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1 PURPOSE

Downer EDI Rail recognises that the performance of its suppliers is pivotal to meeting and exceeding its customers' requirements in delivering safe, reliable and compliant product. Please note "Downer" to be read as "Downer EDI Rail" in all sections within this Supplier Quality Manual

Downer's suppliers can assure the future growth of their respective businesses and become partners in success by satisfying the requirements and expectations outlined in this Supplier Quality Manual. (SQM)

A successful partnership requires both parties to work together with a strong level of commitment to ensure the delivery of quality products and services.

Downer is committed to:

- Achieve Zero Harm in all our undertakings, including the encouragement and support of suppliers to meet and exceed Zero Harm requirements
- Encouraging and supporting its suppliers to continually improve their product and process quality
- Continually improving the communication of its requirements
- Working with its suppliers to improve the collective performance
- Involving the best suppliers in long-term projects and business growth.

Downer's suppliers should be committed to:

- Meeting or exceeding Downer expectations and in turn, its customers' expectations
- Complying with all requirements of this Supplier Quality Manual
- Establishing and maintaining an appropriate and effective Zero Harm management system
- Establishing and maintaining an appropriate and effective quality management system
- Continually seeking improvement in processes, products and services.

Downer looks forward to partnering with its suppliers to fulfil these important business objectives

2 SCOPE

This document is to be utilised by all Downer Rail & Transit Systems when determining expectation of suppliers regarding quality management.

The minimum target audiences for this document are the Supply Chain representatives (Procurement, Purchasing, Stores, Inventory Controller, logistic) Quality representatives, Engineering, Health and Safety and Supplier representatives.

The Downer Supplier Quality Manual (SQM) details Downer's supplier quality requirements. It is applicable to all suppliers providing Downer a product or service.

The SQM defines the fundamental quality requirements for organisations supplying a 'Built to Print', Systems and Subsystems developed to Downer Specifications (Performance contracts), software, raw materials and services to Downer's operations and used for the manufacture and/or maintenance of rolling stock and/or general engineering work.

Where products and/or services are supplied through warehousing or general distribution facilities, the SQM requirements apply to the source of these products and/or services as well as to the despatch sources.

The requirements are also applicable to Commercial off the Shelf (COTS) products where the certification of compliance applies to the nominated manufacturing and/or design standards.

3 DEFINITIONS

Asset When associated with Asset Management in Downer, “asset” means a physical item that has potential or actual value to Downer, a distinct and quantifiable business function or service, and has the defined lifecycle of plan, acquire, utilise, maintain, and dispose. Examples include plant, machinery, equipment, buildings, and vehicles

Audit

A systematic, independent and documented process for: obtaining evidence and evaluating it objectively to determine the extent to which the relevant criteria is fulfilled; and identifying and reporting opportunities for improving systems and processes. Audits do not include workplace inspections or observations.

Audit Schedule

A document which shows the audit plans and status of completion in a specific period of time

Auditor

A person who has the qualifications and training to perform audits

Auditee

The organisation (or representative of the organisation) being audited.

Contractor

An individual, company or business that carries out work, performs services or provides materials or equipment, for Downer under a contract and includes subcontractors and suppliers

Duty of care

The responsibility that all personnel have to:

- take reasonable care that their acts or omissions do not affect their health and safety, or the health and safety of others, or the environment
- follow any reasonable instruction to comply with relevant statutory legislation and regulations; and
- cooperate with any reasonable policy or procedure relating to health or safety at the workplace and the environment and communities in which Downer operates

Inspection and Test Plan (ITP)

A medium to clearly articulate the inspection and testing activities for a project, process or deliverable. Typically identifies the items of materials and work to be inspected or tested, by whom and at what stage or frequency, any required Hold and Witness Points, references to relevant standards, acceptance criteria and the records to be maintained

Nonconformity (NC)

Non-fulfillment of requirement. Nonconformities are classified as critical, major or minor.

Quarantine Area

An area used to isolate products and/ or materials to prevent damage or contamination.

Repair/ Replace

The action of restoring an asset so it continues to be functional.

Refurbish

To rebuild or restore an asset as close as possible to its original condition.

Risk assessment

A methodical process to identify, evaluate and estimate the level of risk associated with a particular hazard.

Risk Register

The risk register contains a collection of risk information that defines a risk profile. It details the risks faced by the business unit, operations, site, or project

Root Cause Analysis (RCA)

Root cause analysis (RCA) is a problem-solving method that identifies the root causes of a problem and suggests solutions to address them. RCA is used to address the underlying issues of a problem, rather than just treating the symptoms

Subcontractor

An organisation that is engaged by Downer to perform a defined Scope of Work which includes part or all the obligations of a Downer Head Contract. The Subcontractor is responsible for the works and meeting the specific requirements on how they complete it.

Supplier Relationship Management (SRM)

A disciplined pro-active, best practice category and supplier management process that optimises the value achieved from significant supplier

Vendor

Any individual, contractor, business partner, or agent that supplies goods or services to Downer and not directly employed by Downer. The definition of Vendor does not include clients of Downer

Nonconformity Report (NCR) – Critical

A category of NCR where there is a breach of legislation.

Nonconformity Report (NCR) – Major

A category of NCR where no process is in place to fulfil requirement or the outcome is ineffective.

Nonconformity Report (NCR) – Minor

A category of NCR where the process does not fully meet the requirement or outcome is partially effective.

4 GENERAL REQUIREMENTS

4.1 Certification

It is expected that suppliers are certified by an accredited third-party certification body to the current ISO 9001 Quality Management System standard.

All suppliers will be required to follow an online prequalification process as notified by Downer from time to time. Failure to do so will result in Downer not able to place Purchase orders against that supplier.

Suppliers must provide a copy of their certification and submit updated copies whenever any changes to their certification occur. If the certification is suspended, the supplier is required to immediately notify a Downer representative

The certification scope shall include the facility supplying products and services to Downer, not just its divisions or sections. Downer holds the right not to accept a limited scope of certification, where only one part of supplier's facility is certified.

For suppliers that do not hold third party certification, a Quality Management Plan must be supplied detailing how the supplier will meet requirements of the contract and this manual.

4.2 WHS & Environmental Management

Downer values the health and well-being of our employees, contractors, suppliers, visitors, the public and the environment. We will not compromise health, safety and environment for profit or production.

It is required that all suppliers follow Work Health and Safety principles and relevant legislations including use of appropriate PPE required on the floor.

It is required that all suppliers commit to collaboration with Downer to ensure the meeting of required duties of care when working on Downer sites, sites controlled by Downer, or where duties of care are required to be undertaken in any aspect of the supply chain.

Downer suppliers shall:

- Ensure that the equipment, products and substances they supply are safe and without risk to health and the environment when properly used.
- Ensure goods and services provided to Downer are of an appropriate standard and specification to ensure health and safety.
- Provide, or arrange for, the provision of required information and relevant training for the equipment, products and substances to the persons to whom the product is supplied to ensure its safe use.

4.2.1 Product and Safety Data Sheets

The Supplier shall deliver Product Sheets that provide sufficient detail and at a minimum:

- Part number
- Manufacturer details
- Reliability data
- Expected component life
- Interface details
- Maintenance data

Safety Data Sheets provided to Downer shall have the necessary information to safely manage the risk from hazardous substance exposure. This includes (as a minimum):

- The hazardous substance's product name
- The chemical and generic name of certain ingredients
- The chemical and physical properties of the hazardous substance
- Health hazard information
- Precautions for safe use, handling, storage, transportation, and disposal.
- The manufacturer's or importer's name, address and telephone number.

4.3 Communication

The primary source of communication for suppliers shall be assigned to Downer procurement representative. Site Procurement and Site QA team will discuss and agree on point of contact with suppliers for Audits, Product NCR's and technical discussions.

All suppliers are requested to establish electronic communication as the preferred method of communication and submission of the required documents to Downer.

All documents supplied to Downer shall be in English. If translated into English, the translation shall be completed by an authorised and certified translation service. (e.g. NAATI -National Accreditation Authority for

Translators and Interpreters) certification in Australia. This is just an example to make aware of certified agency in Australia.

Downer is committed to quality product and services, and to the quality of its documentation. Please direct any questions / comments / feedback in relation to this document to a Downer representative

5 REQUIREMENTS

5.1 Resource and Infrastructure

Supplier shall ensure required resources are available to meet supply of products/ services.

5.2 Project Timing

To the extent it does not conflict with any condition of contract, the supplier shall assign resources to program tasks showing all major milestones and interface activities from the Downer Procurement Contract. Multiple assignments of resources resulting to more than 100% resource utilisation shall not be made.

If required, Suppliers should use Primavera or other equivalent planning software compatible with Primavera file conversion to perform effective planning for Downer projects and to ensure the compatibility with Downer scheduling methods.

A supplier shall advise Downer Procurement immediately of any program timing delays to ensure countermeasures are identified and implemented.

5.3 Project Deviations

To the extent it does not conflict with any condition of contract, Downer shall be informed of any deviations from the agreed supply schedule in terms of schedule dates, quality, design targets or cost and shall arrange for necessary approvals and/or variations.

In the event of any engineering change or design revisions to a product or part, the supplier must obtain prior Downer's approval before supplying those parts with the revised specifications

All changes shall be documented by the supplier and submitted for written approval by Downer in accordance with its procedures.

The supplier will endeavour to supply parts or provide services in full and on time, unless explicitly instructed by Downer.

5.4 Project Compliance

Suppliers shall review Downer technical requirements for the product at the initial contract quotation or early in the development process and identify requirements to control product characteristics.

Supplier must develop a comprehensive Project Risk Register that identifies potential risks associated with product or service provision; evaluates likelihood and impact (consequence) of each risk; and defines mitigation/control strategies including responsibilities for identified controls.

The register must be maintained throughout the project lifecycle and reviewed regularly. It is to be made available on request by Downer for review.

Supplier shall ensure compliance to ISO 9001:2015 requirements. Key areas listed below.

- ISO 9001 Clause 6.1 Risk Register
- ISO 9001 Clause 7.1.5 Calibration records
- ISO 9001 Clause 7.2 Competency
- ISO 9001 Clause 7.5 Documented information
- ISO 9001 Clause 8.3.6 Design & development changes records.
- ISO 9001 Clause 8.7 Control of Non-conforming Products.

- ISO 9001 Clause 9.2.2 Internal Audits
- ISO 9001 Clause 10.2 Non-conformity and Corrective action.

When selecting characteristics for control of output, suppliers should consider inputs from their Process Failure Mode and Effect Analysis (PFMEA), past performance (customer returns, internal rejects and warranty returns) for same or similar processes.

For any requirements identified by the supplier as not able to be fulfilled shall be communicated to Downer prior to commencement of work.

5.5 Documentation

Suppliers shall review all Downer supplied documents (Technical specifications, drawings etc) for adequacy for all projects initiated with Downer. The supplier shall ensure that the most current version is available and utilised within the program scope. Where revisions to documentation have been made and re-supplied it is the supplier's responsibility to ensure that correct version of a document is used.

Suppliers shall reference Downer specific requirements in their relevant documentation and ensure when requested that Downer forms and reporting documents are used for submissions.

Each delivery shall be accompanied with the appropriate documentation pack; requirements shall be defined via the purchase order / work order and contract requirements that may include,

- Production documentation (dimensional inspections, Welding/NDT reports, test reports etc. during built to print phase)
- Certificate of Conformance (CoC)
- Material certificates (If requested by Downer)
- Calibration certificates (If requested by Downer)
- Dimensional Reports (If requested by Downer)

Materials fitted to the rolling stock and fabricated/manufactured products where identified as configurable items, must have evidence of being fit for purpose. Any new units or configured asset removed from rollingstock, sent to supplier for repair/ servicing and refitted to the rollingstock must have Certificate of Conformance delivered along with the part/asset.

Supplier shall include below details when submitting Certificate of Conformance (CoC)

- Downer Part Number
- Supplier Part Number
- Drawing number with revision details
- Software revision number wherever its applicable.
- Part /Asset serial number (which must match the asset in Maximo/JDEGS)
- Downer Purchase Order Number.
- The overhaul specification (generally a CFS document) and its revision status
- A signature of an authorised party i.e., team leader, quality officer
- For Batch production / stock, specify supplier Job number to match Downer Order number

5.5.1 Master Samples Retention Time

Production master samples or agreed photographic representation shall be retained for the same period of time as product approval records, or until a new master sample is issued and approved by Downer, or until otherwise agreed to by Downer.

All master samples shall be clearly identified to show a customer approval date and shall be stored in a manner that preserves the original condition.

5.5.2 Document / Records retention requirement

Refer Table 1 for required Document retention period for all contracted suppliers.

For non-contracted suppliers, the supplier's internal document retention procedures may be followed; however, in cases where a contractual requirement exists, the specified retention period in the contract shall take precedence over the supplier's internal policy.

| Document type | Ownership | Document retention period | Monitoring mechanism |
|--|-----------|-----------------------------|---|
| Project Risk Register | Supplier | Until contract end +10 Yrs. | Supplier Audits / Procurement quarterly meeting |
| Test reports | Supplier | Until contract end +10Yrs | Supplier Audits |
| Inspection & Test Plans | Supplier | Until contract end +10Yrs | Supplier Audits. Downer to keep approved ITP's |
| FAI | Supplier | Until contract end +10Yrs | Sample submission & Supplier Audit once on board |
| Overhaul /repair records | Supplier | Until contract end +10Yrs | Supplier audits & regular quality meetings. |
| 8D Reports | Supplier | Until contract end +10Yrs | Supplier audits / monthly meeting with supplier if any |
| Engineering change involving supplier documents updates. | Supplier | Until contract end +10Yrs | Any change raised by Downer which is applicable to supplier, requires to provide the requested documents and keep the applicable changed documents at supplier. |

Table 1: Document /records retention requirements.

The documentation pack shall be supplied to Downer prior to the shipment of products.

Product approvals and related records shall be kept for a of 10 years after the expiry of Downer's last obligation under the supplier contract, or as specified by contract requirements.

Purchase orders and amendments to Downer purchase orders shall be maintained for a minimum period of not less than 10 years from the time of issue, unless otherwise specified.

Maintenance records shall be retained as a minimum until the expiry of the last Downer obligation under the relevant maintenance contract.

Other records may be required for retention, if directed by Downer in accordance with the specific contract requirements.

5.6 Design and Development

Suppliers conducting design and development activities are required to prepare documented process risk assessments using Design Failure Mode and Effect Analysis (DFMEA) or Failure Mode and Criticality Analysis (FMECA) or other risk assessment techniques based on existing Downer projects they supply with a focus on the prevention of product failure or for New Projects.

Suppliers shall participate in design reviews such as the System Design Review (SDR), the Preliminary Design Review (PDR), the Critical Design Review (CDR) in accordance with the requirements of each project.

A risk register shall be developed with Issues identified required to be analysed for corrective actions and included in the risk register. The risk register shall be submitted to Downer for review and management of risks.

Suppliers shall have CAD capability to support Downer requirements for design and electronic data transfer.

5.7 Quality Management Plan

Depending on the scope and criticality of the project a Quality Management Plan may be required to be developed and submitted to Downer prior to commencement of work.

Suppliers are required to apply planning methodologies and risk assessment tools such as Design Failure Mode and Effect Analysis (DFMEA), Process Failure Mode and Effect Analysis (PFMEA) and process flow charts with emphasis on risks associated with the following:

- Product compliance to specification
- Product delivery Schedule

Submission of a specific Quality Plan may be requested by Downer.

5.8 Inspection and Test Plan

For all suppliers providing a “build to print”, overhauling and refurbishment services an Inspection and Test Plan (ITP) shall be developed by the supplier. The ITP shall detail key controls and documentation required to meet requirements of the project. The ITP shall also identify product safety related characteristics where required.

Inspection and Test Plans shall be submitted to Downer for review and approval prior to commencement of work. Refer **Section 3** for Definition of ITP

Suppliers shall include quality assurance checks and verifications into their ITPs and up-stream process controls to prevent non-conformances.

5.9 Sub-Suppliers

Where a supplier is required to outsource any product or process that can directly affect the final supplied product to Downer, the supplier shall ensure appropriate verification activities are in place to ensure compliance. Where Downer supplied documentation is required for sub-suppliers, approval must be obtained from Downer.

Suppliers are responsible for the quality of products supplied by their own suppliers and Downer may request to audit the outsourced suppliers' operations.

5.10 Measuring Equipment

Measurement devices/equipment selected for verification activities shall preferably be calibrated by a NATA endorsed laboratory holding current accreditation to ISO/IEC 17025 or a national equivalent.

Where calibration/verification of equipment is conducted by the supplier, methods to determine the measurement variation and assess the quality of the measurement device shall be in place and traceable to national standards.

Supplier shall maintain the calibration records of all current and active gauges intended for Downer services (overhauling, repair, or rework). Downer may request evidence of such calibration records if required.

5.11 Management of Non-conformance

Where non-compliance has been identified the supplier shall immediately notify Downer. Non-complying or suspect product shall not be dispatched. Rectification of non-compliance shall be conducted by the supplier at the supplier's premises. Where deviations from the specified product quality or rework are required, the supplier shall seek approval by Downer prior to commencement.

Where a supplier fails to effectively eliminate recurring issues or fails to conduct rework Downer may impose onsite pre-shipment Inspections and in doing so the costs may be offset against the supplier's payments for those goods.

As supplied product to Downer is subject to inspection upon receipt. Non-complying product shall be identified and notified to the supplier by way of a Non-conformance Report (NCR). The Supplier is required to provide details of rectification / containment action within 2-3 business days of receipt of non-conformance notification from Downer, acknowledged by supplier. Time may be extended if the product will be dispatched overseas for investigation and rectification.

Suppliers shall keep the returned nonconforming products from Downer with an appropriate paperwork / tag in quarantine area while an investigation and root cause analysis is being conducted.

Suppliers shall meet the NCR Response timeframe as shown in the following table. Advance notification from suppliers is required if more time is needed for further investigation.

| Step # | Step Description | Target |
|--------|---|------------------------------|
| 1 | Response as acknowledgement | Within 2 Business Days |
| 2 | Containment action once NCR received & acknowledged by Supplier. | 2-3 Business Days |
| 3 | Root cause identification | within 1 week from step 2 |
| 4 | Agreed corrective & preventive action plan | within 1 week from step 3 |
| 5 | Implementation of agreed action plan and submit completed 8D report to Downer | within 1-2 weeks from step 4 |

Table 2: 8D completion response timeline.

Identification of the root cause of the issue and effective actions to prevent the issue from recurring shall be provided within total of 25 business days unless specified otherwise by the Downer. Any supporting documentation shall be made available if requested by a Downer representative.

Appendix A contains a sample 8D investigation form which can be adopted by suppliers if they do not have their own template to record investigations.

5.12 Audit Management

Downer regularly conducts Audits on suppliers to ensure compliance and identify any improvement opportunities. Downer shall initiate communication with the supplier if an Audit is required and establish an agreed date and time to conduct the Audit.

Audits may be conducted against the following:

- Suppliers Management System capability
- Specific process or product line
- Specific documentation (Inspection Test Plan, Quality Management Plan)

Alternatively, suppliers may be required to conduct a self-assessment and submit results to Downer.

An Audit report will be made available to the supplier detailing compliance of the Audit and any areas requiring rectification / improvement. Identification of the root cause of the issue and effective actions to prevent the issue from recurring shall be provided within 22 business days.

It is the supplier's responsibility to communicate to the Downer representative when actions have been completed and implemented. Any supporting documentation required for verification of completed actions shall be made available if requested by the Downer representative.

Post supplier audit, Downer Auditor shall provide the Draft Audit report for supplier's review and acceptance. The supplier shall provide closure due dates for any non-conformance's raised by Downer auditor as per table 1 (8D completion response timeline) in section 5.11

5.13 Traceability Requirements

Suppliers shall review and comply with the Downer traceability requirements for their products at the early stages of the planning process. Traceability includes where required:

- Full component traceability
- Lot traceability
- Material traceability

Requirements shall be defined within the supplier contract.

Suppliers shall maintain a traceability system for products & services and assess their ability to provide the required traceability levels and advise Downer of any issues in meeting these requirements.

5.13.1 Component Traceability (Full Traceability)

Each component shall be identified with a part serial number that is traceable to the process and the materials used.

5.13.2 Lot Traceability

- A lot is considered to be a quantity of a product produced under similar conditions so that the product within the lot is expected to be homogeneous in all significant attributes.
- Downer may use lot traceability for non-safety critical products where total traceability back to a raw material is not required.
- Each lot shall be identified with a correct label. Where the lot is delivered to Downer in multiple containers, each individual container shall be identified for lot identification.
- If bar coding is required, it shall be compatible with Downer system and readable for each delivery.

5.13.3 Material Traceability

All raw materials shall have visible material identification by way of stamping and supplied with the corresponding material certificate. Full traceability should include an obligation to support tracing materials back to the mine.

5.14 Process Controls

Suppliers shall ensure that appropriate quality control methods are implemented to monitor product and process characteristics, as defined in the Inspection and Test Plans submitted to Downer.

Suppliers are encouraged to apply statistical process controls in processes containing safety parts and/or important quality characteristics and to monitor process capability of these processes. Other methods of controls (periodical product layout inspections, testing, regular process audits and regular process inspections) may also be used.

Suppliers shall maintain effective inventory control methods including First-In, First-Out practice. Inventory control shall be linked with production scheduling.

5.15 First Article Inspection

The purpose of First Article Inspection (FAI) is to verify the conformance of a product and process to specified requirements and to approve products for commencement of production.

FAI applies to the approval of production parts for products built to print, overhauling and repair of the rolling stock components to perform the products and raw materials where the:

- Part/product is new or modified by an engineering change to design, specifications or materials
- Manufacturing process is new.
- Product is produced from a new manufacturing location,
- In case of a supplier relocating their facility, first article inspection required for first shipment through new facility with limited document submission such as ITP, Packaging sign off form and First Batch inspection report in terms of Fit, Form and Function with key dimensions.
- A new supplier has been utilised to perform work
- FAI shall be applied prior to the first shipment of manufactured part/product to Downer.
- For products built to print, the supplier shall comply with the Downer First Article Inspection (FAI) procedure and the requirements defined in this document.
- The Downer format shall be used when submitting FAI documentation. The supplier inspection and test report format can be accepted as agreed with the Downer Representative.
- All sub-suppliers are also required to meet all relevant FAI requirements.
- Design or process changes shall be confirmed using FAI procedures and/or contract variation procedures.
- Changes to performance-based contracts shall be documented and submitted for approval to Downer prior to implementation.
- The supplier shall notify the Downer Procurement Department of any changes to the process (es) used to produce the product. Downer Engineering representative shall decide if product re-submission is required through the FAI process based on case to case

5.16 Product Identification

Labelling requirements shall be identified by the supplier early in the project with product labelling developed to meet Downer requirements for product shipments.

All Products shall be labelled with the following or in line with CoC requirements.

- Downer part number
- Product description
- Supplier name & address
- Shipment date.
- Project number e.g. CQ15, MQ24, MQ30
- Part serial number
- Expiry date wherever applicable such as Hazchem/Dangerous goods and Batteries.

All items, as packed or supplied loose, shall be marked / tagged with the nominated Downer part numbers as contained in the purchase order / drawings.

All deliveries shall be accompanied by a packing slip stating the Downer order and respective part numbers.

The packaging used for production shipments to Downer shall be as reviewed through the FAI process, or at the time of quotation.

For any deviation from the agreed standard, the supplier shall request an approval through the Downer Procurement Department.

An NCR may be raised for a poor quality / incomplete or non-approved labelling and packaging.

5.17 Packaging and Transportation

Suppliers shall review packaging and transportation requirements early in the project and shall submit a detailed proposal to Downer. The planning shall consider any past issues related to packaging / transportation and shall also consider manufacturing and handling requirements of Downer.

The packaging and transportation shall be of a standard that does not allow the quality of the product to deteriorate over time or to deem it not suitable for use.

The packaging material used for transportation of products to Downer shall be in accordance with Australian regulations. It is the supplier's responsibility to ensure that only approved packaging methods and materials are utilised.

It is the responsibility of the supplier to classify, identify, label, store and transport products in accordance with current regulations to ensure safety of the personnel in the supply chain and the general public.

Products and substances shall be transported to ensure the protection of the environment is prioritised and maintained.

The supplier shall ensure that all hazardous substances and dangerous goods are transported in accordance with the relevant legislations and required documentations.

5.18 Change Management

The supplier shall record all change-related communications and proposals exchanged with Downer in their internal change management system. This ensures traceability and effective management of changes throughout the contract period.

5.19 Supplier performance rating

This section provides generic information of Supplier performance rating.

The purpose of the Supplier Performance Rating system is to evaluate, monitor, and improve the performance of suppliers in key areas critical to our quality, delivery, and service expectations.

Supplier performance rating is assessed based on mainly three Key indicators:

- **Delivery performance**
- **Quality performance**
- **Contract value**

The data is used to calculate following 5 categories for every Supplier and a scoring system is used to rank the supplier based on their overall performance.

- Contract Value
- Percentage of DIFOT (Delivery In Full On Time)
- Number of Non-conformance reports
- Cost of Non-conformance
- Percentage of Cost incurred by Non-Conformance to contract value

5.20 Warranty

Refer Commercial Terms & Conditions.

Overhaul parts warranty can be either, and/or:

- Agreed as per signed contract
- Agreed as per PO Terms and conditions

6 APPENDIX

APPENDIX A

8D INVESTIGATION FORM

| Downer - 8D Investigation form | | |
|--|----------------------|------------|
| SECTION 1 – INVESTIGATION TITLE | | |
| Investigation Number: | Investigation Title: | |
| SECTION 2 – INVESTIGATION DETAILS | | |
| 1D - Team | | |
| Full Name | Role | Department |
| | | |
| | | |
| | | |
| 2D – Describe the Problem | | |
| Who? | | |
| Who is affected by the problem? | | |
| Who observed/reported the problem? | | |
| What? | | |
| Problem Description | | |
| Affected Part(s) Description | | |
| Affected Part Number(s) | | |
| Are any current containment actions in place? | | |
| What documentation will support the investigation? | | |
| When? | | |
| When was the problem first noticed? | | |
| Has the problem been noticed anywhere else since? | | |
| Where? | | |
| Where in the world was the problem observed? | | |
| Where in the product does the problem occur? | | |
| Why? | | |

| | | | | | |
|---|--|-----------------|----------------------------|--------------------------------------|-----------------------------------|
| Why is this a problem? | | | | | |
| Is the process stable? | | | | | |
| How? | | | | | |
| How did the problem occur? | | | | | |
| How was the problem observed? | | | | | |
| How Many? | | | | | |
| How many occurrences of the problem? | | | | | |
| How many units are affected? | | | | | |
| Photos: | | | | | |
| Other: | | | | | |
| 3D – Interim Containment Actions | | | | | |
| Describe Actions: | | Due Date | Implementation Date | Responsibility | Verification - % Effective |
| 1 | | | | | |
| 2 | | | | | |
| 4D – Root Cause(s) | | | | | |
| Describe Selected Root Causes & Verify | | | | Determine % Contribution | |
| 1 | | | | | |
| 2 | | | | | |
| 5D – Choose and Verify Permanent Corrective Actions | | | | | |
| Describe Permanent Corrective Actions & Verify | | | | Verification? | |
| 1 | | | | | |
| 2 | | | | | |
| 6D – Implement & Validate Permanent Corrective Actions | | | | | |
| Describe Actions: | | Due Date | Implementation Date | Verification of effectiveness | |
| 1 | | | | | |
| 2 | | | | | |
| 7D - Prevent Recurrence Actions | | | | | |
| Describe Actions to Prevent Recurrence | | Due Date | Implementation Date | Verification of effectiveness | |
| 1 | | | | | |
| 2 | | | | | |
| 8D – Conclusion & Congratulate Team | | | | | |
| Provide a conclusion on the investigation | | | | | |
| Describe the efforts of the team | | | | Who | |
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| Closed out and registered by: | | | | | |
| Name: | | | Date: | | |

APPENDIX B

FAI DIMENSIONAL REPORT AND RESULTS

| Downer FAI-Dimensional report and Results | | | | | | |
|---|-----------|---|-------------------------------------|-----------------|----|--------|
| SECTION 1 – SUPPLIER DETAILS | | | | | | |
| Supplier | | Name of Testing Laboratory / NATA Ref: | | | | |
| Part Number: | | Revision: | | Part Name: | | |
| SECTION 2 – TEST RESULTS | | | | | | |
| Item Ref | Dimension | Safety/Key Characteristic (S/K) | Supplier Actual Measurement Results | Variance | OK | Not OK |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| SECTION 3 – ACCEPTANCE | | | | | | |
| Decision: | | <input type="checkbox"/> Accepted <input type="checkbox"/> Not Accepted | | | | |
| Supplier Signature: | | | | Date Inspected: | | |
| Title: | | | | | | |