

General quality requirements for Suppliers

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1. PURPOSE and APPLICABILITY

This document defines the general quality requirements for the supply of goods, works and services requested from Suppliers by Telespazio S.p.A.

The requirements specified below are complementary to those listed in the purchase order and its attachments and in the related terms and conditions (hereinafter, jointly, "Order"). In the event of a conflict, the Order's requirements shall take precedence.

Office supplies and all goods/works/services which, by their nature, are obviously not usable or integrable in the design/development/monitoring of products marketed by Telespazio are excluded from applicability.

2. QUALITY REQUIREMENTS

Telespazio advises its suppliers to implement a quality management system compliant with international standards ISO 9001 or EN 9100.

2.1 Prevention of counterfeit parts

The Supplier must implement adequate processes to prevent the use of Counterfeit or suspected counterfeit Parts, and ensure that under no circumstances they are included in the supplies delivered to Telespazio.

If the Supplier ascertains an involuntary delivery of Counterfeit or suspected counterfeit Parts to Telespazio, they must immediately notify it.

2.2 Nonconformity

A nonconformity is defined as the non-fulfilment of a requirement, that is, a need or expectation that is stated, generally implied (for the purpose of using the good or service) or mandatory.

The Supplier must ensure that nonconformities are adequately identified and managed in order to prevent non-compliant supplies from being accidentally delivered to Telespazio.

In no case the delivery to Telespazio of supplies with ascertained nonconformities is allowed without the prior written authorization of Telespazio.

Should the Supplier be aware of the presence of a nonconformity in a supply already delivered to Telespazio, they must immediately notify it.

2.3 Documented information

Unless otherwise stated in the Order, the documented information (whether in paper or electronic form) relating to the activities carried out for the execution of the Order by the Supplier, must be kept (preventing loss, deterioration or damage) for at least 5 years, and made available to Telespazio or their Customer, if requested.

2.4 Access to the Supplier's premises

The Supplier must guarantee the right of access to Telespazio, their Customer and the authorities in charge of the documented information and areas of the structures applicable to the Order for

conducting audits aimed at assessing the organization and compliance of the supply with the Order and quality requirements at any level of the supply chain.

2.5 Sub-suppliers

The Order and quality requirements applicable to sub-suppliers must be transferred to them by the Supplier.

If specified in the Order, the Supplier must use external sub-suppliers appointed or approved by Telespazio or their Customer. Any subsequent change must be notified to Telespazio for approval.

2.6 Supplier Personnel

The Supplier must guarantee, for the execution of the Order, the use of personnel aware of their contribution to *safety*¹ and compliance with the supply requirements, and also aware of the importance of an ethical behavior.

2.7 Post-Delivery Notices

The Supplier is required to promptly inform the Customer about any updates and / or changes occurring after the delivery of the products that may affect the functionality, compliance and safety of their use (obsolescence, discontinued production, SW updates, updating of manuals / technical documentation, etc.), by sending the related communications to the address backofficefoc.tlc@telespazio.com.

¹ The state in which a product is capable of performing its intended or expected purpose without causing an unacceptable risk of harm to persons or property.