Packaging and Labelling

Products supplied to Linx Printing Technologies shall be marked with the country of origin on each box. All boxes shall be marked with the Linx Printing Technologies part number(s) contained within them.

The exporter (Consignor) and importer (Consignee) name and address on every unit, either pallet or box, whichever is the largest.

A packing list and invoice shall be placed inside of the largest shipping unit, i.e. if palletised, packing list & invoice on each pallet, if shipped loose, then packing list and invoice inside each box

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Invoices Must Include

- Full Consignee & Consignor address, incl. country
- Incoterms in place if FCA, CPT or DAP
- Linx Printing Technologies Ltd. Part Number
- Linx Printing Technologies Ltd. Part Description
- Linx Printing Technologies Ltd. PO number & Release Number
- Country of Origin
- Unit Value as per PO Include currency
- Line Value as per PO Include currency
- If FOC the value must follow the WTO valuation rules of method 2 or 3
- Preferential origin declaration if applicable

All chemicals supplied to Linx Printing Technologies Ltd. must comply with UK CLP regulations

When shipping with Linx Printing Technologies Ltd. under incoterms rather than FCA, our appointed broker is ASG Logistics, all UK customs clearance must be handled by them.

Contact: ASG Logistics
imports@asglogistics.com

As an importer into the European Union, Linx Printing Technologies Ltd. are duty bound to comply with the Packaging and Packaging Waste Regulation, Regulation (EU) 2025/40, commonly referred to as the PPWR.

- Packaging must be minimised in weight and volume while maintaining product protection, safety, quality and handling requirements.
- Packaging must be designed to support recyclability and, where applicable, future design-for-recycling requirements.
- Plastic packaging must meet applicable recycled content requirements as they come into force.
- Packaging must comply with applicable restrictions on substances of concern, including heavy metals and PFAS restrictions for food-contact packaging where relevant.
- Packaging labelling, material identification and sorting information must be prepared to meet PPWR requirements as they become applicable.
- Suppliers must maintain appropriate technical documentation, declarations of conformity, material composition data and evidence of compliance.
- Suppliers must support Extended Producer Responsibility reporting by providing accurate packaging data, including material type, weight, recycled content and recyclability information when requested.

To demonstrate our continued compliance with PPWR, suppliers must provide Linx Printing Technologies Ltd. with a detailed packaging specification for each packaging format supplied or used, these specifications must include the following:

- A full bill of materials
- Material composition and the weight of each packaging component.
- Recyclability assessment or design-for-recycling evidence, where available.
- Recycled content data for plastic packaging, where available
- Confirmation of compliance with applicable substance restrictions.
- Test reports, certificates or declarations to support compliance claims.

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Linx Printing Technologies Ltd. expect our suppliers to monitor regulatory developments and ensure continued compliance as further delegated acts, technical criteria and guidance are issued. Any change to packaging materials, design, labelling, supplier source or compliance status must be communicated to Linx Printing Technologies Ltd. before implementation.

16.0 Supplier Performance Management

As part of Supplier Performance Management, Suppliers of products and services to Linx Printing Technologies shall be measured, using the following metrics

- Rolling PPM performance
- NCR's performance
- COPQ
- OTD performance

Targets for each of these drivers are to be mutually agreed upon and reviewed monthly. Continued poor performance against agreed metrics and measures could see an extraordinary contract review and worst case, a supplier being removed from the Linx Printing Technologies Ltd. AVL.

17.0 Non-Conformance Management

Suppliers of products and services to Linx Printing Technologies Ltd. shall maintain an effective Corrective and Preventative Action process to manage non-conformities identified within a process, products and services.

Linx Printing Technologies Ltd. business definition of non-conformance is as follows: **Non-Fulfillment of requirement.**

Where supplier non-conformances are identified an NCR shall be initiated. There are three levels of NCR severity that can be attributed:

NCR Level	Severity Definition	Mgt. Method	Action Plan
1 Minor	Issue not considered to be systemic, significant or recurring (e.g. repeat fail) The issue can be corrected in an expedited manner Non-safety critical issue Primary function unaffected	A3	Containment within 48 Hours Closure in 50 days
2 Major	Significant systemic issues exist affecting suppliers' quality, performance and supporting processes The issue affects delivery to schedule and or product performance Loss of primary function (safe fail) Failure to act upon NCR Issue Level 1 within the required response timeframe without prior agreement (escalation)	8D	Containment within 24 hours Closure in 30 days
3 Critical	Initiated by Senior Management within Linx Printing Technologies Ltd. Safety-critical issue Breach of regulatory requirement A serious breach of contract of supply Failure to act upon NCR Issue Level 2 within the required response timeframe without prior agreement (escalation)	8D	Containment within 24 hours Closure within 30 days

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Suppliers are welcome to use their own non-conformance management documentation, so long as it covers the required management methods in full and references the unique Linx Printing Technologies Ltd NCR number issued for traceability purposes.

Where continued and repeated non-conformity proceeds to exist, Linx Printing Technologies Ltd. reserves the right to conduct on-site audit activity as part of containment and or continual improvement.

Under certain conditions during the event of an identified non-conformance, it may be decided by the business to grant a temporary Permit to accept the use of those affected components. Permits will either be date, time, quantity or Purchase Order bound. Permits are awarded under the sole discretion of Linx Printing Technologies Ltd., and all communication of Permit award shall be communicated by the Supplier Quality Team to the Supplier by email via a formal Permit form, with unique identifier(s) for traceability.

Where non-conforming products or services results in costs being incurred by Linx Printing Technologies Ltd., we reserve the right to cross-charge suppliers for costs associated with identified non-conformance.

Costs may include but are not limited to charges related to sort, rework, repair, product scrap, production downtime, imposed charges, warranty or recall costs, shipping, engineering effort, etc.)

These costs drivers, are captured below

Cost Driver	Charge Standard	Charge Method
Defect Item Cost	Unit price	Credit Note
*NCR Administration	$160 per NCR	Credit Note
Additional unplanned Inspection/ Sorting Costs	$40 per hour	Credit Note
Additional Material or Packaging	RFQ shall be provided	Credit Note
Additional or Expedited Freight	RFQ shall be provided	Credit Note

*Applied in the event of repeat failures

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18.0 Glossary

Term	Explanation
MP	Manufactured Parts (Build to print)
AP	Assembled Parts (Build to print)
BP	Bought Parts (Off the shelf)
ISO9001	Quality Management System
AS9100	Quality Management System standard for the Aviation, Space, and Defence industry
IATF16949	Quality Management System standard specifically tailored for the Automotive industry
ISO13485	Quality Management System standard for the medical device industry
ISO14001	Environmental Management Systems standard
ISO45001	Occupational Health and Safety management system
ILAC	International Laboratory Accreditation Cooperation
PO	Purchase Order
PCB	Printed Circuit Board
IPC-A-610	Standard for the acceptability of electronic assemblies
IPC-A-620	Standard for defining materials, methods, tests, and acceptance criteria for cable and wire harness assemblies
IPC J-STD-001	Requirements for Soldered Electrical and Electronic Assemblies
ESD	Electrostatic Discharge
ANSI/ESD S20.20	The requirements necessary to establish, implement, and maintain an electrostatic discharge (ESD) control program
IEEE1725	Criteria for the design, manufacture, and safety of rechargeable lithium-ion and lithium-polymer batteries
MP	Manufactured Parts
AP	Assembled Parts
NDA	Non-Disclosure Agreement
NPI	New Product Introduction
PSW	Parts Submission Warrant
PPAP	Production Parts Approval Process
DFMEA	Design Failure Mode Effects Analysis
PFMEA	Process Failure Mode Effects Analysis
FAI	First Article Inspection
CPK	Process Capability Index
SPC	Statistical Process Control
G R&R	Gauge Repeatability and Reproducibility
MSA	Measurement System Analysis
ILAC	International Laboratory Accreditation Cooperation
PFAS	Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS)
ROHS	Restriction of Hazardous Substances
REACH	Registration, Evaluation, Authorisation, and Restriction of Chemicals
WEEE	Waste Electrical and Electronic Equipment
SCR	Supplier Change Request
FCA	Free Carrier: Supplier fulfils their obligation when they hand over the cleared export goods to a carrier nominated by Linx Printing Ltd.
CPT	Carriage Paid To: Supplier pays for the freight transport to a named destination provided by Linx Printing Technologies Ltd.
DAP	Delivered at place: Supplier is responsible for delivering goods to a named destination provided by Linx Printing Technologies Ltd.
FCO	Free of charge
WTO	World Trade Organisation
PPWR	The EU Packaging and Packaging Waste Regulation
PPM	Parts per million
NCR	Non-conformance report
COPQ	Cost of Poor Quality
OTD	On-time Delivery
A3	Problem Solving Tool
8D	8 Disciplines Problem Solving
RFQ	Request for quote

19.0 Revision Change Record

Issue	Description of change	Changed by	Date Changed	Authorised by	Date authorised
2	Implemented	LH	04/02/2015	DPM	04/02/2015
3	New Revision	DX	17 Jul 19	IH	17 Jul 19
4	New Revision	PB	31 Jul 26	Peter Boyce	31 July 26

Authorised to change: Supplier Quality Representative PUR-006

Authorisation by: Head of Quality

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