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| Approvals:        | Designation  |
|-------------------|--|
| Erick Prause      | Sr. Director, Supply Chain Management <span style="color: green;">Quality</span> |
| Chris Haas        | Director, Supply Chain Management <span style="color: green;">Quality</span>     |
| Vasko Lingurovski | Director, Supply Chain Management <span style="color: green;">Quality</span>     |

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| P      | Joelle Wong | <p>Changed of purpose and scope.</p> <p>Transfer document owner from Roney to Joelle</p> <p>Add Approval</p> <p>Added 3.1 and 3.2 definition/ terminology.</p> <p>Changed the title of the responsible of this document.</p> <p>Corrected the numbering in table of contents</p> <p>Updated 1.2 manual overview with correct link</p> <p>Updated 1.3 supplier types</p> <p>Updated 2, 2.1 and 2.2, 6.1, 6.2, 7.10 sections title</p> <p>Updated 2.2 2.2 Supplier Sustainability, Environmental, and Social Responsibility Expectations</p> <p>Revised contents for 3.1 (Non-Disclosure/Confidentiality Agreements), 3.2 (Purchase Agreements), 3.3 (Consulting Agreements)</p> <p>Update 6.1 with Quality Management System expectation</p> <p>Added barcode requirement in 7.3</p> <p>Added link in 7.7 to check for Jabil Production Part Approval Process requirements</p> <p>Changed PCN notification period in 7.13</p> <p>Added contents in 6.2, 7.3, 7.4, 7.6, 7.10, 7.13, 7.16, 8.1, 8.3, 8.4, 11.1, 11.2, 11.3, 12.1</p> |

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|  |  | Other minor changes in contents, verbiage and format marked in green fonts. |
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## 1. Purpose

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

## 2. Scope

This manual is applicable for suppliers of Jabil Inc, its subsidiaries, and all affiliates.

## 3. Definitions/Terminology

- 3.1. GxP – Gxp is a collection of quality guidelines and regulations created to ensure that bio/pharmaceutical products are safe, meet their intended use, and adhere to quality processes during manufacturing, control, storage, and distribution.
- 3.2. Supplier re-evaluation process – Process to periodically assess potential risks at qualified suppliers.

## 4. Responsibilities

It is the responsibility of the Sr. Director of Supply Chain Management Quality or his designee to maintain this document.

## 5. Documents

Defined within the content of the Supplier Manual


## 6. Process

Defined within the content of the Supplier Manual

## 7. Required Outputs


Defined within the content of the Supplier Manual

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### Supplier Manual – Table of Contents

LEGEND:

A – Applicable to this supplier type.

E – Exempted

S –Selectively applicable Refer to the specific section contents for applicability along with exemptions, as mentioned in sections 1.4 & 1.5

| Section  | Sub Section | Topic                                     | Applicable Type of Suppliers |                     |                    |
|--|-------------|---|------------------------------|---------------------|--------------------|
|  |             |   | Direct Suppliers*            | Indirect Suppliers* | Service Suppliers* |
| 1.0<br>Introduction                            | 1.1         | Jabil Overview                            | A                            | A                   | A                  |
|  | 1.2         | Manual Overview                           | A                            | A                   | A                  |
|  | 1.3         | Supplier Types                            | A                            | A                   | A                  |
|  | 1.4         | Selective Applicability and Exemptions    | A                            | A                   | A                  |
|  | 1.5         | Usage of Appendix                         | A                            | A                   | A                  |
|  | 1.6         | Additional Requirements                   | A                            | A                   | A                  |
| 2.0<br>Social and Environmental Responsibility | 2.1         | Jabil Environmental Policy                | A                            | A                   | A                  |
|  | 2.2         | Supplier Environmental Expectations       | A                            | A                   | A                  |
|  | 2.3         | Jabil Values and Jabil Code               | A                            | A                   | A                  |
|  | 2.4         | Supplier Code of Conduct                  | A                            | A                   | A                  |
|  | 2.5         | Protection of Physical Property           | A                            | A                   | A                  |
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|  | 3.3         | Consulting Agreements                     | E                            | E                   | A                  |

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| 5.0<br>Information Technology                     | 5.1  | Jabil Business Connect                                     | A | A | A |
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| 6.0<br>Certifications & Registrations             | 6.1  | System Foundation  | A | E | E |
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| 7.0<br>Quality, Environmental Health & Regulatory | 7.1  | Acceptance Sampling Plans                                  | S | E | E |
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| 9.0<br>Supplier<br>Performance | 9.1  | Performance Measurement   | A  | E | E |
| 10.0<br>Supplier<br>Portal     | 10.1 | Supplier Portal   | A  | A | A |
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| Appendix                       | 11.0 | Sector Specific Requirements  | Refer to Section 1.5 for guidance on and usage of the appendix |   |   |
|                                | 12.0 | Commodity or Category-Specific Requirements                             |  |   |   |

\*Refer to Section 1.3 for definitions of supplier types.

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## 1. Introduction

### 1.1 Jabil Overview

Built on a foundation of empowered employees with over 100 plants in over 30 countries, Jabil's culture is best shown through our core values of integrity, ingenuity, and inspiration. These values guide our actions on and off the manufacturing floor. They also unite us across our global facilities.

What makes Jabil different is also what makes us great. Explore the many ways our culture is driving Jabil to be the most technologically advanced and trusted manufacturing solutions provider.

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. More than that, Jabil helps customers intelligently design their supply chains to be agile, economical, and effective even in uncertain times.

For more information on Jabil, please refer to our website <http://www.jabil.com/>

### 1.2 Manual Overview

The purpose of this manual is to provide an overview of Jabil's requirements and expectations for its suppliers. Suppliers play an integral role in Jabil's ability to continuously provide products of the highest quality possible to our customers. This manual is intended for all suppliers of Jabil Inc., its affiliates, and subsidiaries, which will be simply referred to as Jabil throughout the document.

The Supplier is responsible for communicating the contents of this document to relevant stakeholders within their organization, including those who have a direct or indirect role in implementing the requirements. This includes roles across all entities of the supplier worldwide that supply to Jabil and includes franchises, affiliates, subsidiaries, and any added facilities that deliver products or provide services to Jabil.

Supplier's Representative who acknowledges this manual must have the authority to do so. Email addresses provided by the supplier's Authorized Representative should be their work-related, secure email. Certain Jabil business segments reserve the right not to place Purchase Orders with a supplier who has not acknowledged the Supplier Manual. Hence Suppliers are encouraged to communicate with their Jabil contact if they are unable to meet any clauses within the Supplier Manual as delays in communication with Jabil may potentially result in delays in placing Purchase Orders.


Jabil revises this manual regularly to meet the changing needs of our customers and the market sectors. An updated copy of this manual will be made available for all Jabil suppliers within this link <https://www.jabil.com/about-us/supplier.html>. It's recommended to reference the Supplier Manual regularly to ensure that suppliers can meet any clauses added or amended if there is a new revision.

Once acknowledged, suppliers are not required to acknowledge updated revisions of this manual released through Jabil's website. However, Suppliers should get in touch with their Jabil contact if they are unable to meet any clauses added/or amended in the new version.

Multiple third-party and/or accepted industrial standards are referenced within this document. Jabil expects that suppliers follow the latest revision of such standards unless the version is specifically mentioned.

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### 1.3 Supplier Types

The comprehensive contents of this document are broken down as applicable to three (3) different supplier types, which drive the expectations for our supply base:

a. Direct Suppliers

Suppliers that provide materials or services that are under [the GxP guideline](#), an integral part and/or significantly impact the quality of the finished product, as defined by Jabil. This includes but is not limited to direct material components, flux, solder, adhesives, production chemicals, lubricants, etc., and providers of services impacting the quality or performance of finished products. (e.g., product rework, component programming, sterilization, laboratories, warehousing, repackaging, etc.) If you are in doubt regarding applicable material classification, questions should be directed to your Jabil contact.

Material (or component) distributors, which do not manufacture but supply materials integral to the finished product, are also classified as Direct Suppliers. Such distributors are required to drive their manufacturing source(s) to meet the requirements specified in this document and report any observed deviations to Jabil.

b. Indirect Suppliers

Suppliers that provide material or goods which [do not fall under the GxP guideline](#), do not become an integral part of and/or do not have a significant impact on the quality of the finished product as defined by Jabil (e.g., Suppliers providing Office Supplies, [Landscaping or Security Service Providers](#), [bus transportation](#), [canteen service provider](#), etc.).

c. Service Providers

Any entity providing services, including any outsourced activities to Jabil and does not significantly impact the quality of the finished product as defined by Jabil (e.g., [software](#), [technology infrastructure](#), [consulting](#), [technical outsourcing](#), etc.).

### 1.4 Selective Applicability and Exemptions

Jabil recognizes that our expectations of a supplier may vary based on the type of Good or Service provided. The table of contents provides guidance on specific contents of this manual applicable (or exempted) for a specific Supplier Type.

Notation A corresponding to a section means that the contents for the specific section are applicable to the Supplier Type.


Notation E corresponding to a section means that such supplier Types are exempted from the contents for the specific section.

Notation S corresponding to a content section means that certain types/categories of suppliers are exempted from the requirements for the specific section. Details of which are available within this section and within the contents of that notated section itself.

Direct/ [indirect](#) suppliers' contents marked as "S" as specified in the table of contents are only applicable to suppliers providing physical products and not services.

Certain aspects of this document may apply depending on the scope of supply. For any clarification required, always get in touch with your Jabil contact.

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## 1.5 Usage of Appendix

Appendix A and the contents within, are selectively applied only to Direct Suppliers who provide the product or service to the specific market sector or business segment mentioned in the respective sub-section of the appendix.

Appendix B and the contents within are selectively applied only to Suppliers who provide to Jabil, the specific product commodity and/or service category mentioned in the respective sub-section of the appendix.

## 1.6 Additional Requirements

Suppliers are required to be in full compliance with all products, legal, and regulatory requirements that apply to the countries where they are doing business with no exceptions.

Certain industries or market sectors that Jabil serve may necessitate placing additional requirements upon suppliers. Appendix A of this manual provides some examples of these generally accepted additional requirements by industry or market sector. Any additional industry, market sector, or customer-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.

There may also be comprehensive screening and/or associated requirements for suppliers by virtue of a product commodity or service category they provide to Jabil. A briefing of this is available in Appendix B, and these requirements are applicable only if they provide this specific product or service.

The standards and requirements of this Supplier Manual are supplemental to any purchasing agreement, supply agreement, consulting agreement, letter agreement, other written agreements, and all purchase orders issued by (collectively, "Contracts") Jabil or any of its subsidiaries and affiliates. To the extent of any conflict between the Contracts and this Supplier Manual, the Contracts shall govern and control.

Questions regarding any requirement should be directed to your Jabil [contact](#).


## 2. Sustainability and Social & Environmental Responsibility

### 2.1 Jabil Sustainability Policy

As a socially responsible organization, Jabil endeavors to conduct its business in a [sustainable](#) manner. Jabil's [Sustainability policy](#) identifies the key elements of our approach to [Sustainability](#). Suppliers are asked to review this policy located at: [https://s27.q4cdn.com/276975351/files/doc\\_downloads/ESG/ENG-Jabil-Sustainability-Policy-Statement.pdf](https://s27.q4cdn.com/276975351/files/doc_downloads/ESG/ENG-Jabil-Sustainability-Policy-Statement.pdf)

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

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## 2.2 Supplier Sustainability, Environmental, and Social Responsibility Expectations

Jabil has expectations for our suppliers regarding their environmental impact, sustainability, and social responsibility. Suppliers to Jabil are expected to:

- 2.2.1. Be aware of and comply with all applicable environmental, occupational health & safety, and labor & employment regulations and laws.
- 2.2.2. Employ Design for Sustainable techniques aimed towards conserving natural resources including water, fossil fuels, minerals, and virgin forest products; maximizing energy efficiency, minimizing materials used, and promoting the reuse or recyclability of products and packaging.
- 2.2.3. Have a decarbonization strategy that includes tracking and reporting greenhouse gas emissions and setting goals to reduce them.
- 2.2.4. Prevent pollution and provide for the ongoing protection of ecosystems, especially key biodiversity areas, from potential impacts from their operations.
- 2.2.5. Endeavor to adopt and support the principles of Jabil's Sustainability Policy
- 2.2.6. Deploy these expectations within their supply chain.
- 2.2.7. Follow local Jabil site environmental and safety requirements when visiting or working in Jabil facilities.

## 2.3 Jabil Values and Jabil Code

It is Jabil's commitment to continuously "Do the right thing, in the right way." We operate with integrity to be our best not only competitively but ethically as well. All interactions with customers, suppliers, shareholders, and fellow employees are conducted with the utmost honesty and respect. Jabil's supplier code of conduct is located at: <https://www.jabil.com/content/dam/portal/supplier-docs/supplier-code-of-conduct.pdf>


Jabil's desire for diversity and inclusion reaches beyond our organizational walls and extends into all areas of our business, including our global supply chain. When possible, Jabil may be able to work with suppliers that represent different genders, various nationalities, ethnicities, religions, sexual orientations, as well as all types of disabilities. We believe that it is important to do business with suppliers who represent the diversity of our employees, communities, and the customers we serve.

Jabil's Integrity Hotline provides Jabil suppliers with a resource to make an anonymous report of any compliance concern. This hotline is available 24 hours per day, 7 days a week, with local language services, and is available for use by web or telephonic reporting.

To report a compliance concern, use the link provided below.  
<https://secure.ethicspoint.com/domain/media/en/gui/27461/index.html>

Jabil will not tolerate retaliation against anyone who reports a concern in good faith, nor will we tolerate retaliation against anyone who participates in an investigation. If you believe you have been retaliated against or have witnessed retaliation, report it to the Global Ethics and Compliance Team immediately.

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## 2.4 Supplier Code of Conduct

Jabil is committed to practicing ethical business conduct and holding itself to the highest standards regarding social and environmental responsibility. Jabil expects its suppliers to share this commitment by complying with and training its employees on the principles and values in this Jabil Supplier Code of Conduct ("Code"). Jabil suppliers include all entities that provide goods or services to or on behalf of Jabil. This Code sets forth Jabil's key expectations for suppliers regarding labor rights, human rights, environmental issues, ethical responsibility, and management systems. Jabil expects its suppliers to comply with this Code, referenced in Section 2.3, and all applicable laws and regulations.

Jabil has adopted the Responsible Business Alliance (RBA) (formerly Electronics Industry Citizenship Coalition) Code of Conduct as our Supplier Code of Conduct for Jabil and its suppliers. Jabil expects its suppliers to operate by Jabil's Supplier Code and the RBA Code of Conduct which includes provisions covering responsible management in labor, health & safety, environment, and ethics. In addition to complying with the RBA Code of Conduct, this Code incorporates additional standards and expectations required of Jabil's suppliers. The RBA Code of Conduct is located on the RBA website at: <http://www.responsiblebusiness.org/standards/code-of-conduct/> and is available in multiple languages. (Where required, suppliers may be requested to acknowledge Jabil's Supplier Code of Conduct separately by Jabil).

Suppliers are expected to support Jabil and/or Responsible Business Alliance (RBA) requests for Self-Assessment Questionnaire (SAQ) completion or on-site assessment (i.e., **V**alidated **A**udited **P**rocess). Suppliers are requested to inform Jabil of any requested or planned Responsible Business Alliance assessments (VAP) and provide a link to or copy the assessment results.

Suppliers must 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.


## 2.5 Protection of Physical Property

Physical property such as facilities, equipment, tools, vehicles, inventory, scrap or obsolete materials, and supplies within Jabil's premises are considered Jabil Assets. Jabil Assets should be used in a responsible, professional manner and for work-related purposes only. Suppliers must protect them from loss, damage, theft, waste, and improper use at all times if they are granted access to them on Jabil's premises.

Suppliers are required to adhere to Security Operation Procedures regarding the processes for the declaration of personal items brought into Jabil premises. Approvals of Jabil assets that are brought out of Jabil premises are required as well. This includes the completion of applicable forms declaring any belongings brought into Jabil's premises, which must be retained by the visiting party at all times and be produced to the security staff upon entry and exit to the premises. Jabil assets, including scrap and obsolete materials, must not be obtained, or moved outside of Jabil's premises without appropriate written approval (e.g., Outgoing Material/Goods Pass). Written approval must be provided upon exiting the premises.

Suppliers who intend to consume Jabil utilities (electricity, water, compressed air, etc.) on-site for operating power tools, machinery, or heavy equipment must get prior approval from the Jabil staff hosting the supplier visit Jabil resource owner, and site Security in charge.

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### 3. Supplier Agreements

#### 3.1 Non-Disclosure/Confidentiality Agreements

Any receipt or disclosure of confidential information should be governed by a nondisclosure agreement (NDA) which must be signed between Jabil and Supplier before such confidential information is exchanged. Confidential information may include but is not limited to, pricing information, design documents, process documentation, etc.

#### 3.2 Purchase Agreements

Depending on the product and the spend, Suppliers may be asked to enter into a Purchasing Agreement (PA) with Jabil before or after the initiation of a business relationship. In the absence of a PA, Jabil's standard Purchase Order Terms & Conditions shall apply (<https://www.jabil.com/about-us/supplier.html>).

#### 3.3 Consulting Agreements

Suppliers who provide consulting/services to Jabil may be asked to enter into a Consulting Agreement or a Master Services Agreement with Jabil. In the absence of such an agreement, the General Terms and Conditions for Indirect Procurement shall apply (<https://www.jabil.com/about-us/supplier.html>).

### 4. Contact Information

#### 4.1 Contact Information

Suppliers are expected to support Jabil to facilitate rapid response to delivery, quality, or unresolved issues. A primary and backup contact(s), as well as escalation contact(s) (including their contact information), should be identified and provided to Jabil to provide this level of support. Any changes to the contact information should be communicated at the time of change. Jabil also utilizes electronic systems to gather supplier contact information regularly. Suppliers are also required to cooperate with this process.

### 5. Information Technology


#### 5.1 Jabil Business Connect

The Jabil Business Connect System is an Internet-based communications and commerce tool. It is designed to facilitate communications and the sharing of information with selected suppliers. Suppliers are encouraged to utilize this system and address any systems questions to their Jabil Site Purchasing Manager or respective SCDM, Global Commodity Manager, or Category Manager. **This system is not applicable to Jabil Healthcare suppliers.**

#### 5.2 Supplier Information Security Requirements

Suppliers who are engaged in providing products or services to Jabil and/or any of its affiliate entities who will have access to Jabil data and Jabil Systems, are expected to abide by Jabil's Supplier Information security requirements as applicable to the Suppliers' business engagement with Jabil. These requirements set forth a

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minimum baseline of information security measures that Jabil expects of its Suppliers. Supplier Information Security Requirements can be accessed at: <https://www.jabil.com/dam/jcr:fbf18f53-7575-4143-abf0-886ae3b54db6/Supplier%20Information%20Security%20Requirements.pdf>

Any questions on the contents of the Information Security Requirements should be addressed to Jabil's Information Security function at: [Information\\_Security@Jabil.com](mailto:Information_Security@Jabil.com). Appropriate guidance will be provided. Additionally, suppliers should provide their Information/Cybersecurity specific point of contact when requested by Jabil for any technical discussions or in-depth assessment on Information Security.

## 6. Basic Systems, Certifications & Registrations

### 6.1 Quality Management System Foundation

Suppliers are expected to have a fully documented and implemented Quality Management System focused on defect prevention rather than defect detection. ISO9001 is an international standard that is built around this principle. Jabil expects suppliers under Jabil's direct sourcing control to achieve and maintain a valid ISO 9001 certification utilizing a Certification Body accredited by the International Accreditation Forum Multilateral Recognition Arrangement (IAF MLA). Suppliers without a valid ISO 9001 certification will be requested for further assessment.

Suppliers outside of Jabil's direct sourcing control must meet any applicable Jabil customer requirements regarding Quality Management System certification. At minimum, they are encouraged to document and implement a Quality Management System compliant with the ISO9001 standard. Achieving registration certification is highly encouraged.

For suppliers supplying high-risk and NUD (new, unique, difficult) parts as communicated by Jabil contact in writing, suppliers are required to have a system to ensure their sub-supplier(s) listed in the Bill of Materials (BOM) of such parts to have achieved ISO 9001 registration utilizing an accredited registrar. Any non-compliance to this clause should be reported in writing to Jabil contact, and suppliers are required to provide evidence of compliance upon request by the division. All non-compliance to this clause should be reported in writing to Jabil contact, and suppliers are required to provide evidence of compliance upon request by the segment.


### 6.2 Other Management System and Certification Requirements

Some market sectors that Jabil serves, or other business needs may require our suppliers to achieve and maintain certification to one or more additional Quality Management System standards (e.g. IATF 16949, ISO 13485, etc.) with an accredited certification body. See Appendix A for a listing of these market sectors.

Suppliers are expected to have a documented and implemented environmental management system that spans their entire organization and is based on, and compliant with ISO14001. Environmental system registration/certification is strongly encouraged. Supplier participation is essential for Jabil to fulfill the requirements of its Environmental Management System.

Suppliers will be informed of any additional registration requirements and the necessary evidence that will need to be provided to prove compliance through this manual or other documentation.

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## 7. Quality, Environment, Health, Safety (QEHS) & Regulatory

### 7.1 Acceptance Sampling Plans

The acceptance level for all sampling plans shall be zero defects (i.e., C=0), unless otherwise defined and communicated by Jabil.

### 7.2 Component Traceability

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 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.

### 7.3 Labeling and Packing Slip

Jabil's ERP System and Receiving Process require minimal specific information to successfully receive the material onto the ERP system. This information is placed into two locations: 1- The Manufacturing Label, and 2- The Packing Slip.

Jabil **requires** that the Label contain both human-readable and a scannable Bar code (using code 39 or 128) for each data piece. Each internal package and the external carton should be labeled.

Minimum Data Required on Package Label(s):


- Manufacturer Name
- +Manufacturer Part Number (MPN only, no prefix or suffix embedded in the bar code with no character added or removed from the original MPN).
- +Jabil Part Number
- +Quantity- within the package
- +Manufacturing Date Code - This is the date the Batch / Lot in the package was produced
- +Lot Code / Batch Code / Serial Number (if applicable)
- All Required Indicators: RoHS, Electrostatic Discharge (ESD), Moisture Sensitivity Level identification for Moisture-Sensitive Devices (MSD)

+Barcode is required

Minimum Data Required on Packing Slip:

- Jabil's Purchase Order Number
- Manufacturer Name
- Jabil Part Number
- Quantity - Total Quantity Shipped
- All Required Indicators: RoHS, Electrostatic Discharge (ESD), Moisture Sensitivity Level identification for Moisture-Sensitive Devices (MSD)

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- Certificate of Compliance **may be required only for regulatory or customer requirement**
- Country of Origin

Failure to provide this data can result in the inability to receive the parts into our system, pay the invoice, etc. To correct this problem, the respective Jabil Buyer will need to reach out to the supplier to gather the required information. If this issue persists, Suppliers will be issued a Supplier Corrective Action Request (SCAR) to prevent this problem in the future.

## 7.4 Packaging

The supplier shall ensure that the packaging used is effective in protecting the product through the point of use from any potential damage. Packaging should conform to all applicable current industry specifications (e.g., JEDEC, EIA) and 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 media carrier (e.g., reel, bag, tube, tray, box, etc.) may contain no more than two date codes. More than two date codes require Jabil agreement and approval. The date code(s) within each carrier must be clearly identified.

**The packaging must be qualified to confirm effectively protecting the product through the point of use (simulation) from any potential damage (The qualification result can be updated in the JPPAP as applicable).**

It should be noted that:

- For moisture-sensitive products, packaging and labeling by JEDEC specification J-STD-033 is required.
- Products deemed ESD Sensitive must be packaged and labeled per JEDEC specification JESD625 "Requirements for Handling Electrostatic-Discharge-Sensitive Devices."

## 7.5 Wood Packaging Requirements


All wood packaging materials and pallets supplied to Jabil, including the packaging used for shipment of any other materials, parts, or components, must comply with the International Standards for Phytosanitary Measures Publication No. 15 (ISPM15).

ISPM 15 Standard has been developed by International Plant Protection Convention (IPPC), and a copy of the latest version of this standard is available from <https://www.ippc.int/en/core-activities/standards-setting/ispms/#640>

While ISPM 15 currently includes Methyl Bromide treatment (Refer to Annex -1 of ISPM 15), the use of wood packaging fumigated with Methyl Bromide is discouraged and restricted by Jabil. Such suppliers are required to notify Jabil prior to the shipment as the use of Methyl Bromide for fumigation is subjected to approval by Jabil and end customers.

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## 7.6 Component Date Code Limitations

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

- a. Customer-specific limitations apply – will be communicated to the supplier as applicable
- b. **Manufacturer restrictions are established less than two (2) years**
- c. Finishes such as silver (Ag) and Palladium Silver (Pd-Ag) that do not use a Nickel (Ni) barrier – **less than 12 months**
- d. Moisture sensitive components – **less than 12 months** from the bag seal date
- e. **Electrolytic capacitors – less than 12 months**
- f. PCB's with the final finish of ImAg, ENIG, OSP, or ImSn – **less than 6 months**
- g. PCB's with the final finish of HASL – **less than 12 months**
- h. Any approvals provided to suppliers, in writing by Jabil, to accept extended date codes.

Cases where Jabil sites, businesses, or segments dictate stringent date code requirements will take precedence.

## 7.7 Production Part Approval Process


Production Part Approval may be required **prior to production use** or when a product changes. 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
- h. Dimensional Data
- i. Material composition data
- j. Physical Samples (i.e., Color, Texture, Appearance, Others)

**Suppliers need to adhere to Jabil Production Part Approval Process requirements, which can be found at this link: <https://www.jabil.com/about-us/supplier.html>.**

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

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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.

## 7.8 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.)
- 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 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 to close out the Process Sign Off and receive full production approval.

## 7.9 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 and 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 with Jabil Banned and Restricted Substances (BaRS) requirements. These requirements apply to all materials, parts, components, and products supplied for Jabil, Inc., including its Subsidiaries and Affiliates ("Jabil"). The Jabil BaRS requirements are available at: <https://www.jabil.com/about-us/the-jabil-code/bars-mandate.html>

Additionally, many 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 environmentally relevant substances in our customer's products.

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

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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 7.13) 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.

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 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 email your submittal to the following email address:

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

If 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. All suppliers are responsible for ensuring 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.

## 7.10 Responsible 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 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 and assessing their supply chain to assure that these minerals if they are contained within the product(s) supplied, are sourced **only from sources that do not directly or indirectly contribute to conflict.**


Additionally, suppliers are expected to:

- Have a **responsible mineral sourcing** policy and controls to assuring only conflict-free minerals are procured.
- Provide, upon request, supporting data/information confirming status and compliance.
- **Carry out due diligence in accordance with the Conflict Minerals Rule and the OECD Guidance, including providing a valid CMRT yearly.**

### Other Due Diligence Initiatives

**Minerals beyond 3TG, such as cobalt, are not currently a regulated "conflict mineral" or subject to existing mandatory due diligence requirements. However, Jabil is aware that many additional minerals are increasingly**

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associated with human rights abuses and suppliers are required to assist with evaluation and documentation when required by Jabil's customers.

Jabil's [Responsible Minerals Policy](https://www.jabil.com/about-us/the-jabil-code/responsible-sourcing.html) can be obtained from <https://www.jabil.com/about-us/the-jabil-code/responsible-sourcing.html>

## 7.11 Product/Service Quality Concern Resolution

Suppliers are responsible for the quality of the products that they supply to Jabil. Product quality concerns can lead to disruptions in Jabil's manufacturing operations, additional costs being incurred, and potentially impacting our customers. Additional costs incurred due to a supplier quality concern may potentially be subject to a request for cost recovery.

Once the quality issue is identified, and depending on the impact to Jabil's business, Jabil may notify Suppliers of a request for corrective action. Unless expectations are otherwise communicated as a result of a corrective action request, suppliers are expected to:

- a. Institute immediate containment action(s) for the 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" products as requested.
- d. Submit an initial failure analysis and corrective action report within 5 days of notification.
- 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 and continue containment activities until corrective action closure confirmation has been received from Jabil.
- g. Provide additional support as agreed to


The Jabil Requestor must approve any exceptions to the requirements stated above in writing prior to the due date.

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

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

- a. Identification of the Corrective Action Team
- b. Problem Description with 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)

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- f. Verification – Verification of the effectiveness of the corrective action(s) taken.
- g. Preventive Action(s) – Actions taken to prevent a recurrence.

Depending on the nature of the defect observed by Jabil, the supplier may also be asked to provide 3 Way-5 Why Analysis.

For material suppliers, if the implemented containment action(s) is not effective, additional containment action(s) must be initiated. It may result in being placed on Controlled Shipping Status. Suppliers will be notified when a product is placed on Controlled Shipping Status, including 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 two categories.

CS1: This level of containment requires additional controls to be put into place by the 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.

For material suppliers, if a non-conforming product requires a 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 an RMA number and should include any necessary instructions for the shipment.

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


## 7.12 Shipment of Suspected Non-Conforming Product

If a non-conforming material has been shipped, the supplier is required to immediately contact the affected Jabil site(s) to inform them of the following:

- a. Part number
- b. Quantity impacted
- c. The suspected non-conformance **descriptions**
- 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 return all suspect products.

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## 7.13 Change and Discontinuance Notices

### 7.13.1 Product Change or Process Change Notices (PCN)

Product and Process Change Notices (PCN) are the mechanisms that suppliers must use to inform Jabil of a proposed product or process changes.

Supplier must notify Jabil as soon as changes are known. Any change in the process (even in case form /fit/function is not affected) needs to be communicated, but **no less** than **120** days before the proposed first ship date of the product identified in the PCN. Shipment of the changed product may occur prior to the stated ship date only with Jabil's written approval.

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 on material composition and submit an updated full material disclosure report/declaration. Refer to Section 7.9.

To submit a Product Change Notice request, suppliers must send it via email 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

To avoid doubt, Suppliers are required to notify Jabil of product changes following the above guidance irrespective of the party (i.e., end customer, Jabil or Supplier, regulatory bodies, etc.) who initiated the change. Communication on details of such product changes and collaboration shall be conducted only via secured platforms.

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For customer-owned design, the supplier is to contact the customer who owns the design and get their approval. Only approval from the customer has been granted then the supplier shall inform Jabil of the changes. The changes can only be implemented when approval is obtained for both the customer and Jabil.

#### 7.13.2 Notice of Product Discontinuance

Suppliers shall provide notice of product discontinuance to Jabil, allowing a minimum of 6 months from the notice to place final orders (last order date) and 12 months from the notice for final shipments (last ship date). For suppliers of electronic products and their constituent components, Notification Standard for Product Discontinuance J-STD-048 (Revision of JESD48C) must be followed to manage and mitigate the disruption caused by the discontinuation of a product and ensure continuity of supply.

### 7.14 Deviations from Specifications and/or Requirements

Suppliers are expected to ship products and services that fully meet all applicable specifications and requirements. The product that does not fully meet these requirements cannot be shipped unless prior written 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.

### 7.15 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 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.


### 7.16 Material Safety Data

Suppliers must provide [Safety Data Sheets \(SDS\)](#) for all applicable supplied substances, including all chemicals brought onto Jabil premises. [Substances/chemicals shall be properly and legibly labeled. Safety Data Sheets and label formats shall comply with United Nations \(UN\) Globally Harmonized System of Classification and Labelling of Chemicals \(GHS\) \(most recent revision\) and be provided in the local language for the Jabil receiving site.](#)

### 7.17 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.

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### 7.18 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's request to provide this information.

### 7.19 Business Continuity, Disaster Recovery, and Pandemic Preparedness Plans

Suppliers are required to have in place a Business Continuity Plan, including Pandemic Preparedness. This plan should address scenarios such as natural Disasters, Supply Chain Disruptions, Workplace Accidents, Fire, Labor Shortages, [cyberattacks](#), and other potential risk events that could result in business disruption. In such events, customers should be notified at the earliest if it impacts product delivery or quality. This plan should focus on protecting employees, maintaining operations, alternate supply in the event of enforced closures, and extending 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 with short notice. From time to time, selected Jabil suppliers may be asked to provide further details of the Business Continuity Plan, including documented processes for validation, as part of the supplier assessment process.

Where the services rendered involve the ongoing processing and maintenance of Jabil Data and/or Jabil Systems, supplier shall maintain and periodically test business continuity and disaster recovery plans to ensure the ongoing availability of such services. It should be addressed as part of the disaster recovery plan.

For Pandemic Preparedness, some sources have published guidance available on key elements of these plans including their development and monitoring. A partial list of these sources includes:

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


Adoption of such guidance must be directed at promoting practices to keep employees and business partners safe as recommended by the local government authorities and/or the World Health Organization (WHO).

### 7.20 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.

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## **8. Supplier Evaluation**

### **8.1 General Guidelines**

Jabil employs an evaluation process for suppliers being considered for addition to the Jabil Approved Vendor List (AVL). Supplier is to complete:

- a. Basic Profile
- b. Facility Survey
- c. Quality Assessment

Jabil employs an assessment process for Jabil Directed Suppliers being considered for addition to Jabil Qualified Suppliers and Manufacturing:

- a. Quality Self-Assessment Questionnaires (SAQ)
- b. On-Site Audit (OSA)

The requirements that need to be satisfied 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-upon time frame. The timeliness and quality of provided responses are also considered in the evaluation process.

The supplier evaluation and surveillance process utilize a series of available documents to our suppliers through your Jabil Site contact.

### **8.2 Additional Evaluation(s)**


Jabil reserves the right to send one or more of the following supplier evaluation documents depending on the business nature as part of supplier qualification or any ongoing risk assessment processes. In such cases, the responsible Jabil person shall get in touch with suppliers separately and guide them through the assessment process, which includes:

- a. Supplier Self-Assessment
- b. RBA Self-Assessment
- c. Logistics Self-Assessment
- d. Facility & Quality Assessment Surveys
- e. Basic and Comprehensive Screening Surveys.
- f. IT Cyber Security Assessment

### **8.3 Risk-Based Assessment**

Risk assessment will be conducted every quarter based on Spending, SCARs, and Product Defect PPMs. Online audit will be performed on the first occurrence and On-Site audit/ assessment will be performed on repeated occurrence if Online audit(s) cannot resolve risk-based audit items within the same calendar year. Not applicable to the healthcare sector.

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## 8.4 Supplier Monitoring and Re-evaluation Process

The re-evaluation process is to be triggered every 24 months cycle since the last screening (Basic screening survey, facility survey, and quality assessment survey) or sooner if the supplier is identified with performance deviation as defined by the sector. Additional actions may include:

- a. Virtual audit
- b. Process audit
- c. Review meeting (e.g., Corrective action, improvement plan, etc.)

Suppliers will be notified of the need for completing **re-evaluation process** and are to provide the necessary support for completion.

## 9. Supplier Performance

### 9.1 Performance Measurement

Jabil measures the performance of our suppliers in various areas, which may include but not limited to:

- a. Delivery
- b. Quality
- c. 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. Ongoing performance issues can impact a supplier's status on an Approved Manufacturer List(s).


Suppliers can obtain their own performance scorecards through **their Jabil account contact** or by other means as determined by Jabil. Suppliers are encouraged to manage and continuously improve their performance proactively. Information regarding access to their Performance Scorecards can be obtained from your Jabil site contact, Global Commodity Manager, Divisional Commodity Manager, or Global Supplier Development Engineer / Manager.

## 10. Supplier Portal

### 10.1 General Information

Supplier portal provides our suppliers with an avenue to access Jabil's Supplier requirements, Policies, and Supplier Training. Suppliers are strongly encouraged to visit this portal regularly to be updated with Jabil's changing requirements. Supplier portal can be accessed at: <http://www.jabil.com/portals/supplier/>

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## 10.2 Training

Suppliers are encouraged to take training modules made available in the Jabil Supplier portal under the Training Section to familiarize themselves with key Jabil requirements.

## 11. Appendix A : Sector-Specific Requirements


***IMPORTANT NOTE:** Refer to Section 1.5 for guidance on and usage of the appendix*

### 11.1 Automotive and Transportation Sector

Suppliers of components and services to Jabil that are used in automotive products are required to meet the following additional requirements:

- a. Quality Management System Requirements
  1. A valid Quality Management System certification to ISO9001 is required. ISO 9001 certification must be obtained from a Certification Body from an International Accreditation Forum Multilateral Recognition Arrangement (IAF MLA).
  2. Suppliers shall develop a roadmap for achieving IATF 16949 certification from an IATF recognized certification body. The timeline for achieving this certification should be determined in collaboration with a Jabil Purchasing or Supply Chain representative of the Automotive sector. Such roadmaps shall include:
    - i. Certification to ISO 9001 with compliance to Customer defined QMS requirements (i.e., Minimum Automotive Quality Management System Requirements for Sub-Tier suppliers) through second-party audits.
    - ii. Certification to ISO 9001 with compliance to IATF 16949 through second-party audits
    - iii. Certification to IATF 16949 by an IATF recognized certification body.
  3. A copy of the current registration certificate must be provided upon request. Suppliers are also requested to provide Jabil with the latest revision certificate for certification renewals or when amendments are made.
  4. Suppliers whose registration 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. Any change in the product or process even in case form /fit /function is not affected needs to be communicated.
  6. Suppliers of automotive product-related software, or automotive products with embedded software (if applicable), shall provide evidence of implementation and maintenance of a Software Quality assurance process for their products upon request.
  7. Suppliers are required to have an effective record retention policy, which meets IATF 16949. For product safety, a record retention period of a minimum of 10 years after product phase-out and/ or any additional applicable legal requirements related to storage must be maintained. This includes but is not limited to inspection records, test results, material certifications, torque records, traceability records, and PCN.


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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) 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.
  6. Supplier is required to work collaboratively with Jabil SDE/SQE on Safe Launch Control Plans (SLP) including special heightened inspection during the agreed SLP timeframe typically 3 large shipments or 3 months into mass production.
- c. Contingency Plans – Suppliers are required to prepare contingency plans to ensure the flow of products 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.
- d. Automotive Suppliers are approved by a multidisciplinary team in Jabil and requirements are sent to suppliers by different functional teams for the purpose of qualification.
- e. Suppliers supplying parts to serve the European Automotive end market are required to pass the audit, based on VDA 6.3, initiated by a qualified Jabil assessor. Also, the supplier is required to complete an annual self-audit to VDA 6.3 to specifically meet the IATF 16949 requirement for product audit per 9.2.2.4.
- f. Supplier is subject to the requirement for annual Revalidation PPAP to be coordinated with the Jabil SDE/SQE during the APQP Phase of a new program. This will include at least the need for an annual refresh of the PSW, FAIR, Capability Studies for SC features, and material testing confirmation (Material Report) submitted to Jabil Site SQE.
- g. Product Safety
1. When Jabil indicates that a part is product safety related, the supplier is required to:
    - i. Identify and perform analysis of next-tier safety parts.
    - ii. Identify the Critical Characteristics (CC) of the technical specifications and communicate to next-tier supply partners.
    - iii. Communicate Product Safety, traceability, and Manufacturing Process requirements for the Critical Characteristics (CC).
    - iv. Participate in Safety Management Audit (on the request of Jabil as required)
    - v. Control and advise Jabil of changes in material, product, process changes, or re-sourcing activities.
  2. Suppliers need to be trained/ skilled in product safety.
- h. An update of the problem-solving status report (8D) is required at least every 3 working days unless otherwise agreed, starting from the complaint raised. Progress in root cause analysis and

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corrective/preventive actions need to be documented as part of the proposals and might be updated based on progress in the problem-solving. Regular reporting to Jabil on the status/ progress of the problem-solving status is key to Jabil.

- i. Additional Automotive Customer Specific requirements might be required, based on the specific requirements of Jabil Customers. These requirements might be requested when such supplies are used within a specific Jabil project.

## 11.2 Healthcare and Life Sciences Sector

- a. The expectation for suppliers to the Healthcare sector is that “Good Manufacturing Practices” (GMP) are followed along with fulfilling and holding a valid certification to ISO 9001 and/or ISO 13485 from a Certification Body accredited by the International Accreditation Forum Multilateral Recognition Arrangement (IAF MLA).
- 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 Production Part Approval Process. 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 respective Business Unit or Jabil site making the request.
- e. Changes and Change Notification: Suppliers' products may 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 assumptions about the acceptability of or non-critical nature of **any** change to a component. Please review the inclusive nature of section 7.13 of this manual (Product Change Notices). Suppliers must assure that the requirements in section 7.13 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 healthcare.
- f. Suppliers must notify Jabil, at the earliest opportunity (e.g., one business day), 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 products. Jabil must be considered regarding responses to observations related to Jabil products prior to submission to the regulatory agency.
- g. All materials intended to be used for healthcare products are to be procured from authorized channels unless an exception is approved in writing by the customer and with evidence of traceability back to the manufacturer. Authorized channels include A) Manufacturer Direct; B) an Authorized Franchised Distributor or C) Jabil-Approved Independent Distributor, where evidence of traceability back to the manufacturer is readily available and will be provided. For Jabil-Approved Independent Distributor purchases, traceability evidence must be readily available upon request. Material that cannot be sourced in line with these requirements must be authorized through notification and written approval of the applicable healthcare customer. The request for customer approval will include any pertinent steps taken

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to determine material acceptability (i.e., Physical Inspection, Control Plan Tests, etc.). Documentation of the results of these mitigation steps must be provided to the healthcare customer.

- h. Supplier’s management of their suppliers should include:
  1. Evaluate and select suppliers of all purchased products, service, and/or materials
  2. Define the type and the extent of control to be exercised over the product and suppliers on evaluation results; and
  3. Establish and maintain records of acceptable suppliers.

- i. **Supplier Delivery, measurement, and monitoring**

Within the product realization process, suppliers shall establish checkpoints to monitor their internal performance to ensure that Jabil and applicable regulatory requirements continue to be met. Examples:

1. Receiving product/service
2. Carrying out acceptance activities (e.g., inspection or test, review certificates of conformity/analysis)
3. Conducting measurement and monitoring
4. Analyzing data using valid statistical techniques

If a problem is detected within the product realization process or related processes, the supplier should initiate a correction and if appropriate a corrective action and/or preventive action.

- j. **Feedback and communication**

Provisions should be in place for Jabil to inform the supplier of whether Jabil’s expectations are being met. Feedback should be both positive and negative. Jabil to ensure that there are effective lines of communication open to both parties to discuss problems/complaints or other matters. It is important that trust be developed between parties so that any problems can be resolved quickly in a cooperative way.

When problems are identified and corrected there should be a determination as to whether feedback for a successful correction is necessary, or whether feedback is given on an ongoing basis.


If a corrective action or preventive action (CAPA) is initiated against a supplier and the supplier is not able to fulfill the CAPA activities as defined in the supplier arrangement, Jabil shall take adequate actions to correct the identified problems. Those activities may include training for the supplier, redefining the responsibilities for CAPA activities, allocation of resources to the supplier, or, if the necessary improvements cannot be achieved, the change to another supplier.

### 11.3 Defense and Aerospace Sector

Suppliers of products and services that are used to manufacture aerospace and defense parts and assemblies are required to meet the following requirements:

- a. Suppliers shall establish and maintain a Quality Management System (QMS) certified by a third-party Certification Body (CB) to the latest version of ISO 9001 and AS9100.
  1. Suppliers that do not have a certified quality management system at the time of contract shall submit a deviation letter and communicate a plan to achieve certification. Manufacturing

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processes or services to be used in support of a Jabil contract must be included within the scope of the certification.

2. Supplier must maintain a single source of documented information and refer to it as a "Quality Manual." This document shall be made available to Jabil upon request.
  3. Supplier must immediately notify Jabil of any changes that may affect the capability of the Quality Management System to continue to fulfill Jabil requirements.
- b. Jabil customer-approved sources may be required to be used by Jabil's suppliers. If this applies, the requirement(s) will be communicated to impacted suppliers, and they will be required to provide evidence of conformance.
  - c. Suppliers need to ensure that all applicable requirements (including special requirements, critical items, or key characteristics) are communicated to their direct and sub-tier suppliers and that appropriate controls are implemented and maintained.
  - d. When required, Jabil shall ensure, when required, that customer-designated suppliers, including suppliers performing special processes (e.g., NDT, Plating, Heat Treating, etc.), are used.
  - e. Special process suppliers must perform processes under applicable engineering specifications and slash-sheets and must be accredited by PRI / NADCAP. Special process suppliers must have their QMS certified to NADCAP AC7004.
  - f. Suppliers shall have a counterfeit prevention program in accordance with industry standard AS5553 for electronic components and AS6174 for non-electronic products. Suppliers and sub-tiers suppliers are required to participate and maintain registration to the Government Industry Exchange Program (GIDEP). Suppliers are responsible for reporting suspect or confirmed counterfeit items associated with a purchase order to Jabil and issue a GIDEP report and shall ensure that suspect counterfeit items are not delivered to Jabil.
  - g. Suppliers shall have a Foreign Object Damage and Foreign Object Debris (FOD) prevention program in accordance with AS9146.
  - h. Suppliers must perform First Article Inspections per AS9102. Suppliers may be requested to provide a full or partial First Article Inspection Report (FAIR) at start of production or upon or when the following occurs:
    1. Lapse in production for two years, or as specified by the customer
    2. Change in manufacturing process,
    3. Change in material or change in material source,
    4. Change in manufacturing location
    5. Change or modified tooling
    6. Changes made to product design
    7. Change in inspection methods,

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 or as specified by the customer. Specific requirements for submission will be communicated to the supplier should submission be required.
  - i. Supplier shall have a Root Cause and Corrective Action (RCCA) process consistent with the 8D methodology. Cause-and-Effect analysis and 3Way-5Whys shall be completed when following 8D

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methodology. Supplier must inform Jabil of shipped suspect non-conforming product within 24 hours of discovery.

- j. Supplier shall reduce process risk and variation using Process Failure Mode and Effects Analysis (PFMEA) and control plans.
- k. Supplier shall perform Measurement System Analysis (MSA) on all measurement system used to measure Key Characteristics as defined in AS9103.
- l. Suppliers shall ensure that regular product safety communication is made to internal employees and external vendors to ensure all individuals understand their contribution to product and service safety.

#### 11.4 Semiconductor Capital Equipment Sector

Jabil Suppliers that manufacture or supply parts identified on the print or specification as used in semiconductor assemblies, including names of Semiconductor capital equipment customers, should ensure they and their sub-tier suppliers comply with the Copy Exactly (CE!) requirements as described below.

Compliance with Copy Exactly requires that the supplier should formally notify Jabil at least 365 days in advance of any changes, including but not limited to:

- a. Changes to materials, components, techniques, tools, or processes
- b. Color and/or appearance, and cosmetic changes
- c. End of Life/Last Time Buy, or recommended replacements
- d. Revision changes
- e. Change in manufacturing location
- f. Physical, Chemical, Form, Fit, and Function characteristics

As part of a continuous effort to support our end customer, Jabil may request suppliers to confirm that they, and their sub-tier suppliers, follow Jabil's customer specifications, Copy Exactly (CE!) requirements, and drawings requirements in full. Jabil reserves the right to send supplier acknowledgment letters to suppliers to document their agreement to comply with the CE! Requirement. Completed and signed documents may be included with the standard supplier qualification records.

#### 11.5 Other Market Sectors and Business Segments

Any additional requirements will be communicated by individual Jabil Business Units or Jabil Sites. Questions regarding these requirements should be directed to the respective Business Unit or Jabil site making the request.


### 12. Appendix B – Commodity or Category Specific Requirements

#### 12.1 Lithium Batteries

As lithium batteries pose serious (sometimes catastrophic) hazards during transportation, specific regulations and rules including certification regarding the packaging, labeling, 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 comply with all applicable laws and regulations regarding the packaging, handling, marking, labeling, and transportation of these devices. Additionally, suppliers of lithium batteries are required

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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).

## 12.2 Food and Canteen Service Providers

Food and Canteen Service Providers must be compliant with Jabil’s Food Safety Requirements, the latest copy of which can be found at: <https://www.jabil.com/dam/jcr:68b3f781-2e49-4ae8-a50d-73898e5c3fcf/food-safety-requirements-for-vendors.pdf>

## 12.3 Other Service Providers

Selected Categories of Services Providers may have to comply with category-specific comprehensive screening requirements sent to suppliers separately. Such categories of suppliers include, but are not limited to:

- a. Food & Canteen Service Providers
- b. Transportation Service Providers
- c. Electronic-Scrap & Recycling
- d. Waste & Refuse management
- e. Labor Agencies
- f. Security Guard Services
- g. Landscaping Services
- h. Cleaning Services
- i. Cutting Fluids/Lubricants
- j. Cutting Tools
- k. Jigs & Fixtures
- l. Heating Ventilation & Air conditioning (HVAC) Services

When required, Jabil’s Subject Matter Expert will reach out to Suppliers(s) providing one or more of the above product(s) or service(s) to conduct on Comprehensive Screening. Suppliers must provide support to complete the screening and provide answers to any concerns that may arise during the screening process.

Jabil might also initiate On-site assessment for such suppliers, as necessary. Suppliers are expected to collaborate with the Jabil assessment team to complete the assessment and implement any corrective actions on any gaps identified.

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**13. Revisions History & Change Details:**

| Rev | Date       | Originator(s) | Change Details   |
|-----|------------|---------------|--|
| A   | 09/11/2008 | Erick Prause  | <p>Initial release via Jabil Global Document Control System</p> <p>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</p> <p>Removed section 9.0 Revision History from the Supplier Requirements Manual</p> <p>Updated section 2.0</p> <p>Updated section 4.5</p> <p>Removed Example Forms Appendix</p> <p>Appendix B revised to Appendix A, updated Appendix A to reflect current Market Sectors</p> <p>Updated section 4.7</p> <p>Updated section 4.8</p> <p>Updated section 4.10</p> <p>Updated section 4.12</p> <p>Added section 4.14 to the Supplier Requirements Manual</p> <p>Added section 4.15 to the Supplier Requirements Manual</p> <p>Updated section 5.0 of the Supplier Requirements Manual</p> |
| B   | 12/07/2009 | Erick Prause  | <p>Updated Approvals to reflect organizational change</p> <p>Updated Section 1.0</p> <p>Updated Section 2.0</p> <p>Added sections for Purchase Agreements, Business Continuity and Pandemic Preparedness, Lithium Batteries</p> <p>Updated Section 5.0, Added 5.16, 5.17</p>   |
| C   | 07/21/2010 | Erick Prause  | <p>Updated reference to form number 04-MT80-2000-001 to 00-MT80-2000-001 as the form number changed.</p>   |

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| 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<br><br>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 organization.<br>Updated the document template.<br>Updated section 2.0<br>Updated 5.1 to clarify requirement for suppliers under Jabil Direct Sourcing Control<br>Updated name in section 6.2 to Jabil Business Connect<br>Updated section 6.3<br>Updated link in section 6.7<br>Updated wording of section 6.8<br>Updated wording in section 6.13<br>Updated link in section 6.14 and adding clarification regarding notification requirements<br>Updated wording of section 7.0<br>Added item f to Healthcare and Life Sciences Appendix |
| H | FEB/22/16 | Erick Prause  | Update to link in 6.7<br>Update to reference section number in 6.11   |
| I | APR/12/17 | Roney Abraham | Updated scope in Section 2.0<br>Updated Responsibilities in Section 4.0<br>Added Supplier exemptions Section 1.1<br>Updated Section 2.0 with Jabil website reference  |

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|   |           |               | <p>Added Section 4.0 Contracting</p> <p>Added 5.4 for Indirect Material Suppliers and Service Providers</p> <p>Updated 6.9 with the 3 Way 5Why Analysis</p> <p>Updated Section 7.0 with Jabil BPM for EICC and Quality Assessments</p> <p>Minor updates in Section 8.0</p> <p>Updated Section 9.0 with Training information on Supplier Portal</p> <p>Updated Section 10 with Supplier Portal and Training requirements</p> <p>Updated Section Appendixes A &amp; B</p> <p>Healthcare and Life Sciences Sector Requirements, Subsection 5 added element (g)</p> <p>Added Section 11.0 Ant-Bribery and Anti-Corruption expectations</p> <p>Complete rewrite of requirements for Indirect material Suppliers and Service Providers denoted by <sup>1,2</sup></p> |
| J | MAR/30/18 | Roney Abraham | <p>Updated Addendum Automotive Industry section 12.1</p> <p>Updated Addendum Defense and Aerospace Sector section 12.7</p> <p>Minor language and hyperlinks updated</p> <p>Added Supplier Acknowledgement Cover Sheet</p> <p>Electronic Industry Code redefined as Responsible Business Alliance(RBA) Code in Section 6.14</p>   |
| K | JAN/18/19 | Roney Abraham | <p>Added option for Supplier Acknowledgement Form</p> <p>Updated Manual overview with process to be followed for acknowledgment, seeking exceptions, receiving revision updates, and other details</p> <p>Added 2.1 Jabil Values and Jabil Code</p> <p>Section 3.1 Updated the Environmental Policy hyperlink</p> <p>Section 6.4 removed ambiguous clause "Components having lead finishes that typically exhibit poor storage life – 12 months</p> <p>Updated 6.8 with Jabil's Conflict Minerals Policy link</p> <p>Updated 6.17 with Business Continuity potential scenarios and requirement to notify customer</p>  |

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|   |           |               | <p>Renamed 12.1 as Automotive &amp; Transportation Sector in line with Jabil' standard terminology</p> <p>Removed Solar/clean Tech requirements 12.11 due to divesting of the sector</p> <p>Added 12.11 Semiconductor Capital Equipment Sector requirements including Copy Exactly requirements</p> <p>Section 11 Removed reference to ' letter'</p>  |
| L | MAR/21/19 | Roney Abraham | Added Section 6.3.3 Wood Packaging Requirements   |
| M | FEB/26/20 | Roney Abraham | <p>Added JGP addendum</p> <p>1,0 added definition for supplier's authorized representative</p> <p>6.4 added clauses for date Code requirements</p> <p>6.11 added clause to Product Change Notices</p> <p>6.17 added Disaster recovery clause for data storage</p> <p>Updated hyperlinks due to Jabil.com redesign</p>   |
| N | JAN/20/21 | Roney Abraham | <p>Updated 2.1, Jabil's expectations of suppliers on for Diversity &amp; Inclusion</p> <p>Updated 6.2, Jabil's Supplier Information Security Requirements</p> <p>Updated 6.11, notification timeline requirements for Product Change &amp; Discontinuance</p> <p>Updated 6.14, verbiage to align with Supplier Code of Conduct</p> <p>Updated 6.17, clauses for personal hygiene to address Pandemic preparedness</p> <p>Updated 7.0, IT Cybersecurity Assessment</p> <p>Updated 12.1, Auto &amp; Transportation Sector VDA requirements for European Customers</p> <p>Updated 12.5, Sub-supplier requirements for Sectors under Jabil Greenpoint Segment</p> <p>Document number changed from 00-MT60-1000-00605 to an equivalent RO-RG60-00006 document due to change in numbering series under Risk Office.</p> |
| O | AUG/27/21 | Roney Abraham | <p>Complete rewrite including:</p> <p>Document Title Changed from "Supplier Requirements Manual" to "Supplier Manual"</p> <p>Change of purpose and scope in line with the change in contents and</p>  |

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|  | <b>RO-RG60-00006</b>   | <b>Revision</b><br><b>P</b> |
|   | <b>Supplier Manual</b> |                             |

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|  |  |  | <p>processes.</p> <p>Re-arrangement of contents under modified subsection numbering and headers</p> <p>Updated 1.1 with Jabil overview available on Jabil website</p> <p>Added 1.2 to provide overview of the manual</p> <p>Changes in Definition of Supplier Types as in 1.3</p> <p>Added applicable supplier types to the Table of Contents and removed the subscripts/superscripts</p> <p>Added contents in sections 1.4, 1.5, 2.5 &amp; 7.3</p> <p>Amended 1.6 with supplemental clause for additional requirements and added brief of comprehensive screening requirements</p> <p>Indirect Suppliers exempted from Conflict Mineral requirements as covered in 7.10</p> <p>Added sub-supplier requirements (h) to Addendum for Healthcare and Life Sciences Sector</p> <p>Added Appendix B for Specific Category/Commodity requirements for suppliers.</p> <p>Other minor changes in contents, verbiage and format marked in green</p> |
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