

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

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H	Erick Prause	Update to link in 6.7 Update to reference section number in 6.11

### 1. Purpose

To provide an overview of the requirements and expectations for suppliers to Jabil. Jabil's suppliers play an integral role in our ability to continuously provide products of the highest quality level possible to our customers.

### 2. Scope

Applies to suppliers to Jabil.

### 3. Definitions/Terminology

N/A

### 4. Responsibilities

It is the responsibility of the Sr Director of Supplier Development to maintain this document.

### 5. Documents

Defined within the content of the Supplier Requirements Manual

### 6. Process

Defined within the content of the Supplier Requirements Manual

### 7. Required Outputs

Defined within the content of the Supplier Requirements Manual

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
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	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

# Jabil Supplier Requirements Manual



Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
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	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

## Jabil Supplier Requirements Manual

### Table of Contents


- 1.0 Manual Overview
- 2.0 Jabil Overview
- 3.0 Jabil Environmental Policy and Supplier Expectations
- 4.0 Purchase Agreements
- 5.0 Supplier Quality
  - 5.1 System foundation
  - 5.2 Third Party Registration Requirements
  - 5.3 Acceptance Sampling Plans
- 6.0 Jabil Expectations
  - 6.1 Contact Information
  - 6.2 Supplier Information System
  - 6.3 Component Traceability – Labeling / Packaging
  - 6.4 Component Date Code Limitations
  - 6.5 First Article Approval / Production Part Approval Process
  - 6.6 Process Sign Off
  - 6.7 Component Composition Reporting / Environmental Compliance
  - 6.8 Conflict Metals
  - 6.9 Product Quality Concern Resolution
  - 6.10 Shipment of Suspected Non-Conforming Product
  - 6.11 Product Change Notices
  - 6.12 Deviations
  - 6.13 Supply Chain Management
  - 6.14 Social and Environmental Responsibility
  - 6.15 Site Visits
  - 6.16 Product Conformance Data
  - 6.17 Business Continuity and Pandemic Preparedness Plans
  - 6.18 Lithium Batteries

### 7.0 Supplier Qualification Process

### 8.0 Supplier Performance System

#### 8.1 Surveillance Audit

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	
<b>H</b>		

9.0 Continuous Improvement

10.0 Appendixes

Appendix A – Industry and Business Sector Specific Requirements

1. Automotive Industry
2. High Velocity Sector
3. Telnet Sector
4. Computing & Storage Sector
5. Healthcare and Life Sciences Sector
6. Industrial Sector
7. Defense and Aerospace Sector
8. Mid Market Sector
9. Business Automation Sector
10. Home & Energy Management Sector
11. Clean Technology Sector

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	
		<b>H</b>

## 1.0 Manual Overview

The purpose of this manual is to provide an overview of the requirements and expectations that Jabil has for its suppliers. As a supplier you play an integral role in our ability to continuously provide products of the highest quality level possible to our customers.

Additionally, some industries or business sectors that Jabil serves may necessitate placing additional requirements upon suppliers. Appendix A of this manual provides a listing of some examples of these additional requirements by industry or market sector. All industry or market sector specific requirements that apply to each supplier will be communicated through documents including but not limited to this manual, purchase orders, written procedures, terms and conditions or quality agreements / contracts. Suppliers must make all reasonable efforts to comply with all specified Jabil requirements. Questions regarding any requirement should be directed to your Jabil Site Purchasing Manager or respective Supply Chain Development Manager, Divisional or Global Commodity Manager.

## 2.0 Jabil Overview

Built on a foundation of empowered employees in over 90 plants in 33 countries, Jabil strives to be the world's leading global manufacturing solutions partner.

Jabil's unique combination of global expertise, ingenuity, analytics and financial performance has contributed to the success of the world's most well-known brands.

We help companies design, build and take their products to market quickly, affordably and efficiently. But more than that, Jabil helps customers intelligently design their supply chains to be agile, economical and effective even in uncertain times.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

### 3.0 Jabil Environmental Policy and Supplier Expectations

#### 3.1 Jabil Environmental Policy

As a socially responsible organization, Jabil endeavors to conduct its business in an environmentally responsible manner. Jabil’s Environmental Policy identifies the key elements of our approach to environmental responsibility. Suppliers are asked to review this policy which can be found at:

<http://media.jabil.com/documents/Environmental-Policy.pdf>

Any questions in regards to this policy should be directed to your relevant Jabil purchasing contact.

Section 3.2 describes the expectations that Jabil has for our suppliers in regards to the environment in support of this policy.

#### 3.2 Supplier Environmental Expectations – Suppliers to Jabil are expected to:

3.2.1 Have a documented and implemented environmental management system in place that spans their entire organization and is based on and compliant to ISO14001. Environmental system registration / certification is strongly encouraged.

3.2.2 Be aware of and in compliance with all applicable environmental regulations and laws.

3.2.3 Employ Design For Environment techniques aimed at minimization of energy and materials use and environmental impact

3.2.4 Endeavor to adopt and support the principles of Jabil’s Environmental Policy

3.2.5 Deploy these expectations within their supply chain


3.2.6 When visiting or working in Jabil facilities, follow local Jabil site environmental and safety requirements

3.2.7 Provide Material Safety Data Sheets (MSDS or SDS) for all supplied substances. This includes all substances brought onto Jabil premises. Material Safety Data Sheets or SDS and Hazardous Labels **must** be provided in the local language for the Jabil receiving site.

3.2.8 Provide Material Composition Data. See section 6.7 for more information.

3.2.9 Support Jabil’s Environmental Management System. Supplier participation is essential for Jabil to fulfill the requirements of its Environmental Management System.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

#### 4.0 Purchase Agreements

Suppliers are encouraged to enter into Purchase Agreements with Jabil before starting business.


#### 5.0 Supplier Quality

5.1 System Foundation - Suppliers are required to have a fully documented and implemented quality system that is focused on defect prevention rather than defect detection. ISO9001 is an International Standard that is built around this principle and therefore **Jabil requires that suppliers under Jabil's direct sourcing control have achieved registration to it utilizing an accredited registrar.** Suppliers that are outside of Jabil's direct sourcing control must meet any applicable Jabil customer requirements regarding registration and at a minimum are encouraged to document and implement a quality management system that is compliant to the ISO9001 standard. Achieving registration is highly encouraged.

5.2 Third Party Registration requirements - Some market segments (see Appendix A for a listing of these market sectors) that Jabil serves or other business needs may require our suppliers to already have or obtain third party registration to one or more additional quality standards (ISO/TS 16949, ISO 13485, ISO14001, etc...). Suppliers will be informed of any additional registration requirements that apply and the necessary evidence that will need to be provided to prove compliance, through this manual or other documentation.

5.3 Acceptance Sampling Plans – The acceptance level for all sampling plans shall be zero defects (i.e. C=0).

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

## 6.0 Jabil Expectations

6.1 Contact Information – Suppliers are expected to provide support to Jabil to facilitate rapid response to delivery, quality or unresolved issues. A primary and backup contact(s), as well as escalation contact(s), should be identified to provide this level of support and their contact information provided to Jabil. Any changes to the contact information should be communicated at the time of change.

6.2 Jabil Business Connect – The Jabil Business Connect System is an Internet based communications and commerce tool. It is designed to facilitate communications and sharing of information with selected suppliers. Suppliers are encouraged to utilize this system and address any questions that they may have on it to their Jabil Site Purchasing Manager or respective SCDM or Global Commodity Manager.

### 6.3 Component Traceability – Labeling / Packaging

Suppliers are required to have an effective material control system in place that at a minimum includes production lot identification (the lot code number assigned to each particular product run), date of manufacture (date code) and traceability of all parts and materials utilized in the manufacturing process. Records must be maintained and readily available for every production lot code / date code produced providing traceability capability.


Labeling – Product shipped to Jabil must be labeled in accordance with Corporate Specification 4-PR20-0001-002. A copy of this specification can be obtained from a Jabil Site Purchasing Manager or Divisional or Global Commodity Manager.

Additionally,

- a. For moisture sensitive products, packaging and labeling in accordance to JEDEC specification J-STD-033 is required.
- b. Products that are deemed ESD Sensitive must be packaged and labeled per JEDEC specification JESD625 “Requirements for Handling Electrostatic-Discharge-Sensitive Devices”.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering



	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

Packaging – The supplier shall ensure that packaging is used that is effective in protecting product through point of use from any potential damage. Packaging should conform to current industry specifications (e.g. JEDEC, EIA) as well as all applicable current governmental and regulatory regulations. Copies of JEDEC Specifications are available from JEDEC at [www.jedec.org](http://www.jedec.org). Copies of EIA specifications are available from Information Handling Services at [www.global.ihs.com](http://www.global.ihs.com).

Each individual media carrier (e.g. reel, bag, tube, tray, box, etc...) may contain no more than 2 date codes. More than 2 date codes require Jabil agreement and approval. The date code(s) within each carrier must be clearly identified.


6.4 – Component Date Code Limitations – Component date code limitation (the time between the date of manufacture by the manufacturer and receipt at Jabil on inbound components is two (2) years, except for the following:

- a. Customer specific limitations apply – will be communicated to supplier as applicable
- b. Components having lead finishes that typically exhibit poor storage life – 12 months
- c. Finishes such as silver (Ag) and Palladium Silver (Pd-Ag) that do not use a Nickel (Ni) barrier – 12 months
- d. Moisture sensitive components – 12 months from the bag seal date
- e. PCB's with final finish of ImAg, ENIG or ImSn – 6 months
- f. PCB's with final finish of HASL or OSP – 12 months

6.5 First Article Approval / Production Part Approval Process – First Article and / or Production Part Approval may be required prior to the first shipment of production material to Jabil or when a product undergoes a change. If this is required, suppliers will be informed of the documentation and data that will need to be submitted to receive approval to ship production material. Some examples of documentation and data that may be requested include:

- a. Submission Warrant
- b. First Article Inspection Report
- c. Process Flow Diagram
- d. Process Failure Mode Effects Analysis
- e. Process Control Plan
- f. Process Capability Studies
- g. Measurement System Analysis Results

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
		<b>H</b>
<b>Supplier Requirements Manual</b>		

- h. Dimensional Data
- i. Material composition data
- j. Physical Samples (i.e. Color, Texture, Appearance, Others)

If a specific format is required to be utilized for reporting, it will be communicated at the time of request for submission. In the event that a submission cannot be approved, the supplier will be informed of the discrepancy(ies) and required to submit corrective action. Once corrective action(s) is complete and the discrepancy(ies) has been corrected, the supplier must contact the Jabil Requestor to schedule a date for re-submission.

Questions regarding PPAP submission requirements or submission status should be directed to the Jabil contact requesting submission.


Copies of all requested First Article and PPAP submissions must be maintained by the supplier and be readily available for review upon request.

6.6 Process Sign Off – Products may be selected to go through a Process Sign Off review prior to production approval. This review is conducted at the supplier’s manufacturing location(s) to assess production readiness to meet Jabil quality and volume requirements. Items that are typically reviewed during a Process Sign Off review include:

- a. First Article and/or Production Approval documentation
- b. Review of the actual production process (Receiving through Shipping) and product
- c. Run at rate (production volume achieved in a measured period of time)
- d. Equipment / Process Capability
- e. Measurement Systems Analysis
- f. Preventive / Predictive Maintenance
- g. Process documentation (Work instructions, SPC charts, Visual Aids, etc...)
- h. Training Plans and Records

Suppliers will be notified as early as possible of any product that is selected for Process Sign Off review and approval. Timing for this review and the areas to be covered will be coordinated with the supplier. Issues identified during the review must be corrected in order to close out the Process Sign Off and receive full production approval.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

**6.7 Component Composition Reporting / Environmental Compliance – Suppliers must comply with all applicable governmental, regulatory and environmental requirements (including those of the country where products are manufactured as well as where it is shipped to Jabil). This applies to the design, manufacture and delivery of products to Jabil.**

Suppliers are required to have processes in place to monitor changes in applicable governmental, regulatory and environmental requirements, determine the impact of the changes to their operations and products that are supplied to Jabil and take appropriate actions to ensure continuing conformance.


Suppliers are responsible for compliance to Jabil Banned and Restricted Substances (BaRS) requirements. These requirements apply to all materials, parts, components and products supplied for Jabil Circuit, Inc., including its Subsidiaries and Affiliates (“Jabil”). The Jabil BaRS requirements are available at <http://www.jabil.com/portals/bars-requirement.html>.

Additionally, a number of countries are preparing or have already enacted legislation requiring producers and importers of certain products (including electronic products) to arrange for the return and recycling of products at the end of their useful life. Jabil is proactively focused on the environment and is committed to working closely with our suppliers to reduce the amount of environmentally relevant substances in our customer’s products.

All suppliers are required to prepare and submit full disclosure material composition data in the Jabil requested format for every part number that is supplied to Jabil. The format that must be used will be communicated to the supplier by a Jabil representative.

This requirement applies to all current and pending part numbers being supplied to Jabil. For part numbers (currently supplied) that undergo a change to fit, form or function, a Product Change Notice (Refer to Section 6.10) and updated full material disclosure report / declaration must be submitted. Jabil strongly recommends proper change management protocol is followed. Suppliers should include a part number change process for any material change for effective traceability and tracking.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

If a specific commodity and/or supplier are determined to be at risk, Jabil may request, from time to time, suppliers to submit updated material composition data reports / declarations.

Suppliers are requested to establish a central point of contact for this reporting activity. This person should be the focal point for coordination of these reporting activities throughout the suppliers' organization.

Suppliers are strongly encouraged to proactively ensure that all of their parts are reported to Jabil. To submit a report proactively (not as a result of receiving and responding to a specific request for reporting from a Jabil representative), please e-mail your submittal to the following e-mail address:

[environmental\\_compliance@jabil.com](mailto:environmental_compliance@jabil.com)

In the event that a particular part number requires prioritization or expedited reporting, you will be contacted directly and expected to complete and submit the information in the time frame requested. All requests for reporting must be completed in the time frame requested.

The latest submission on record at Jabil will be considered the current version. It is the responsibility of all suppliers to ensure that the latest version of material composition data for all products that they supply to Jabil has been submitted.

Supplier performance in reporting will be considered as a factor for future sourcing decisions.

Questions regarding this requirement should be directed to your Jabil contact.

### 6.8 Conflict Minerals

Certain regions, where several minerals used in the electronics industry originate, have been identified as "conflict" regions. The Democratic Republic of the Congo and adjoining countries are identified as conflict regions due to reported human rights abuses, environmental concerns and actions against

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

citizens. Certain minerals that originate (are mined) from this region have been identified as “conflict minerals” and include gold (Au), tantalum (Ta), tungsten (W) and tin (Sn).

Suppliers are required to undertake due diligence in reviewing / assessing their supply chain to assure that these minerals, if they are contained within the product supplied, are not sourced from mines that are in this conflict region which are controlled by non-government military groups, or unlawful military factions (“Conflict Minerals”).

Additionally suppliers are expected to,


- Have in place (and provide information about upon request) a conflict free sourcing policy and controls for assuring only conflict free minerals are procured
- Monitor their supply chain as reasonably necessary to help avoid procuring “Conflict Minerals”
- Provide, upon request, supporting data / information confirming status and compliance.
- Support the Electronic Industry Citizenship Coalition activities / initiatives in this area

6.9 Product Quality Concern Resolution – Suppliers are responsible for the quality of the product that they supply to Jabil. Product quality concerns can lead to disruptions in Jabil’s manufacturing operations, additional costs being incurred and potentially impact our customer. Additional costs incurred as the result of a supplier quality concern may potentially be subject to a request for cost recovery.

Upon notification of a quality concern / request for corrective action, suppliers are expected to:

- a. Institute immediate containment action(s) for product within their facility(ies), in transit and at Jabil facilities.
- b. Submit an initial containment plan to the Jabil requestor within 24 hours of notification.
- c. Provide “certified” product as requested
- d. Submit an initial failure analysis and corrective action report within 5 days of notification

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

- e. Provide verification and recurrence prevention actions / evidence within 10 days
- f. Provide a final corrective action report with supporting data within 30 days of notification. Continue containment activities until corrective action closure confirmation has been received from Jabil.
- g. Provide additional support as agreed to

Any exceptions to the requirements stated above must be approved by the Jabil Requestor prior to the due date.

Questions regarding these requirements should be directed to your Jabil contact.

In the event that the implemented containment action(s) is not effective, additional containment action(s) must be initiated and may result in being placed on Controlled Shipping Status. Suppliers will be notified when a product is placed on Controlled Shipping Status, including the reasons why it is being requested. This notification will include specific requirements for containment and conditions for removal of the status.

Controlled Shipping Status is designated into 2 categories.

**CS1:** This level of containment requires additional controls to be put into place by supplier upon the request of Jabil. The containment activities typically take place within the supplier's facility (ies) and, as applicable, at their sub-supplier's facility (ies). The containment actions should take place outside of the manufacturing process prior to shipment, unless other specific arrangements are made. The supplier is required to submit an updated containment plan, outlining additional actions that they propose to employ, to Jabil for review and approval.

**CS2:** This level of inspection is typically implemented when all other containment actions have failed to isolate defects from getting to Jabil. This level of containment requires the use of an independent third party source. In all cases, Jabil approval of the third party source to be employed must be requested and received.

Suppliers may be sent a particular template to be used for the completion of a requested corrective action. If no template is provided, the suppliers' format can be used provided that it contains the minimum elements listed below.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

- a. Identification of the Corrective Action Team
- b. Problem Description (5W, 2H)
- c. Interim Containment Actions
  1. Actions Taken
  2. Data showing effectiveness
- d. Root Cause (s)
  1. Root Cause for Occurrence
  2. Root Cause for Not Detection
- e. Corrective Action(s)
- f. Verification – Verification of the effectiveness of the corrective action(s) taken
- g. Preventive Action(s) – Actions taken to prevent recurrence

If non-conforming product requires return, the supplier will be contacted with the pertinent information regarding the return and asked to provide a Return Material Authorization (RMA) number. This number will be used for tracking purposes and should be included in the corrective action report. Response is required within 24 hours of the receipt of a request for a RMA number and should include any necessary instructions for shipment.


Suppliers are strongly encouraged to initiate corrective action for **all** quality issues regardless of whether a corrective action response is requested by Jabil.

6.10 Shipment of Suspected Non-Conforming Product – In the event that a supplier suspects that non-conforming material has been shipped, they are required to immediately contact the effected Jabil site(s) to inform them of the following:

- a. Part number
- b. Quantity impacted
- c. The suspected non-conformance
- d. Lot number(s) impacted
- e. Date code(s) impacted
- f. Ship date, carrier, tracking number, etc...

Suppliers are expected to contain the suspect product, arrange for the shipment and receipt of “certified” replacement product to protect production requirements and the return of all suspect products.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

6.11 Product Change Notices – Product Change Notices are the mechanism that suppliers must use to inform Jabil of a proposed product changes, product discontinuations, end of life, etc... The information received in the notice is reviewed to determine its impact. Suppliers are required to submit a Product Change Notice for any proposed change including the following:

- a. Change in manufacturing process
- b. Change in material or change in material source
- c. Change in manufacturing location
- d. Change in part construction / design (i.e. Die Shrink)
- e. New or modified tooling
- f. End Of Life

Submission of a Product Change Notice to Jabil does not indicate approval of a proposed product change. Jabil reserves the right to reject any proposed change, require additional information or data to be supplied or seek customer(s) concurrence prior to granting approval. The supplier will be notified if any of these conditions apply to a proposed product change and the requirements for obtaining approval. Suppliers must maintain records of the date of implementation in production of each change.


For every Process Change Notice submitted, suppliers are required to review the impact to material composition and submit an updated full material disclosure report / declaration. Refer to Section 6.7.

To submit a Product Change Notice request, suppliers must send it via e-mail to: [pcn@pcnalert.com](mailto:pcn@pcnalert.com) or to [jabil\\_pvt@pcnalert.com](mailto:jabil_pvt@pcnalert.com) . The guidelines for submitting a Product Change Notice are:

- Notices can be in any format (e.g. Word, Excel, PDF, etc...)
- The supplier logo and contact information must be included in the document
- Notices must describe the type of change proposed (e.g. End Of Life, Product Change, Manufacturing Location Change, etc...)
- A unique notice number must be generated for each Product Change Notice
- Each Product Change Notice must be dated
- For End of Life notices, the Last Time Buy Date and Last Ship Date must be included
- For all other change notices, the implementation date must be included
- Each notice must contain all part numbers that are impacted

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering



	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	


6.12 Deviations – Suppliers are expected to ship product that fully meets all applicable specifications and requirements. Product that does not fully meet these requirements cannot be shipped unless prior approval is received from Jabil in the form of a completed and signed deviation. Deviations are issued for a specific quantity or time period. Suppliers must strictly adhere to this specified limit. Jabil reserves the right to reject any request for deviation. Questions regarding deviations should be directed to your Jabil site contact.

6.13 Supply Chain Management – Suppliers to Jabil are expected to have systems in place for the qualification and management of their suppliers that ensures the quality of the products that they receive. The system employed should encourage defect prevention. Suppliers must verify that their sourced suppliers are in compliance with all customer, product, legal, regulatory and environmental requirements that apply to the design, manufacture and delivery of materials and components. Sourced supplier performance should be measured and periodically reviewed with improvement actions identified / taken where appropriate.

6.14 Social and Environmental Responsibility – **Suppliers, in all of their activities, must operate in full compliance with the laws, rules and regulations of the countries in which they operate and also in full compliance with the Electronic Industry Code Of Conduct.** Suppliers shall be committed to ethical conduct and respect for human rights in accordance with the principles of internationally recognized social and ethical conventions, for instance the United Nations’ Universal Declaration on Human Rights, International Labour Organization’s (ILO) Conventions and Recommendations and have internal guidelines in place to do so. The Universal Declaration on Human Rights document along with other United Nations documents pertaining to human rights can be found on their website at [www.un.org](http://www.un.org). Copies of ILO Conventions and Recommendations as well as research tools for finding national and international laws can be found at the ILO website [www.ilo.org](http://www.ilo.org).

The Electronic Industry Code Of Conduct outlines standards to ensure that working conditions in the electronics supply chain are safe, that workers are treated with respect and dignity, and that manufacturing processes are environmentally responsible. The Electronic Industry Code of Conduct can be found at <http://www.eiccoalition.org/standards/code-of-conduct/>.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

Jabil regards this as a total supply chain initiative. Therefore suppliers must also require their own suppliers to acknowledge and implement this code.

Suppliers are expected to support Jabil and / or Electronic Industry Citizenship Coalition requests for Self Assessment Questionnaire (SAQ) completion or on site assessment (i.e. Validated Audited Process). Suppliers are requested to inform Jabil of any requested / planned Electronic Industry Citizenship Coalition assessments (VAP) and to provide a link to or a copy of the assessment results.

Suppliers are required to initiate corrective actions for any findings that may arise from these assessments and provide copies of these corrective actions including evidence of completion to Jabil.

Questions regarding this should be directed to your Jabil contact.

6.15 Site Visits – Suppliers shall allow Jabil’s employees or representatives to visit all manufacturing facilities of Supplier or its subcontractors in which the Products are being built or assembled; *provided that*, (1) Jabil gives Supplier reasonable advance notice of each visit; and (2) such visit does not unreasonably disrupt the manufacturing capability of Supplier or subcontractor, or violate any safety or clean room procedures.


6.16 Product conformance data – Suppliers may be requested to provide data showing product conformance to specifications and requirements. The content and submission requirements / frequency will be communicated to the supplier. Suppliers are expected to comply with Jabil requests to provide this information.

6.17 Business Continuity and Pandemic Preparedness Plans – Suppliers are required to have in place a Business Continuity Plan, including Pandemic Preparedness. This plan should focus on protecting employees, maintaining operations, alternate supply in the event of enforced closures and extend to your supply chain. These plans should be exercised (tested) periodically to identify any potential problems or gaps, with corrective actions taken as necessary.

These plans must be made available upon request.

There are sources that have published guidance available on key elements of these plans including their development and monitoring. A partial list of these sources includes:

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

- Center for Disease Control – <http://www.cdc.gov/>
- World Health Organization – <http://www.who.int/en>
- <http://flu.gov>
- Berkeley Lab – <http://www.lbl.gov>

6.18 Lithium Batteries - As lithium batteries pose serious (sometimes catastrophic) hazards during transportation, specific regulations regarding the packaging, labelling, handling and marking of lithium batteries and lithium battery shipments have been enacted to minimize this risk. Suppliers to Jabil of lithium batteries must ensure that they are in compliance with all applicable laws and regulations regarding the packaging, handling, marking, labelling and transportation of these devices. Additionally suppliers of lithium batteries are required to submit to Jabil a signed Supplier Statement Of Compliance. This document can be obtained through your Jabil Site Purchasing Manager or by sending a request to [Supplier\\_Development@jabil.com](mailto:Supplier_Development@jabil.com).

7.0 Supplier Evaluation Process – Jabil employs an evaluation process for suppliers being considered for addition to Jabil Supply Chain strategies lists. Examples of methods used to consider sources for addition to these lists include:

- a. Customer Recommendation
- b. Third party quality system (i.e. ISO9000, QS9000, ISO/TS 16949, etc...) registration and completion of a self assessment
- c. Completion of an on site assessment
- d. A combination of the above

The requirements that need to be satisfied in order to be added to the list are communicated to suppliers that are being considered for addition. Corrective actions for items identified during this process are expected to be completed and submitted to Jabil in an agreed to time frame. The timeliness and quality of provided responses are also considered in the evaluation process.

The evaluation process utilizes a series of documents that are available to our suppliers through your Jabil Site contact, Global Commodity Managers or Global Supplier Development Manager / Engineer. These documents include the following:

- |                                      |                    |
|--------------------------------------|--------------------|
| a. Supplier Self Assessment Template | 00-MT80-1000-006   |
| b. Social and Environmental SAQ      | 00-MT80-1000-00604 |
| c. Supplier Assessment Template      | 00-MT80-2000-001   |
| d. Supplier Acknowledgement Form     | 00-MT80-1000-001   |

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

8.0 Supplier Performance System – Jabil employs a Supplier Performance System to measure the performance of our suppliers in the following areas:

- a. Cost
- b. Delivery
- c. Quality
- d. Service

The performance of each supplier in these categories is evaluated. Suppliers whose performance is deemed to need improvement in one or more categories may be requested to perform one or more of the following activities:

- a. Prepare and submit a corrective action plan to address any category that is identified as needing improvement
- b. Support and participate in joint supplier development initiative(s)
- c. Present corrective action plans to Jabil site(s) and / or corporate leadership to achieve required performance

Ongoing performance results are used to evaluate our suppliers continuing ability to provide products that meet our expectations. A supplier’s status on an Approved Manufacturer List(s) can be impacted by ongoing performance issues.


Suppliers can obtain access to the Supplier Performance System in order to review their own performance scorecards. Suppliers are encouraged to proactively manage and continuously improve their performance. Information regarding access to the Supplier Performance System can be obtained from your Jabil site contact, Global Commodity Manager, Regional Commodity Manager or Global Supplier Development Engineer / Manager.

8.1 Surveillance Audit – Surveillance Audits may be periodically conducted to evaluate continuing ability to fulfill requirements and expectations. Surveillance audits can include the following:

- a. Request for supplier completion and submission of an updated Self Assessment Questionnaire
- b. On site assessment
- c. Both a and b

Suppliers will be notified in advance of the need for completing a surveillance audit and are requested to provide the necessary support for completion.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	


9.0 Continuous Improvement – Suppliers are expected to have a process in place for continuous improvement and should focus on continued reduction in variation, improvement in efficiencies and elimination of waste. Note: Continuous Improvement can only take place once **all** product and customer requirements (including process capability) have been fully and consistently fulfilled.

## 10.0 Appendixes

### Appendix A – Sector Specific Requirements

1. Automotive Industry
2. High Velocity Sector
3. Telnet Sector
4. Computing & Storage Sector
5. Healthcare and Life Sciences Sector
6. Industrial Sector
7. Defense and Aerospace Sector
8. Mid Market Sector
9. Business Automation Sector
10. Home & Energy Management Sector
11. Clean Technology Sector

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

1. Automotive Industry Specific Requirements– Suppliers of components to Jabil that are used in automotive products are required to meet the following additional requirements:

a. Quality System Requirements –

1. Registration of the employed quality system to ISO9001:2008 is required.
2. Suppliers are encouraged to implement an ISO/TS 16949:2009 compliant quality system.
3. A copy of the current registration certificate must be provided. Suppliers are also requested to provide Jabil with the latest revision certificate for certification renewals or when amendments are made.
4. Suppliers whose certificates are either placed on probation or revoked must notify Jabil in writing within 24 hours of occurrence. Jabil reserves the right to request a copy of the supplier’s corrective action plans to address the non-conformances that led to probation or revocation.
5. Suppliers are required to notify Jabil in writing if a change in registrars is planned.

b. Production Part Approval


1. Suppliers are required to fulfill the requirements of the Production Part Approval Process Manual which is available for purchase through the Automotive Industry Action Group on their website [www.aiag.org](http://www.aiag.org). The level of evidence (Level 1, 2, 3, 4 or 5) that is required for submission will be communicated to the supplier.
2. Level 3 shall be the default level for all submissions unless otherwise specified.
3. Suppliers are required to update as necessary all applicable items in their PPAP file to reflect the production process, regardless of whether Jabil requests a submission.
4. Suppliers can create their own forms for PPAP submissions provided that the entire content of the forms contained in the PPAP Manual is included. Electronic forms are also available for purchase through the Automotive Industry Action Group.
5. Suppliers are required to maintain copies of all completed PPAP packages and ensure that they are readily available for review upon request.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

- c. Contingency Plans – Suppliers are required to prepare contingency plans to ensure flow of product in the event of an emergency (i.e. utility interruptions, labor shortages, equipment failure, fire, field returns, etc...). These plans should be available for review at Jabil’s request.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

2. High Velocity Sector Requirements

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

3. Telnet Sector Requirements

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

4. Computing & Storage Sector Requirements


- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

5. Healthcare and Life Sciences Sector Requirements

- a. The expectation for suppliers to the Healthcare sector is that “Good Manufacturing Practices” (GMP) are followed along with fulfilling the requirements of and holding third party registration to ISO 9001:2008.
- b. Supplier periodic Self Assessments and/or Site Assessments may be required to be completed to fulfill regulatory requirements. Suppliers will be notified in advance of the need to conduct an assessment and are expected to support their completion. Suppliers are expected to provide corrective actions, upon request, based on the results of these assessments.
- c. Suppliers may be requested to provide component verification information in the form of First Article Inspection Reports (FAIR) or Jabil Product Part Approval Procedure (JPPAP). Suppliers will be notified if and when this information is needed. Suppliers are expected to support these requests.
- d. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.
- e. Changes and Change Notification: Suppliers product maybe be used in life critical products and therefore they must always behave with the safety of the patient and human element in mind. Suppliers must not make any

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering



	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

assumptions as to the acceptability of or non-critical nature of **any** change to a component. Please review the inclusive nature of section 6.11 of this manual (Product Change Notices). Suppliers must assure that that the requirements in section 6.11 are followed **without exception**. Jabil's Healthcare mission is to provide a safe pair of hands that allows our customers products to improve the safety and cost of health care.

- f. Suppliers must notify Jabil within one business day of the initiation of any regulatory inspections, or regulatory actions related to the contracted product or the facility in which the contracted product is manufactured, packaged, stored or tested. Suppliers must notify Jabil in advance of any pre-announced regulatory agency inspections or regulatory action associated with the contracted product or the facilities in which it is produced. Suppliers must provide Jabil with regulatory inspection cGMP observations with the potential to impact the production of Jabil product. Jabil must be considered regarding responses to observations related to Jabil products prior to submission to the regulatory agency.

6. Industrial and Energy Sector Requirements

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

7. Defense and Aerospace Sector Requirements

- a. Jabil customer approved sources may be required to be used by Jabil's suppliers. In the event that this applies, the requirement will be communicated to impacted suppliers. Suppliers may be asked to provide evidence of conformance.
- b. Suppliers need to ensure that all applicable requirements, including key characteristics are communicated to their sub-suppliers.
- c. Suppliers may be requested to provide a First Article Inspection Report (FAIR) at start of production or upon any changes made to product design. Changes in product design include any change which affects the revision / mod level of the product. Additionally, a copy of the initial FAIR may be requested on first shipment to JDAS. FAIR submissions should meet AS9102 requirements. Specific requirements for submission will be communicated to the supplier should submission be required.

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
	<b>Supplier Requirements Manual</b>	

8. Market Mid Sector Requirements

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

9. Business Automation Sector Requirements

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

10. Home and Energy Management Sector

- a. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements should be directed to the individual Business Unit or Jabil site making the request.

11. Clean Technology Sector

- a. Suppliers may be requested to provide a First Article Inspection Report (FAIR) at start of production or upon changes made to product design. Specific requirements for submission will be communicated to the supplier, should submission be required.
- b. Suppliers must notify Jabil of any product that they provide that has a shelf life of less than 2 years, from the date of manufacture.
- c. Suppliers must provide a Certificate of Conformity (CofC) with each shipment to Jabil.
- d. Onsite Support
  - In the event that it is determined that supplier onsite support is needed, the supplier will be contacted, provided with information regarding the basis of the need and the time frame for which it is being sought. In the event that onsite support cannot be provided, suppliers are requested to work with the Jabil requestor to find a mutually acceptable alternative.
- e. Any additional requirements will be communicated by individual Jabil Business Unit or Jabil Site. Questions regarding these requirements

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering


	<b>00-MT60-1000-00605</b>	<b>Revision</b> <b>H</b>
	<b>Supplier Requirements Manual</b>	

should be directed to the individual Business Unit or Jabil site making the request.

**8. Revisions History & Change Details:** *Go back to cover page – click [HERE](#)*

Rev	Date	Originator(s)	Change Details
A	09/11/2008	Erick Prause	Initial release via Jabil Global Document Control System Updated to incorporate new format; Jabil Circuit updated to Jabil; Regional Commodity Manager changed to Global Commodity Manager; links updated; Updated to include supplier access to Jabil Supplier Performance System; Sector classifications updated; Environmental Section Updated; PPAP Section updated Removed section 9.0 Revision History from the Supplier Requirements Manual Updated section 2.0 Updated section 4.5 Removed Example Forms Appendix Appendix B revised to Appendix A, updated Appendix A to reflect current Market Sectors Updated section 4.7 Updated section 4.8 Updated section 4.10 Updated section 4.12 Added section 4.14 to the Supplier Requirements Manual Added section 4.15 to the Supplier Requirements Manual Updated section 5.0 of the Supplier Requirements Manual
B	12/07/2009	Erick Prause	Updated Approvals to reflect organizational change Updated Section 1.0 Updated Section 2.0 Added sections for Purchase Agreements, Business Continuity and Pandemic Preparedness, Lithium Batteries Updated Section 5.0, Added 5.16, 5.17
C	07/21/2010	Erick Prause	Updated reference to form number 04-MT80-2000-001 to 00-MT80-2000-001 as the form number changed.
D	OCT/18/11	Erick Prause	Added Jabil Environmental Policy and Supplier Environmental Expectations, changed title of 6.13 to Social and Environmental Responsibility, Added Conflict Metals, Updated JDAS Sector Requirements, Updated IMED Sector Requirements, Updated Sector names, added Clean Technology Sector requirements, updated section 7.0, updated 6.7 to add BaRS reference and link, updated 6.9b to add word "initial", added Supply Chain Development Manager to Section 1.0, corrected typo in Section 4.0, Added 8.1 Surveillance Audit

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering

	<b>00-MT60-1000-00605</b>	<b>Revision</b>
		<b>H</b>
<b>Supplier Requirements Manual</b>		

			Added Footer with the scope matrix.
E	AUG/08/12	Erick Prause	Update to Automotive Appendix Section 1 to current released version of ISO Standards
F	AUG/30/12	Erick Prause	Update to Healthcare and Life Sciences Sector specific appendix to add 5.a and 5.e.
G	SEP/03/14	Erick Prause	Update Approver to reflect change in org. Updated the document template. Updated section 2.0 Updated 5.1 to clarify requirement for suppliers under Jabil Direct Sourcing Control Updated name in section 6.2 to Jabil Business Connect Updated section 6.3 Updated link in section 6.7 Updated wording of section 6.8 Updated wording in section 6.13 Updated link in section 6.14 and adding clarification regarding notification requirements Updated wording of section 7.0 Added item f to Healthcare and Life Sciences Appendix

Documentation Category	Mandatory
Document Scope	EMS,JGP,Capabilities,Strategic Development &Planning
Site Category	Manufacturing and Design Engineering