

Appendix A to Exhibit 13 – Sabena Technics SNT-PUR-SOP-PO 01 Index D - General Quality, Health, Safety and Environment Requirements for Parts Suppliers, Maintenance, Repair and Overhaul of Components and Aircraft, Isolated Tasks and Working Party Technical Assistance

QA Review – 05/15/18

**NOTE: This review only pertains to items that are related to Quality. EH&S, Legal, Accounting, or Contracts items will need to be reviewed by the applicable department. AAR will need to determine the facility for which product will be approved and stored; such a facility will require Quality Control personnel.**

Page	Section	Note	Comments
3	1	EXCEPTION	There may be some items that AAR simply cannot meet. Agreements will need to be made with the customer regarding these items. NOTE: There is no "Appendix" included with this document.
3	3	Comment	ISO 9001 is now revision 2015.
4	6.1	Program Mgt.	Updates to AAR's locations, scope of work, and approval certificates must be provided to Sabena. Consult with AAR Quality as necessary when changes to the scope of work and AAR locations used occur.
4	6.3	EXCEPTION	AAR's Human Resource department selects candidates for employment based on experience and education. AAR facilities will follow the requirements set forth by the individual standard and internal procedures. Further clarifications should be sought out with AAR's HR department.
5	6.3	Customer Comment	AAR facilities are not involved in CDCCL or working on aircraft for the contract in process for 2018. Should this change, these requirements will need to be revisited.
5	6.4	Not Included - Safety	This section is not related to Quality; this must be reviewed by AAR EH&S personnel.
6	6.6	AAR Comment	Programs and Contracts must ensure documentation of the review, acceptance and review / acceptance of amendments of contracts are maintained indefinitely.
6	6.8	EXCEPTION	AAR will not agree to pay any fees associated with audits.
6	6.9	Not included - Safety	This section is not related to Quality; this must be reviewed by AAR EH&S personnel.
7	7.1	QC	Products with limited shelf life must be delivered with at least 80% of remaining life. Expiry date must be identified on packaging or certificates.
7	7.1 Certification	EXCEPTION	Parts that are to be used for military end use will not include EASA forms, FAA 8130-3 or ATA106 forms. The customer will need to provide more detail to Quality Control on the specific requirements needed for a C of C. The AAR facility approving product returned from a repair center will need to review and agree to this section.
7-8	7.1 FAA PMA	Comment	The AAR facility approving product returned from a repair center via a C of C will need to review and agreed to this section. Many references in this section are geared toward commercial distribution / repair centers. This will not apply for defense orders.

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Page	Section	Note	Comments
9	8	Purchasing	This section will need to be flowed down to all repair stations utilized for Sabena orders. Any exceptions made by the supplier will need to be communicated to the customer.
9-16	9 -11	N/A	These sections do not apply to AAR supplied products / services.
16-18	12	EXCEPTION	This section is believed to not apply to AAR, as AAR employees are not maintaining aircraft. Confirmation should be made with the customer.

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Ind	DATE	TYPE OF THE MODIFICATION	AUTHOR		APPROVAL	
			NAME	VISA	NAME	VISA
A	01/03/11	New document	Didier FOUCHE		Régis DUQUESNE	
B	21/02/12	HSSE Requirements	D. FOUCHE		M.P. RICHARD	
C	2/11/12	ATA106 et EN 9130 RECORDS	C.SARLANDE		I.MONSON	
D	28/11/12	Introduction of FRA 145 regulation Introduction of TCAC Form one	D. FOUCHE		I. MONSON	
E						

**ADDRESSEES :** All personnel by intranet site

**DETAILED SUMMARY**

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## 1 OBJECT AND FIELD OF APPLICATION

The Quality, Health, Safety and Environment, hereunder called QHSE requirements in this procedure shall be applicable for the delivery of goods or services to Sabena technics, whatever the site in charge of the Purchase Order or contract.

In the following, Sabena technics DNR, Sabena technics FNI, Sabena technics BOD, Sabena technics BRU, Sabena technics Line, Sabena technics Rotable and Sabena technics Painting are called covered by the company name Sabena technics.

When one of the QHSSE requirements cannot be satisfied, the Supplier shall complete the table in Appendix to define an action plan or propose an alternate solution in order to comply with the requirements.

Every new regulation is enforceable without waiting for a modification of this procedure.

The contractor may enforce and comply with his national legislations and, when applicable, the international regulations regarding quality, health, safety and environment. In no case, Sabena technics may be impacted by the non-respect or non-compliance of the contractor of his national or international quality, health, safety and environment legislations and regulations that may jeopardise Sabena technics activities and operations.

## 2 IMPLEMENTATION

This procedure shall be sent to the new Suppliers or contractors prior to signing a contract or an order.

The form in Appendix must be signed by a Supplier representative who holds a legal accreditation to act on behalf of its company and return to the Purchasing Department of the Sabena technics site in charge of the contract or order.

## 3 REFERENCE DOCUMENTS

EASA PART 145 last edition  
 FAR 145, last edition  
 EASA – FAA TIP&MAG  
 FRA 145  
 ISO 9001v2000  
 EN 9110/ 9100  
 AQAP 2110/2120  
 Contractor's national quality, health, safety and environmental regulations  
 ISO 14001  
 ISO 18001

## 4 DEFINITIONS

AD/CN	Airworthiness Directive/Consigne de Navigabilité	OEM	Original Equipment Manufacturer
AMM	Aircraft Maintenance Manual	NDT/NDI	Non Destructive Testing/Inspection
AOG	Aircraft On Ground	PMA	Part Manufacturer Approval
ARC	Authorised Release Certificate	QA	Quality Assurance
CDCCL	Critical Design Configuration Control Limitations	RAS	Repair Approval Sheet
CMM	Component Maintenance Manual	SB	Service Bulletin
CML	Consumable Material List	SM	Standards Manual
CRS	Certificate of Release into Service	SRM	Structure Repair Manual
CSN	Cycle since new	TSN	Time since new
CSO	Cycle since overhaul	TSO	Technical Standard Order
FOD	Foreign Object Damage	TSO	Time since overhaul
HRD	Human Resources Department	TC	Type Certificate
IPC	Illustrated Parts Catalogue	WP	Work Package
IT	Isolated Task		
KPI	Key Performance Indicators		
MPD	Maintenance Planning Document		
MRB	Maintenance Review Board		

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NAA National Aviation Authority

## **5 LOGIGRAMME**

N/A

## **6 GENERAL INFORMATION**

### **6.1 QUALITY, HEALTH, SAFETY AND ENVIRONMENT MANAGEMENT SYSTEM**

The Supplier shall inform Sabena technics sites Quality Assurance Manager about any significant changes regarding:

- the organisation, (Quality Manual, Environment Manual, Safety Manual, ...)
- the location(s), facilities and resources (move, sale or acquisition of activities...)
- the scope of work/services offered,
- the approval certificate(s) and terms of approval (copies of approval and/or quality certificates updates/renewals shall be timely forwarded to Sabena technics).

### **6.2 LANGUAGE PREREQUISITE**

English is the corporate language used within Sabena technics. The Supplier shall therefore demonstrate compliance with following basic requirements:

- Documents provided by the Supplier or contractor shall be mainly written in English. It is acceptable, when the Supplier and Sabena technics site are located in the same country, to use the corporate language of this country with Sabena technics approval.
- Supplier's Management staff involved on scope considered shall be fluent in English (read, written, spoken).
- Operational staff involved on order or contract shall be able to read and understand the purchase order and associated contractual documents, including technical or maintenance data. This staff shall moreover be in possession of basic oral English that ensures an appropriate comprehension level during meetings and phone call and facilitates co-operation with other teams involved in order or contract, as applicable, especially when assigned outside facilities of the Supplier.

### **6.3 HUMAN RESOURCES MANAGEMENT**

The Supplier shall ensure an organisational stability compatible with contracted works. The turnover of the Supplier shall ensure that it will not affect compliance with the applicable regulations nor Sabena technics quality requirements.

The Supplier shall ensure that at least 50% of human resources involved in the execution of Sabena technics purchase orders are permanent staff. That means individuals who are employed by the Supplier. Individuals provided to the Supplier by contractors or individuals assigned within Supplier's teams by its sub-contractors shall not be considered as permanent staff.

The Supplier shall ensure that new employees, when working in execution of Sabena technics orders or contract, are subject to a specific support granted by qualified staff and to a close monitoring by senior managers. For the purpose of this requirement, newcomer means less than 1 year in the Supplier's organisation and/or qualification in process.

The Supplier shall ensure that Sabena technics quality requirements related to staff management and qualification, as listed in this procedure, do apply to each individual concerned (own staff and subcontractors) in execution of Sabena technics orders or contract.

Supplier staff working on aircraft (supervisors, certifying staff, quality controllers, technicians, mechanics, ground equipment operators, etc.) shall be trained (initial and recurrent training) on Human factors in compliance with EASA Part 145 regulatory requirements. Quality controllers shall be trained (initial and recurrent training) on the applicable Regulation.

Any technical person involved with the compliance of CDCCL tasks shall be trained in Fuel Tank Safety and EWIS.

When requested by Sabena technics, proofs of the training shall be submitted to the Sabena technics site Quality Assurance Manager concerned by the order or contract.

For mechanics working on aircraft, evidence of holding a Part 66 AML shall be submitted to the Sabena technics site Human Resources Department or Production Department concerned by the order or the contract.

Contracted Supplier staff must be trained on the works for which he is contracted. When requested, evidence of training shall be submitted to the Sabena technics site Quality Assurance Manager concerned by the order or contract.

#### 6.4 HEALTH, SECURITY AND SAFETY

Before to access to Sabena technics facilities, request for access and deliverance of badges has to be requested to the HSSE Manager of the site on which the supplier's staffs have to intervene.

Supplier's staff can only access to the workshops or hangars where the works for which they are contracted takes place.

Supplier's staff can access to Sabena technics facilities during open hours only. If deviation is necessary, it must be requested to the HSSE Manager of Sabena technics that will decide of the acceptance or not, and the instructions to be enforced in this case.

When the contracted supplier's staffs have to use specific tools or means inside Sabena technics facilities, such as but not limited to cradle, roof crane, they must be trained and/or qualified according to the legislation regarding the use of such means and tools.

When the contracted staff has to use a vehicle to transport means, products, parts inside Sabena technics sites, he must fully respect and comply with the traffic law.

When he has to use his own vehicle, a formal request must be done to the HSSE manager of the site involved.

On request, copy of the individual training and/or qualification certificate must be provided to Sabena technics representatives.

Contracted supplier's staffs must hold their owned tools and material to perform the work they are contracted with in compliance with the regulation.

Contracted supplier's staffs must use their Individual Protective Equipments and also use the Common Protective Equipments available on the Sabena technics sites.

The contracted supplier's staffs must respect the health, safety and environment procedures, tools and means applicable on the Sabena technics sites

In the event of the need to use Sabena technics tools or means, the contractor staff manager has to do a request to Sabena technics management prior to use and ensure that his staff uses it in accordance with the safety and manufacturer instructions. In no way, Sabena technics may be responsible oif such tools or means are used without Sabena technics formal approval nor when safety and use instruction are not complied with.

#### 6.5 PRESENTATION AND ATTITUDE

Supplier's individuals may be in contact with Sabena technics customers. The Supplier must ensure that those staffs have an appropriate presentation and attitude in accordance with Sabena technics customer's origin and culture.

In this case, the Supplier must always keep in mind that it is Sabena technics representative in front of our customers and authorities.

#### 6.6 CONTRACT REVIEW

The Supplier must ensure that works only start when a written purchase order or contract, duly dated and signed by Sabena technics purchasing department or representative, and when all associated contractual documents listed on the order has been received.

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The Supplier must ensure, during his contract review that all the contractual data have been received and are up to date.

Every modification, addition or amendment of the initial order or contract must be confirmed by a written amendment before starting the work. Especially the following additional or modification works must be confirmed by a written order amendment:

- Additional work request
- Supplemental work following the contract review by the Supplier
- Rectification works following inspections
- Supplemental works following abnormal events occurred during achievement of the order or contract.

#### 6.7 NON-CONFORMITIES MANAGEMENT AND FOLLOW UP

The Supplier will be responsible to implement the necessary means and organisation in order to manage non-conformities highlighted by Sabena technics complaints or by its own quality survey system.

This applies to non-conformities originated by his Suppliers (including subcontractors, if authorised). Associated records and archiving will be authorised for access to Sabena technics representative and/or Authorities and customers.

The Supplier shall have a procedure to provide Sabena technics with an accurate and continuous reporting about immediate correction, root cause analysis, corrective and preventive actions that have been launched until closure of the non-conformity highlighted during or after execution of Sabena technics purchase orders or contract.

#### 6.8 SURVEY BY SABENA TECHNIQS REPRESENTATIVES

The Supplier accepts that Sabena technics representative, their authorities and/or customers perform initial, renewed, scheduled or unscheduled audit and inspection regarding the services or works provided according to the order or contract.

When necessary, under request by Sabena technics representative, the Suppliers will grant the free access to Sabena technics representative, to their authorities and customers, to facilities, records, expertise and KPI's (Key Performance Indicators) linked to the order or contract.

In case of non-conformities, expertise or major findings, fees regarding audits, expertise's and investigations will be charged to the Supplier.

#### 6.9 SAFETY MANAGEMENT SYSTEM

In order to respect the French Decree of December, 22 th, 2008 ( N° NOR DAV 0828435A), Sabena technics developed a Safety Management System and requires to its subcontractors who have not developed a SMS :

- To notify to SNT any event which could impact the flights safety,
  - To promote the safety and a policy of "just culture" inside the organisation,
  - To participate to SNT's Safety Committee meetings when invited to share his flight safety experience feedback,
  - To implement the risks mitigation actions required by SNT,
  - To train his staff to safety management and to manage their skills and qualifications, if the activity with SNT is perennial.
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## 7 SALES OR LEASE OF MATERIAL

### 7.1 COMPONENTS AND SPARE PARTS

Aircraft or engine components and spare parts shall be delivered as specified on the order.

Unless specified differently on the order or contract, or agreed with Sabena technics purchasing or contracting department, components, spare parts and products with shelf life limit shall be delivered with at least 80% of remaining life.

Material and parts subject to shelf life (O-rings, seals, products) must have their shelf life, material specification or expiry date clearly identified on their packing or on the conformity documents (C of C, EASA Form 1, ...).

When applicable, current "Material Safety Data Sheet" or "Product Safety Data Sheet" and any further updates of same documents shall be transmitted in a timely manner to Sabena technics site Safety Manager.

#### **Certification:**

Components and spare parts (aircraft elements serialised or not, except standards parts, raw materials, and ingredients) shall be delivered with a valid Authorised Release Certificate (ARC) issued in accordance with EASA regulation.

- New parts or components shall be delivered with original or true certified copy of EASA FORM 1, FAA 8130-3, TCA Form One
- Used parts in serviceable condition (repaired, modified or new surplus ...) shall be delivered with an original or true certified copy of EASA FORM 1, FAA 8130-3, TCA Form One issued by an approved repair station, with an ATA106 Non Incident/Accident Statement issued by the supplier based on the history and traceability records of the components. Such records must be forwarded to Sabena technics with delivery documents.
- For part and components without civil certifications (e.g. specific military parts or components), the parts or components shall be delivered in accordance with the international defence and military rules and regulations. They shall be supplied with at least a C of C or NAA certificate including the same data and records as civil components and parts in terms of traceability and history.

Deviations to the Repair or Modification Manuals shall be approved according to the applicable regulations and submitted to Sabena technics Engineering or QA department representative for acceptance.

The manufacturer or approved repair station original Certificate shall accompany the items. Where a single Certificate was used to release a number of items and those items are subsequently separated out from each other, such as through a parts distributor, then a « Certified True Copy » of the original Certificate should accompany such items. This « Certified True Copy » shall be issued and signed by the Supplier's QA department representative.

Interchangeability for alternate parts not covered by TC holder documentation shall get prior acceptance from Sabena technics site Engineering or Production department representative.

Components shall require additional information on TSO/CSO, AD and Modification status, life limited parts status (if applicable) and maintenance history.

Use of Life Limited Parts shall require additional information on TSN/CSN, TSO/CSO, AD / Modification status and documented traceability "back to birth".

On request from Sabena technics, compliance to the European REACh regulation may be supplied with the above certificates and documents.

#### **Delivery of FAA PMA:**

Unless specified on the purchase order or contract, usage of FAA PMA parts is acceptable when compliant with the EASA CE 2042/2003 Part 145 regulation and EASA FAA TIP&MAG.

FAA PMA parts shall be delivered as ordered:

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- With a FAA Form 8130-3 filled in per applicable regulation,
- FAA Parts certification must clearly record one of the sentences authorised by the EASA-FAA TIP&MAG regulation.
- For components on which PMA parts are installed, the Supplier shall certify whether PMA parts are used or constitutive parts.

**Parts / components preservation:**

- Aircraft or engine components and spare parts shall be appropriately identified, preserved and packaged as per manufacturers' recommendations or at least ATA 300.
- Sensitive products such as refrigerated, electrostatic discharge sensitive devices –ESD-, Dangerous Goods, etc. shall be identified, marked, preserved, stored, packaged and shipped as per applicable regulation and manufacturers recommendations.
- Software supports (tapes, disks, etc.) shall be labelled and identified in a clear and correct way indicating the exact contents, including the configuration steps. Software shall be provided with procedures that guarantee the formal withdrawal from circulation of the software support, with a view to preventing supports containing obsolete or defective data from being inadvertently used.
- Accompanying documents for the products shall be protected against loss or deterioration.

Additional specifications for certain parts shall be indicated on the Purchase Order.

**7.2 STANDARD PARTS, RAW MATERIALS AND INGREDIENTS.**

Standard parts (as per OEM IPC or international standards), raw materials and expendables shall be delivered as specified on the order.

Standard parts, raw materials and expendables shall be appropriately identified, preserved and packaged as per manufacturers' recommendations or at least ATA 300, for delivery to Sabena technics.

Unless specified differently on the order, products with shelf life limit shall be delivered with at least 80% of remaining life. Sensitive products such as refrigerated, electrostatic discharge sensitive devices –ESD-, Dangerous Goods, etc. shall be identified, marked, preserved, stored, packaged and shipped as per applicable regulation and manufacturers recommendations.

Items shall be delivered with a Certificate of Conformity (the item conforms to last issue of applicable standards, design or specifications and, where applicable, with the test results, including the physical and chemical characteristics) and with a document stating traceability of the item to the manufacturer.

The manufacturer original Certificate shall accompany the items. Where a single Certificate was used to release a number of items and those items are subsequently separated out from each other, such as through a parts distributor, then a « Certified True Copy » of the original Certificate should accompany such items. This « Certified True Copy » shall be issued and signed by the Supplier's QA department representative.

Accompanying documents for the products shall be protected against loss or deterioration.

Interchangeability for alternate parts not covered by TC holder documentation shall get prior acceptance from Sabena technics Engineering or Production department representative.

Where applicable, current "Material Safety Data Sheet" or "Product Safety Data Sheet" and any further updates of same documents shall be transmitted in a timely manner to Sabena technics.

For raw material and ingredient, it may also be asked to supply compliance certification to the European REACH regulation.

Additional specifications may be indicated on the Purchase Order or contract.

## 8 REPAIR/MODIFICATION SERVICES OF COMPONENTS

Repairs/modifications of components or parts shall be performed as requested on the Repair Order.

Unless specified on the order or contract, works have to be performed under the EASA PART 145 regulation.

Any deviation to the manufacturers' Repair or Modification specifications shall be approved per applicable regulation and accepted by Sabena technics Engineering or QA department representative.

Unless specified on order or contract, utilisation of spare "FAA PMA" parts during repair is acceptable when compliant with the EASA regulation and **EASA – FAA TIP&MAG**. For components on which PMA parts are installed, the Supplier shall certify whether PMA parts are used or constitutive parts.

Components or parts repaired/modified by EASA Part-145 approved maintenance organisations shall be delivered with an Authorised Release Certificate (EASA Form 1 or equivalent) with a Workshop Report.

Components or parts repaired/modified by non-EASA Part-145 approved maintenance organisations (then, working under Sabena technics Quality System) shall be delivered with complete original work file and a Certificate of Conformity. Specific authorisation shall be delivered by Sabena technics site Quality Assurance Manager before delivery.

Parts and Tools furnished by Sabena technics to the Supplier for repair purpose shall be inspected by the Supplier before use. Such parts and tools shall remain property of Sabena technics, unless agreed differently, and shall be recorded, preserved, stored in suitable conditions and re-certified where applicable.

Components and parts repaired/modified shall be preserved and packaged as per manufacturers' recommendations, or at least ATA 300, before delivery to Sabena technics. Repaired/modified sensitive products such as refrigerated, electrostatic discharge sensitive devices –ESD–, Dangerous Goods, etc. shall be identified, marked, preserved, stored, packaged and shipped as per applicable regulation and manufacturers recommendations

Additional specifications may be indicated on the Purchase Order or contract.

In case of Standard Exchange, parts in serviceable condition shall be delivered with an original or true certified copy of EASA FORM 1, FAA 8130-3, TCA Form One issued by an approved repair station, with an ATA106 Non Incident/Accident Statement issued by the supplier based on the history and traceability records of the components. Such records must be forwarded to Sabena technics with delivery documents.

**The Supplier must report to Sabena technics, as soon as identified, any condition that could jeopardise aircraft/component/engine's airworthiness.**

**The conditions which must be reported in this case are those defined by the part 145.A.60 and AMC.**

**The Report shall also be provided to the NAA, to the TC holder and their authorities and to the manufacturer.**

When the whole or parts of maintenance operations or tasks are subcontracted by the Supplier, those subcontractors must be EASA PART 145 approved. Non approved /accepted subcontractors must work under the Supplier's quality system and be listed in the Supplier MOE.

Sabena technics representatives and their authorities shall have the right of access to those subcontractors' facilities and records for audits, investigation and expertise as required.

**In special conditions, especially for components or parts dedicated to non-civil certificated aircraft or without civil certification, when a civil regulation Authorised Release Certificate cannot be issued, then parts and components shall be delivered with a C of C containing all the details and records of the work performed and history, with a detailed work report. In such cases, the above requirements are still applicable to the work performed and the corresponding certification.**

**In the scope of military contract, when the supplier is approved FRA 145, then the component or part shall be supplied with a FRA Form One, detailing all the records as specified in the MAC FRA 145.**

## 9 MANUFACTURE OF PARTS OR SYSTEMS PER SABENA TECHNICS DESIGN

The Supplier and Sabena technics shall agree on an appropriate arrangement to ensure satisfactory co-ordination between production and design.

Manufacture, identification, preservation and package of Parts or Systems per Sabena technics design shall be performed as requested on the Order.

Deviations to the design shall be reported to and approved by Sabena technics Part 21J Department before embodiment.

Subsequent subcontracting of manufacturing process shall be subject to Sabena technics formal approval.

Parts or Systems manufactured per Sabena technics design by EASA Part 21G approved organisations shall be delivered with an Authorised Release Certificate (EASA Form 1).

Parts or Systems manufactured per Sabena technics design by non-EASA Part 21G approved organisations (then, under Sabena technics Quality System) shall be delivered with all documents requested on the order (complete manufacturing work file and a Certificate of Conformity (NFL00015 or equivalent)).

Parts and Tools furnished by Sabena technics to the Supplier for manufacturing purposes shall be inspected by the Supplier before use. Such parts and tools shall remain property of Sabena technics, unless agreed differently, and shall be recorded, preserved, stored in suitable conditions and re-certified where applicable.

Additional specifications may be indicated on the Purchase Order.

When the whole or partial manufacturing operations or tasks are subcontracted by the Supplier, those subcontractors must be EASA PART 21G approved or accepted.

Sabena technics representatives and their authorities shall have the right of access to those subcontractors' facilities and records for audits.

## **10 AIRCRAFT MAINTENANCE**

### **10.1 GENERALITY**

Unless specified on the order or contract, works have to be performed under the EASA PART 145 regulation.

The requirements of the § 5.1 to 5.8 apply to the aircraft maintenance.

### **10.2 SECOND LEVEL CONTRACTING**

Prior to subcontract whole or part of the work, the Supplier shall inform the Sabena technics QA department of the site issuing the order of the work to be done and about the contractor assessed.

The Supplier shall supply the following data to the QA Department of the site that issued the order:

- Scope of work subcontracted
- Justification for subcontracting
- Approval certificate hold by subcontractors
- Evaluation of the subcontractor performed by the Supplier

Unless specified in the order or in the contract, when the whole or part of maintenance operations or tasks is subcontracted by the Supplier, the subcontractors must be EASA PART 145 approved or accepted. Non approved /accepted subcontractors must work under the Supplier's quality system, be listed in the Supplier's MOE and fully comply with Sabena technics requirements.

Subcontractors shall grant free access to Sabena technics representatives and to their authorities to facilities and records for audits.

The Supplier shall maintain a controlled list of approved subcontractors. This list must be referenced in the MOE.

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The Supplier shall cascade to its subcontractors, when working on Sabena technics order or contract, the Sabena technics quality requirements.

It is the Supplier's responsibility to ensure that his subcontractors continuously comply with Sabena technics quality requirements.

When non-conformity is due to a subcontractor, then the responsibility is endorsed by the Supplier.

### 10.3 TOOLING

The Supplier shall establish a procedure to prevent tools loss in the aircraft and associated FOD.

The procedure must ensure that no tools could be forgotten inside the aircraft/component/part that may hazard the flight safety or may affect the safe operation of the aircraft or equipment, or maintenance operation.

When requested from Sabena technics, the Supplier will supply its procedure regarding tools control.

The Supplier shall have a procedure to ensure that only calibrated tools and measuring equipment are made available to his maintenance staff.

### 10.4 PERFORMANCE INDICATORS

Maintenance performance indicators will be supplied by the Supplier to Sabena technics technical representative.

Especially, the Supplier may keep informed Sabena technics representative about the delivery time and any postponement that may delay the aircraft delivery.

### 10.5 MAINTENANCE DATA

The Supplier shall have a procedure to ensure that the technical data used are always kept up to date and available to the maintenance staff.

The supplier shall have a procedure for the keeping of records in accordance with the standard EN 9130 last issue.

### 10.6 COMPONENTS AND MATERIAL

Unless specified on the order or in the contract, the Supplier shall use only components and material issued by an approved source:

- OEM.
- Vendors listed in the maintenance data.
- Approved/accepted part 145 repair station.
- FAA/PMA when delivered with FAA 8130-3 and conforming to the EASA – FAA TIP&MAG regulation regarding these parts.

When parts or materials are supplied by Sabena technics for the execution of the purchase order, the Supplier shall ensure that these parts or materials have been initially provided / maintained by approved sources as specified listed above.

All materials and parts installed on aircraft, components or parts thereof during their maintenance, repair or alteration by the Supplier shall be new and unused unless otherwise specified in the purchase order.

The Supplier shall ensure that it is possible to trace the origin and manufacturing history of all significant products and parts installed on aircraft, components or parts thereof during their maintenance, repair or alteration.

The Supplier shall notify Sabena technics of any defect found, or identified by one of his own Suppliers, which might jeopardise aircraft and/or component's airworthiness.

Any part or components that have been involved in an accident/incident are forbidden.

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Any part or component installed after "robbery" from another aircraft belonging or not belonging to Sabena technics customer must have an EASA FORM ONE issued by an approved repair station according to the EASA part 145.

Approval by Sabena technics site QA Department's representative shall be requested before installation.

Traceability of these parts shall be ensured and recorded in the maintenance file.

#### 10.7 WORK PACKAGE

The Supplier shall deliver to Sabena technics the work package record. This work package record shall contain at the minimum (as applicable):

- - Original of Certificate of Release to Service of complete work package and associated attached documents,
- Original of Statement of Conformity and/or Certificate of Airworthiness and/or Certificate of Release to Service as applicable for parts fitted on the aircraft during maintenance,
- List of serialised parts fitted on the aircraft during maintenance, including their AD/CN status when applicable,
- Original of Statement of Conformity and/or Certificate of Airworthiness and/or Certificate of Release to Service as applicable for maintenance tasks subcontracted during maintenance,
- Original of hidden damage inspection report, preliminary inspection report, test report, final inspection report,
- Original of NDT/NDI certificates (Non Destructive Testing/Inspection),
- Original of job cards and associated attached documents,
- List of SB embodied,
- List of AD/CN embodied,
- List of Deferred/ Cancelled Items,
- List of approved deviation from approved maintenance data,
- List of any modification and/or repairs affecting flight restriction or airworthiness data,
- Copies of Defect Reports, SRAS (Structural Repair Approval Sheets),
- Copies of FAA Form 337, major repair and alteration.

#### 10.8 REPORTING OF UN-AIRWORTHY CONDITIONS

The Supplier shall report to Sabena technics any condition identified by the Supplier that could jeopardise aircraft/component/engine airworthiness.

The conditions that might be reported are those defined by the part 145.A.60 and AMC.

The report must be provided as soon as possible, within 48 hours after findings have been made.

The report shall also be provided to the NAA, to the TC holder and their authorities, to the manufacturer and to Sabena technics.

#### 10.9 WORK TO BE PERFORMED IN THE CABIN

When working inside aircraft cabin, specific environmental preservation measures shall be taken by the Supplier's staff:

- Adequate protections shall be laid on decor panels, tables, floor environment, and seats as necessary, in order to avoid any damage or dirty mark, which could occur during maintenance tasks.
- Metallic tools and parts shall never be directly put down on cabin elements.
- Supplier's staff shall wear adequate clothes and shoes or protections to avoid dirty marks, when going inside the cabin.

The Supplier is responsible for ensuring the preservation of cabin environment while providing assigned staff with appropriate protection devices.

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#### 10.10 USE OF DANGEROUS GOODS – SAFETY ISSUES

The Supplier shall have a prevention and safety procedure to ensure that dangerous goods are used and stored according to the manufacturers and international standards/regulations requirements.

When using dangerous goods, Suppliers staff must use individual and collective protection devices.

The Supplier shall have a procedure and management system to ensure compliance of his organisation and facilities with his national and the international safety regulations. Conformity of the facilities and installations might be certified by a national approved organisation. Where dangerous goods are used, facilities shall be equipped with safety means to prevent health and safety of the individual, aircraft and facilities.

The Supplier's staff shall be aware that usage of certain tools or equipment is dangerous or prohibited inside the aircraft (i.e. warming equipment link to external electrical power).

The Supplier shall have a procedure to ensure that working area is continuously kept clean and tidy to ensure safety and security of individuals and work performed.

### 11 SUBCONTRACTED TASKS PERFORMED ON A SABENA TECHNICS SITE

#### 11.1 GENERALITY

Unless specified on the order or contract, works have to be performed under the EASA PART 145 regulation.

The requirements of the § 5.1 to 5.8 apply to the isolated tasks performed on Sabena technics site.

#### 11.2 SECOND LEVEL CONTRACTING

Sabena technics' Quality Assurance department must be informed prior to the subcontracting of any or all of the work contracted by Sabena technics to Supplier.

The Supplier shall supply the following data to the QA department of the Sabena technics site that issued the order:

- Name and address of Subcontractor
- Scope of work to be subcontracted
- Reason for subcontracting
- Approval certificate held by the Subcontractor
- Evaluation of the Subcontractor performed by the Supplier

Subcontractors must work under Supplier's quality system and be listed in the Supplier's MOE, or be EASA Part 145 approved or accepted.

Supplier shall ensure that the Subcontractor grant free access to facilities and records for audits by Sabena technics' representatives and/or Authorities.

Supplier shall maintain a controlled list of approved subcontractors. This list must be referenced in the MOE.

Supplier is responsible for and shall ensure that the Subcontractor complies with Sabena technics' Quality Requirements when working on Sabena technics order or contract.

Supplier is responsible for the subcontracted work and for the correction of any defects and/or non-conformities therein.

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### 11.3 TOOLING

Basically, tools are supplied by Sabena technics, especially test benches requested by the maintenance data.

For each individual, his tools must be engraved with an identification mark and a tool list shall be established and shall be permanently attached to each individual toolbox available, including following data, but not limited to:

- Tool reference number and/or designation,
- Part and serial number if applicable,
- Individual reference number,
- Additional mention indicating tools subject to calibration.

Tools' inventories shall be conducted at the end of work and shall be recorded on this list. Each tool shall be engraved with an unique reference.

Sabena technics representative can perform spot check regarding compliance between tools identification and inventory list.

Metallic toolboxes should be prohibited when working inside aircraft cabin as specified below.

When subcontracted task need a special tool or test bench, the Supplier shall demonstrate that the concerned tool or test bench is calibrated and shall submit, when requested by Sabena technics, a copy of the applicable calibration certificate.

It is strongly recommended not to have tools subject to calibration in the individual's or team toolboxes. Each tool subject to calibration shall anyway be tagged with an appropriate sticker and a copy of the last calibration report shall be submitted on request.

Use of Sabena technics tools and means is authorised only after having a formal authorisation from Sabena technics Management. When concerned, supplier's staff must be trained and aware on the using instructions and associated health, safety and environment procedures if any. It is the full responsibility of the supplier's staff to respect and comply with such instructions and procedures.

### 11.4 PERFORMANCE INDICATORS AND PROGRESS REPORTS

Performance indicators will be supplied by the Supplier to Sabena technics' representative. In particular, the Supplier will regularly inform Sabena technics' representative regarding the delivery schedule and any foreseeable delays thereto.

### 11.5 MAINTENANCE DATA

The supplier shall have a procedure to ensure that the technical data used are always kept up to date and available to the maintenance staff.

The supplier shall have a procedure for the keeping records in accordance with the standard EN 9130 last issue.

### 11.6 COMPONENTS AND MATERIAL

Unless specified on the order or in the contract, the Supplier shall use only components and material issued by an approved source:

- OEM
- Vendors listed in the maintenance data
- Approved/accepted Part-145 repair station.
- FAA/PMA when delivered with FAA 8130-3 and conformed to the EASA – FAA TIP&MAG regulation regarding these parts.

All materials and parts installed on aircraft, components or parts thereof during their maintenance, repair or alteration by the Supplier shall be new and unused unless otherwise specified in the purchase order.

The Supplier shall ensure that it is possible to trace the origin and manufacturing history of all significant products and parts installed on aircraft, components or parts thereof during their maintenance, repair or alteration.

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The Supplier shall notify Sabena technics of any defect found, or identified by one of his own Suppliers, which might jeopardise aircraft and/or component's airworthiness.

#### 11.7 RECORDS OF TASKS PERFORMED

The Supplier shall deliver records of performed tasks to Sabena technics.

Unless if otherwise specified in the order or contract, such records shall contain at least (as applicable):

- Original of Statement of Conformity related to tasks performed and associated attached documents,
- Copies of Statement of Conformity or Airworthiness Certificate for any part fitted in or any ingredient used during task performing, as applicable,
- Original of Statement of Conformity or Airworthiness Certificate for subcontracted tasks during task performing, as applicable,

When requested, the Supplier staff has to fill in Sabena technics records.

#### 11.8 REPORTING OF UN-AIRWORTHY CONDITIONS

The Supplier must report to Sabena technics, as soon as identified, any condition that could jeopardise aircraft/component/engine's airworthiness.

The conditions that might be reported are those defined by the part 145.A.60 and AMC.

The Report shall also be provided to the NAA, to the TC holder and their authorities and to the manufacturer.

#### 11.9 WORK TO BE PERFORMED IN THE CABIN

When working inside aircraft cabin, specific environmental preservation measures shall be taken by the Supplier's staff:

- Adequate protections shall be laid on decor panels, tables, floor environment, and seats as necessary, in order to avoid any damage or dirty mark, which could occur during maintenance tasks.
- Metallic tools and parts shall never been directly put down on cabin elements.
- Supplier's staff shall wear adequate clothes and shoes or protections to avoid dirty marks, when moving inside the cabin.

The Supplier is responsible for ensuring the preservation of cabin environment while providing assigned staff with appropriate protection devices.

It is requested to have no tools subject to calibration in the individual's or team toolboxes. Each tool subject to calibration shall anyway be tagged with appropriate sticker and a copy of last calibration report must be available on request.

#### 11.10 SAFETY AND ENVIRONMENT ISSUES

In compliance with the statutory and regulatory provisions stipulated in European Directive 89-391 dated 12th June 1989, a "Plan de Prevention/contractor safety plan" must be issued between the customer and Sabena technics site safety Manager and signed by both parties.

It is the responsibility of the Supplier to ensure that his staff is continuously kept informed about the "Plan de Prevention/contractor safety plan" requirements.

When using dangerous goods, Supplier's staff shall have the individual and collective protection devices needed by the work for which he is contracted.

Where dangerous goods have to be used, to prevent health and safety of the individual, aircraft and facilities, the Supplier shall ensure that Sabena technics staff and environment cannot be hazarded.

When the work to be performed requires functional or operational checks, the Supplier management shall co-ordinate with Sabena technics staff when these tests can be performed, in order to prevent any health and safety issues on the facilities, individuals and aircraft.

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The Supplier's staff shall be aware that usage of certain tools or equipment is dangerous or prohibited inside the aircraft (i.e. warming equipment link to external electrical power).

The Supplier shall have to ensure that working area is continuously kept clean and tidy to ensure safety and security of individuals and work performed.

Smoking inside Sabena technics facilities is forbidden but is allowed under specific areas. This must be strictly respected by Supplier staff.

Use of chemical products, explosive or flammable products must be limited to the daily use for the work to be done. Such products must be kept in safety cans compliant with the international legislation. Safety cans must be identified with dangerous goods labels and pictogram compliant with the international legislation.

In no way, more than one litter of flammable or explosive product has to be used simultaneously in the aircraft or around it.

Storage of such product may comply with the applicable legislations and regulation, and Sabena technics procedures and requirements that may be asked to the HSSE department of the site.

Product that may impact the environment or jeopardize the health and safety of user or individuals working around must be stored in such manners that individual's health and safety and environment are fully protected and no spillage may occur during their use on the air, ground or water.

Some sites are subject to international environment regulation, such as SEVESO regulation. So, when the contracted staff has to operate in such locations, prior to work, they have to contact the HSSE Manager of the site to be informed about the limitations, risks and safety instruction to be undertaken and followed.

During the use of chemical, flammable or explosive products, it is the responsibility of the contracted supplier's staff to use the protective means and respect the manufacturer's instruction regarding its use, health, safety and environment instructions.

Wastes generated by work performed must be treated and eliminated under the responsibility and charge of the contractor. If for any reasons, he cannot do it by himself, he has to contact the HSSE Manager of the site to arrange together the dispositions applicable to do it by Sabena technics organisation.

The contracted supplier will be responsible if health, safety and environment regulations and Sabena technics instructions and procedures are not complied with during and after the duration of the works for which he is contracted.

It is forbidden to work alone on aircraft or in a workshop, except if equipped with means that allow to alert or report to the security post in case of health injuries.

Requirements listed in § 5 shall apply to the supplier's staff.

## **12 TECHNICAL ASSISTANCE**

### **12.1 GENERALITY**

Unless specified on the order or contract, works have to be performed under the EASA PART 145 regulation and the approval of the concerned Sabena technics site.

The requirements of the § 5.1 to 5.8 apply to the technical assistance.

### **12.2 STAFF REQUIREMENTS**

The Supplier shall submit to the HRD of the concerned Sabena technics site with a copy of the medical aptitude certificate of each of his individuals for the type of work he is contracted. This certificate shall be valid (less than one year on the assignment date) and shall indicate the specific exposure risks: noise, working at height, use of chemical products.

The instructions of § 5 and 10.10 apply to the supplier staff.

Upon his arrival on the concerned Sabena technics site, the Supplier staff shall present an inventory of his toolbox with engraved tools to the supervisory staff of his posting for inspection.

The tools shall at least display the initials of the person concerned.

The inventory of the toolboxes shall be communicated to the tools storeroom at the latest upon arrival on the site and a copy must be supplied to the person designated by Sabena technics to check the inventory.

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Each temporary worker shall perform an inventory of his toolbox after each shift and upon departure of an aircraft in order to ensure no tools have been left on board the aircraft.

Inventory control shall be recorded and submitted to Sabena technics representative if requested.

The Supplier staff shall be trained and prior to prior to obtaining authorisation to start to work. He shall be able to show evidence of having completed following training:

- a) Training to airport safety rules and hold an airport badge if necessary (2 years)
- b) Training to human factors
- c) Training to Fuel Tank Safety - CDCCL
- d) Training to the EWIS when concerned
- e) Training to the specific Quality procedures of Sabena technics
- f) Training to the local safety rules

A certificate of completion of those training must be submitted to the HRD of the concerned site.

The Supplier staff shall comply with the local procedures, including Sabena technics health and safety rules, and shall use the personal and collective protection equipment made available to him.

The Supplier staff shall give the HRD a proof of domicile at the start of his assignment.

For personnel requiring aircraft inspection and/or CRS authorisation (line or base maintenance), the appropriate aircraft type training shall be proven by submitting a copy of the associated training certificates, Part 66 license and experiences records validated by the previous employers.

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**GENERAL QUALITY REQUIREMENTS  
Supplier Commitment**

This qualification shall be active; it shall be proven that the worker has worked 100 days during the past two years including 40 days on aircraft family. The mechanic's experience log or Form 19 validated by the previous employers shall be submitted to Sabena technics site QA department.

The résumé must be updated at least once a year.

A valid part 66 AML covering the aircraft/engine type for which the mechanics need aircraft CRS accreditation and Human Factor, regulation and fuel tank safety training certificate shall be submitted to Sabena technics site QA department.

I, the undersigned, agree with the Sabena technics Quality, Health, Safety, Security and Environment Requirements and certify that they will be continuously applied by our company during the duration of the contract and/or orders between Sabena technics and us.

*Please, to initial each page.*

Name :

Title :

Date :

Signature :

*Note: This form has to be signed by a Supplier's representative having legal accreditation to sign on behalf of his company and attached to **the contract or purchase order**.*