ANNUAL SUPPLIER QUALITY COMMUNIQUE
Last Updated October 2026

Pleora is committed to engaging with our suppliers and service partners on the evolution of quality management standards. This includes proactively communicating quality and or regulatory issues that may impact Pleora and our customers.

Please review the Q.C. clause links provided in all Purchase Orders. If you have questions, contact your Pleora buyer or Quality Manager for access to the Q.C. Clauses.

We trust our suppliers have employed a Code of Conduct internally and flow these down to their suppliers with expectations in terms of Ethical behavior, Health and Safety and Product Safety in compliance with local laws. If a supplier suspects a potential quality or safety risk in the supplied product to Pleora we request notification through your Pleora buyer.

ISO 9001:2015 QMS
The Process approach (PDCA) strengthened explicitly with integration of the QMS into an organization's business processes. Although not mandatory, suppliers are encouraged to seek ISO accreditation appropriate to your customer base. (Examples include ISO9001-AS9100-ISO13485-ISO14001 and others)

Please factor in your deployment of ISO9001:2026 as required.

Risk Areas

Counterfeit Mitigation: (EEE) AS5553B, AS6081-and ARP 6328
SAE via their suite of AS standards have released the approved revisions to several standards related to counterfeit mitigation. Pleora requires our suppliers, third party suppliers and franchised distributors and brokerage test houses to mitigate the risk of counterfeits, to adopt methods in accordance with AS5553, AS6081 or ISO/IEC 17025 which will guide them on methods to avoid and detect counterfeits.

If a supplier defines the need for broker parts use, **please stop** and **consult your Pleora Buyer for specific procedures or QC Clauses.** Pleora mandates Authenticity testing at our approved labs and Pleora procedure at supplier cost.

Trending Quality SCARS/Quality Escapes (ALL)
Example of High Risk Recent occurrence "

Cybersecurity, Ransomware Attacks and Phishing Schemes:

Many organizations globally are seeing intrusive attacks on their IT infrastructures and systems that have led to complete facility and operational shutdowns and loss of business and massive recovery costs. Postmortems reveal weak systems for prevention of Malware attacks, poor password controls, staff, and personnel not aware of these attacks and the simplicity of gaining access to your internal systems. Staff opening emails from unknown senders, lack of awareness

training of staff for these attacks. Backup and restoration systems are weak and antiquated, and many targeted companies have no IT improvement nor strengthening programs to avoid these attacks. Disaster recovery schemas are not tested and or non-existent.

Antiquated hardware, servers and computing systems that cannot employ latest malware prevention software. Outdated hardware that cannot be restored or procured.

Pleora requires all affected suppliers to comply with the EU Cyber Security act.

Suggestions to prevent:

Hire a Cybersecurity Firm to assess your systems, adopt cloud-based systems, refresh and assess Malware Prevention Software and systems, and hardware and create and adopt as well as test your cybersecurity and IT security systems. Avoid shareware in systems and software. Ensure hardware and data drives are screened via IT and adopt an IT system discipline to ensure two factor authentication is enabled, password refresh mandates and minimum password hierarchy.

Special Process Controls

Pleora are advising suppliers to focus on the control and monitoring of special process suppliers; Specific focus failure modes (risk Areas) often include plating, painting and anodize.

Special process failures in areas such as Anodic Coatings/ Nickel-plating defects and soldering process defects are trending globally resulting from poor contract review and failure to flow down audit and verify requirements to the sub tier **special process** vendors from Pleora or OEM requirements.

Pleora encourages our supplier partners to audit the process tests conducted to substantiate a certificate of conformity. A supplier audit should include supporting lab test results behind the C of C. (Certificate of Conformity) (I.E. plating, painting, chemical film or anodic coating feature or chemistry and physical properties.) These reports for active purchase orders will be requested on a sample basis by your Pleora buyer.

Environmental and CMRT (EMRT) Compliance:

All Pleroa suppliers shall be REACH SVHC latest listing approved, ROHS latest specification compliant with or without approved exemptions, TSCA USA and TSCA Canada Compliant, China ROHS compliant, CALI Prop 65 compliant or exempt, Halogen free, PFAS PFOA Free.

Please ensure **PFAS declarations** are in place with defined contents on or before June 2027.

Many customers are requesting EMRT compliance not yet legally mandated. But our customers want them. Please endeavor to get EMRT reports available.

The CHANGE OPPORTUNITY (risk area)

High Risk Opportunity for Defect and quality escape prevention and detection:

A failure that has been frequently detected by industry or noted in supplier SCAR responses occurs when a supplier's internal process encounters a change opportunity. In any industry sector this is one of the most risk prevalent areas for quality defects to occur and for escapes to customer to take place and remain undetected.

Pleora encourages a practice of first-/golden sample verification during these product and or process change scenario. Using a secondary engineer, shift supervisor or lead hand could verify or peer verify that the operator or technician has generated an acceptable part. Although not mandatory we encourage suppliers to utilize FAIRS, first article Inspection Reports (format can be found in the (AIAG or IAQG/AS9102 FAIR formats through these organizations online available formats)

We encourage/suggest all manufacturing suppliers to review the tools such as Control Plans and PFMEA in their process. Another good reference for process control is AS9103 (Critical To Quality CTQ) designations. Available online.

Change Notification to Pleora:

If you supply items to Pleora and plan to relocate a factory, manufacturing line or product, change a process, procure and deploy new equipment or experience a significant labor disruption please ensure Pleora is informed before the changes via your assigned Pleora buyer. Alternately, Pleora monitors all other OEM/COTS part changes through conventional PCN methods, and we monitor "Silicon Experts-Data Base." We encourage all OEM suppliers to follow the various JEDEC standards for change control and notifications.

Pleora may request via P.O. a FAIR to AS9102 format to support the verification of changes. Please consult the SAE/IAQG website supplier portal for AS9102 access and training materials for FAI completion if applicable to your product.

FOD Controls:
Suppliers are required to ensure Pleora ordered parts or assemblies are free from FOD (Foreign Object Debris). Suggested guidance for a FOD control system includes NAS 412 FOD standard although other standards are available. Several examples of FOD can include items such as machining chips or contaminants that were not removed from drilled and tapped holes or products.

What should Pleora suppliers do?

Review purchase orders, quality clauses and general terms and conditions to the purchase orders, contract terms and conditions can be obtained from the Quality Manager or Pleora assigned buyer.

Pleora Technologies Inc.
450 March Road Suite 500
Kanata, Ontario K2K 3A2

+1.613.270.0625
info@pleora.com
pleora.com

- Ensure employees who prepare the certificates or conformity are knowledgeable of the requirements based on the commodity.
- Analyze your final inspection process/procedure/checklists and confirm that it includes review of the certificate or conformity.
- Where applicable audit your F.A.I.R. methodology and re-train staff to train using the IAQG supply chain management handbook. (SCMH)
- Consider using a F.A.I.R. software such as “DISCUSS” to prepare FAIRS when requested and in general.
- Consider adopting a structured 8D root cause and corrective action system, review containment strategies. Often if a CAR is raised other product lines or similar process may be implicated.
- Audit special process suppliers on site or mandate NADCAP special process certification (not mandatory) and verify process controls are acceptable and are documented.
- Review your contractual flow down to suppliers. Labs used shall be ISO17025 accredited.
- Ensure JEDEC PCN change notifications are provided to Pleora or “SILICON Experts” provider for approval prior to initiating the change.
- If distributing EEE parts refresh your AS5553 knowledge and create a counterfeit mitigation control plan.
- If you are an O.E.M of third part circuit card assemblies and wish to use broker parts STOP and call Pleora for advanced approval.
- Become compliant to EMRT and PFAS content identification and or removal.

Regards

Larry McHenry
Quality Engineering Manager
Larry.mchenry@pleora.com
+1-613-621-0533

Sean Collins
Supply Chain and Operations Manager
Cameron.creech@pleora.com
+1-613-270-0625