

QM-002

Supplier Quality, Safety and Compliance Manual

Requirements for external providers and sub-tier suppliers

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Process/Procedure	P-05 Supplier and External Provider Control	Owner	CMM / HDO
Confidentiality	External / Controlled	Approved file location	www

This manual defines LET Engineering s.r.o. supplier requirements. It does not reproduce EN 9100 or ESG legislation; it translates applicable quality, safety, regulatory, information-security, sustainability / ESG and contractual obligations into supplier flow-down requirements. Where a purchase order, contract, statement of work or approved technical specification imposes a stricter requirement, the stricter requirement prevails.

1 Revision History

Revision	Date	Description of Change	Prepared by	Approved by
A	24.08.2026	Initial issue - supplier quality, SMS, information-security, ESG / sustainability and EN 9100 flow-down requirements; document identifier corrected to QM-002 prior to approval.	Miroslav Lošťák Digitálně podepsal Miroslav Lošťák Datum: 2026.08.24 11:27:19 +02'00'	Ing. Jan Kalita Digitálně podepsal Ing. Jan Kalita Datum: 2026.08.24 11:29:32 +02'00'

2 Purpose

The purpose of this manual is to define the minimum requirements that LET Engineering s.r.o. ("LET Engineering") flows down to external providers whose products, engineering outputs, software, data or services can affect conformity, product safety, regulatory compliance, information security, sustainability / ESG performance or customer satisfaction. The manual also establishes the interface between suppliers and LET Engineering's Quality Management System (QMS), Safety Management System (SMS), Design Organisation activities, information-security controls and applicable sustainability / ESG expectations.

3 Scope and Applicability

This manual applies when referenced in a request for quotation, purchase order, contract, statement of work, technical specification or other controlled purchasing document. Requirements apply proportionately to the nature and criticality of the externally provided activity.

- **Engineering / design suppliers:** design, analysis, certification support, compliance documentation, software/data generation, independent checking or specialist engineering.
- **ICT / information providers:** software, cloud, hosting, managed IT, data-processing, cybersecurity and other services with access to LET Engineering information or systems.
- **Professional / support providers:** consultancy, training, testing, calibration, laboratory, administrative or other services capable of affecting QMS, safety or compliance.
- **Sub-tier suppliers:** the supplier shall flow down all applicable requirements to its own external providers and remains responsible for their performance.

Applicability is risk-based. A requirement marked "as applicable" is mandatory whenever the supplied scope can influence the subject matter. The supplier shall request clarification before accepting an order when applicability is uncertain.

4 Reference Framework

Reference	Purpose / applicability
LET Engineering QM-001 Quality Manual	Integrated QMS / SMS / Part-IS framework and supplier control
P-05 Supplier and External Provider Control	Supplier selection, risk categorisation and performance monitoring
P-03 Risk Management	Risk assessment and treatment
P-06 Occurrence Reporting, SMS and Just Culture	Safety reporting and safety assessment
P-08 Information Security and Part-IS	Information-security controls and incident handling
P-01 Document and Record Control	Controlled documented information
EN 9100 / IAQG 9100-series	Applicable aerospace quality requirements, particularly external provider controls
Applicable EASA / EU requirements	Part-21, occurrence reporting and Part-IS where applicable
Customer / contractual requirements	Specific requirements flowed down by LET Engineering
Applicable ESG / sustainability requirements	Customer / contractual / legal sustainability requirements; proportionate environmental, social and governance expectations

5 Order Acceptance and Requirement Review

- The supplier shall review all purchase-order, contract, technical, quality, safety, regulatory and information-security requirements before acceptance.
- Any ambiguity, conflict, missing input, unrealistic schedule, unavailable competence or inability to meet a requirement shall be communicated to LET Engineering before acceptance.
- The supplier shall not deviate from an approved requirement, baseline, method, deliverable format, key person, location or approved sub-tier source without prior written approval where such change can affect conformity, safety, regulatory compliance, security or schedule.
- Acceptance of an order constitutes acceptance of the applicable requirements in this manual unless an approved written deviation exists.

6 Quality Management Requirements

- The supplier shall maintain controls appropriate to the complexity and criticality of the supplied activity and shall ensure consistent conformity of outputs.
- Only current, approved and applicable input data, specifications, methods, software and instructions shall be used.
- Outputs shall be reviewed and approved by competent and authorised personnel prior to release.
- The supplier shall identify and control nonconforming outputs to prevent unintended use or delivery.
- Corrected outputs shall be reverified before release.
- Where LET Engineering requests corrective action, the supplier shall perform documented root-cause analysis, define corrective action, implement it and provide evidence of effectiveness within the agreed timeframe.
- The supplier shall monitor its own performance where appropriate, including conformity, timeliness and recurring issues, and shall provide data to LET Engineering upon request.

7 Competence, Awareness and Authorisation

- Personnel performing work affecting quality, product safety, regulatory compliance or information security shall be competent on the basis of appropriate education, training, skills and experience.
- Required licences, approvals, delegations and authorisations shall be current and available as objective evidence.
- The supplier shall ensure personnel understand the applicable LET Engineering Quality Policy, Safety Policy and Information Security Policy principles communicated with the order or through controlled links.
- Personnel shall be aware of their contribution to product/service conformity and product safety, the importance of ethical behaviour, the need to report concerns, and the consequences of nonconformity.

8 LET Engineering Policy and Safety Culture Flow-down

The supplier shall communicate the following policy principles to personnel assigned to LET Engineering work. The current approved LET Engineering policies, when supplied or linked, take precedence over this summary.

Policy principle	Supplier expectation
Quality and compliance	Perform work in accordance with approved requirements, applicable regulations and controlled processes; protect the integrity of engineering outputs and records.
Product safety	Recognise that engineering decisions, data and services can affect safe operation and airworthiness; raise safety concerns promptly.
Open reporting / Just Culture	Encourage good-faith reporting of safety, quality and compliance concerns without unjustified retaliation, while preserving accountability for wilful misconduct or gross negligence.
Ethical behaviour	Act honestly, avoid falsification or concealment of information, disclose conflicts of interest, and escalate any pressure to bypass requirements or approvals.
Information security	Protect confidential, personal, proprietary and regulated information against unauthorised access, alteration, loss or disclosure.

Policy principle	Supplier expectation
Sustainability / ESG	Conduct business responsibly, minimise avoidable environmental impacts, respect people and labour rights, maintain safe and fair working conditions, and apply transparent and ethical governance.

9 Safety Management System (SMS) and Product Safety

- The supplier shall identify hazards and conditions in its work that could affect aviation safety, airworthiness, design integrity or safe operation.
- Where work includes design, analysis, test, certification support or engineering data, product-safety considerations shall be addressed during planning, execution, review and change control.
- Safety-related assumptions, limitations, uncertainties and unresolved issues shall be clearly identified in deliverables and communicated to LET Engineering.
- The supplier shall cooperate with LET Engineering safety assessments, occurrence investigations, risk reviews and Safety Review Board actions when requested.
- Safety risk controls assigned to the supplier shall be implemented, documented and verified before closure.
- The supplier shall preserve relevant evidence and records when a safety event, suspected unsafe condition or investigation is open.

10 Occurrence, Hazard and Concern Reporting

The supplier shall notify LET Engineering as soon as practicable of any occurrence, error, omission, unsafe condition, suspected noncompliance, data corruption or other event that could affect product safety, airworthiness, regulatory compliance or the integrity of an engineering output. Unless a shorter contractual period is specified, initial notification shall be made without undue delay and normally within 24 hours of awareness for potentially safety-significant matters.

- Notification to LET Engineering does not replace any legal reporting duty that independently applies to the supplier.
- The supplier shall not delay notification while root cause, reportability or final technical disposition is being determined.
- Initial notification should identify the affected project/product/data, known facts, immediate containment, potential safety impact and a supplier contact.
- Follow-up information shall be provided as facts become available.
- The supplier shall support LET Engineering in meeting authority reporting timelines and requests for information.

11 Engineering and Design Controls

- Engineering outputs shall satisfy applicable inputs and acceptance criteria and be suitable for subsequent certification, design or production use.
- Design assumptions, methods, loads, material data, software tools and source data shall be identified and traceable where they affect the result.
- Required reviews, independent checks, verification, validation and approvals shall be performed and recorded.
- Characteristics or limitations essential to product safety and correct operation shall be identified in the output.
- No approval authority, design-signatory privilege, compliance-signatory role or independent-checking authority is delegated unless explicitly stated in writing by LET Engineering and permitted by the applicable approval system.
- Design changes shall be identified, assessed for impact, reviewed, verified/validated as applicable and approved before release.

12 Configuration, Identification and Change Control

- The supplier shall maintain identification of applicable baselines, revision status, inputs, outputs and approved changes.
- Traceability shall be maintained between requirements, analyses/activities, reviews, approvals and released deliverables.
- Unapproved changes to technical data, methods, software versions, design assumptions or agreed interfaces are prohibited.

- The supplier shall notify LET Engineering before implementing significant changes that can affect the supplied activity, including changes to organisation, ownership, location, key personnel, certification status, QMS, critical software/tools, sub-tier suppliers or methods.
- Change records shall include the reason, impact assessment, approval and effective revision/date.

13 External Data, Software and Counterfeit / Suspect Sources

- Engineering data, software, standards, reference documents and other external information used for LET Engineering work shall originate from identified, authorised and traceable sources.
- Suspect, unofficial, altered or unverifiable data shall not be used for compliance, design or release decisions.
- Where physical parts, material or hardware are specifically included in a contract, applicable counterfeit-parts and suspect-unapproved-parts prevention requirements shall be separately flowed down and complied with.
- The supplier shall notify LET Engineering if the authenticity, status or origin of supplied or used data/material becomes doubtful.

14 Sub-tier Supplier Control

- The supplier remains fully responsible for the conformity and timely delivery of work performed by sub-tier suppliers.
- Applicable technical, quality, safety, regulatory, information-security, sustainability / ESG, records-retention, right-of-access and reporting requirements shall be flowed down to sub-tier suppliers.
- Critical or safety-significant work shall not be subcontracted without LET Engineering approval when the purchase order, contract or supplier approval conditions require such approval.
- The supplier shall evaluate and monitor sub-tier provider competence and performance proportionately to risk and shall provide evidence upon request.
- LET Engineering's right of access shall extend to applicable sub-tier facilities and records where contractually or regulatorily required.

15 Nonconforming Outputs, Deviations and Corrective Action

- Nonconforming outputs shall be identified, controlled and segregated from approved outputs where practical.
- The supplier shall notify LET Engineering before delivery of any known deviation or nonconformity and shall obtain written disposition/approval when required.
- Use-as-is, repair, concession or deviation decisions affecting approved design or regulatory compliance may only be made by the authorised function.
- The supplier shall promptly notify LET Engineering if a nonconformity is discovered after delivery and identify potentially affected deliverables or projects.
- Corrective action shall address systemic/root causes and effectiveness shall be verified; recurrence or ineffective action shall be escalated.

16 Documented Information, Records and Retention

- Records shall be legible, identifiable, retrievable, protected from unintended alteration and linked to the applicable project/order.
- Electronic files shall be protected against loss, corruption and unauthorised access and shall retain revision/status information.
- Records shall be retained for the period specified by the purchase order, contract, regulatory requirement or LET Engineering instruction. If no period is specified, the supplier shall obtain clarification before disposing of records essential to design, conformity, safety or regulatory evidence.
- No required record may be destroyed while an investigation, corrective action, legal hold, authority request or open safety issue is active.
- Upon request or contract termination, required records shall be transferred to LET Engineering in an agreed usable format.

17 Customer / LET Engineering Property and Confidentiality

- LET Engineering or customer property, including drawings, models, specifications, software data, aircraft data, documents, equipment and intellectual property, shall be identified, protected and used only for the authorised purpose.
- Loss, damage, corruption, unauthorised disclosure or unsuitability shall be reported immediately to LET Engineering.
- Confidential information shall only be shared with persons who need access for the contracted work and are subject to appropriate confidentiality obligations.
- Return, deletion or retention of data at contract completion shall follow contractual and information-security requirements.

18 Information Security and Part-IS Flow-down

- Where the supplier has access to LET Engineering systems, sensitive information or information assets relevant to aviation safety, the supplier shall apply controls proportionate to the associated information-security risk.
- Access shall be limited to authorised personnel and shall be removed when no longer required.
- Credentials shall not be shared. Approved secure methods shall be used for data transfer and storage.
- Information-security incidents or suspected compromise affecting LET Engineering information or service continuity shall be reported without undue delay and in accordance with the contract or P-08 interface requirements provided by LET Engineering.
- The supplier shall cooperate with investigation, containment, recovery and evidence preservation and shall flow applicable controls to sub-tier providers.

19 Sustainability / ESG Requirements

ESG means Environmental, Social and Governance. These requirements are applied proportionately to the supplier's scope, size, risk and contractual relevance. ESG requirements in this manual are supplier flow-down expectations and do not imply that every supplier is independently subject to a specific sustainability-reporting law.

- Environmental: the supplier shall comply with applicable environmental requirements and shall take reasonable measures to prevent pollution, reduce avoidable energy and resource consumption, manage waste responsibly, and control hazardous substances where relevant to the supplied activity.
- Climate and resource data: where required by contract, customer request or applicable law, the supplier shall provide reasonably available and supportable sustainability data relevant to the supplied activity, such as energy use, greenhouse-gas emissions, waste, water use or material information. Data shall be accurate, traceable and not knowingly misleading.
- Social / human rights: the supplier shall respect applicable labour and human-rights requirements, prohibit forced labour and child labour, prevent discrimination and harassment, provide safe and healthy working conditions, and respect lawful worker rights.
- Health, safety and wellbeing: the supplier shall identify and control occupational health and safety risks related to the contracted work and shall report serious incidents that may affect LET Engineering, its customer or contractual obligations.
- Governance and business ethics: bribery, corruption, fraud, falsification of records and deliberate concealment of material information are prohibited. Conflicts of interest relevant to LET Engineering work shall be disclosed and managed.
- Legal and responsible sourcing: the supplier shall comply with applicable sanctions, export-control, trade, environmental and labour requirements relevant to the contracted scope and shall not knowingly source from prohibited or illegal sources.
- ESG concerns and incidents: material environmental incidents, serious labour / human-rights concerns, substantiated bribery or fraud concerns, or other ESG matters that could materially affect contracted work, LET Engineering, its customer or applicable obligations shall be communicated without undue delay.
- Sub-tier flow-down: the supplier shall flow down applicable ESG requirements to sub-tier suppliers where their activities can materially influence the relevant environmental, social or governance risk.

- Evidence and cooperation: LET Engineering may request proportionate objective evidence supporting ESG compliance or customer sustainability reporting. The supplier shall cooperate with reasonable clarification, corrective action and improvement requests. No specific ESG certification is required unless stated in the purchase order, contract or other applicable requirement.

20 Delivery, Release and Acceptance

- Deliverables shall be complete, internally reviewed and released by authorised personnel before submission.
- Delivery shall identify the order/project, deliverable identity, revision, release status and applicable approvals.
- Required certificates, review/check evidence, source files, assumptions, limitations and supporting records shall accompany the delivery when specified.
- Acceptance by LET Engineering does not relieve the supplier of responsibility for latent errors, regulatory obligations, record retention or post-delivery notification of discovered nonconformities.

21 Performance Monitoring and Supplier Evaluation

LET Engineering may evaluate suppliers using objective performance data. Results may affect supplier risk category, approval status, surveillance, future sourcing decisions and corrective-action requirements.

Monitoring area	Examples
On-time delivery	Performance against contractual dates and agreed milestones
Conformity	Accepted/rejected outputs, rework, corrections and deviations
Corrective action	Timeliness and effectiveness of RCA / corrective actions
Safety / compliance	Occurrences, reporting quality, regulatory or product-safety concerns
Communication	Responsiveness, transparency and timely escalation
Information security	Incidents, control failures and cooperation with remediation
ESG / sustainability	Material environmental, social or governance concerns; requested sustainability data; transparency and corrective-action cooperation

22 Right of Access, Audits and Regulatory Oversight

- The supplier shall provide LET Engineering, its customer and competent regulatory authorities right of access to applicable areas, facilities, personnel, documented information and records related to the contracted work when required by contract or regulation.
- LET Engineering may perform supplier audits, surveillance, witness activities, source verification or record reviews proportionate to risk.
- The supplier shall provide reasonable cooperation and timely corrective action for identified findings.
- Access requirements shall be flowed down to applicable sub-tier suppliers.

23 Mandatory Supplier Notifications

Event	Notification expectation
Safety occurrence / unsafe condition	Immediately / without undue delay; normally within 24 h for potentially safety-significant matters unless contract specifies otherwise.
Delivered nonconformity discovered after release	Immediately after confirmation or credible suspicion.
Information-security incident affecting LET Engineering	Without undue delay; follow contract/P-08 interface instructions.
Loss of required certification / authorisation	Before further affected work is performed.
Change of key personnel / authorised signatory	Before the change affects contracted work.

Event	Notification expectation
Change of location, ownership, QMS or critical process/tool	Before implementation where it can affect conformity, safety, security or approval status.
Use/change of critical sub-tier supplier	Before implementation when approval is required.
Schedule risk / inability to meet agreed milestone	As soon as risk is identified, with recovery plan.
Conflict, ambiguity or missing requirement	Before acceptance or before proceeding with affected work.
Material ESG / sustainability issue	Without undue delay where an environmental incident, serious labour / human-rights concern, bribery/fraud issue or similar matter may materially affect contracted work, LET Engineering/customer obligations or reputation.

24 Supplier Acknowledgement and Flow-down

By accepting a purchase order or contract that references this manual, the supplier confirms that it has reviewed the applicable requirements, can comply with them, and will ensure that relevant personnel and sub-tier suppliers are made aware of the requirements applicable to their work.

A supplier may propose an alternative control only before acceptance or implementation, with documented justification and written approval from LET Engineering. Silence or routine delivery does not constitute approval of a deviation.

Annex A – Supplier Requirement Applicability Matrix

Requirement area	Supplier type	Applicability
Order/requirement review	All	Mandatory
Competence and authorisation	All	Mandatory where personnel affect conformity/safety/compliance
Quality / Safety policy awareness	All	Mandatory
Product safety / SMS interface	Engineering, testing, critical services	Mandatory where work can affect product safety
Occurrence / hazard reporting	All	Mandatory for relevant events
Design controls / independent check	Engineering / design	As contractually applicable
Configuration and change control	Engineering, software, ICT	Mandatory where baselines/revisions apply
External data / source authenticity	Engineering, software, data	Mandatory
Sub-tier flow-down	All using sub-tier providers	Mandatory
Information security	ICT and any supplier handling sensitive information	Risk-based / contractually applicable
Right of access	All	Mandatory when required by contract/regulation
Records retention	All	Mandatory
Corrective action / RCA	All	When requested or when systemic NC exists
Performance monitoring	All	LET Engineering monitoring requirement
ESG / sustainability	All suppliers; depth depends on scope and risk	Risk-based / contractual; mandatory where specifically flowed down or materially relevant

Annex B – EN 9100 / Management-System Flow-down Map

Flow-down area	Primary reference	Supplier requirement summary
Awareness / competence	7.2 / 7.3	Competence, policy awareness, contribution to conformity and product safety, ethical behaviour.
Operational risk / product safety	8.1.1 / 8.1.3	Risk-based controls, product-safety awareness and reporting.
Counterfeit / source authenticity	8.1.4	Traceable and authorised sources for data/software; physical-parts controls if applicable.
External provider control	8.4.1-8.4.3	Requirements flow-down, competence, approval, verification, access, records and sub-tier control.
Service provision / release	8.5 / 8.6	Controlled work, identification, preservation, approval and release.
Nonconforming outputs	8.7	Control, notification, disposition and reverification.
Corrective action	10.2	Root cause, corrective action and effectiveness.
SMS / occurrence reporting	QM-001 Ch. 11 / P-06	Safety concerns, occurrences, Just Culture interface and safety actions.
Information security	QM-001 11.3 / P-08	Protection of information, incidents, access and flow-down.

Flow-down area	Primary reference	Supplier requirement summary
ESG / sustainability	Customer / contractual / applicable legal requirements	Proportionate environmental, labour/human-rights and governance controls; truthful sustainability data; material-issue notification and sub-tier flow-down.

Annex C – Supplier Acknowledgement Record (Optional)

Supplier legal name	
Supplier address	
LET Engineering PO / Contract / Project	
Supplier representative	
Function	
Date	DD.MM.YYYY
Signature	

The supplier acknowledges receipt of QM-002 and confirms that applicable requirements have been reviewed, communicated to relevant personnel and flowed down to applicable sub-tier suppliers.