

Quality Assurance Policy

Scope

This Policy applies to all Suppliers that provide Goods and /or Services to One New Zealand Group Limited (One NZ) including all officers, employees, contractors, subcontractors and agents of Supplier.

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1. Quality System

- 1.1. Where applicable, Supplier shall operate a quality management system which conforms as a minimum to the requirements of ISO9000 and /or ISO20000 or equivalent standard and is certified by an independent accredited third party;
- 1.2. Supplier shall upon request by One NZ:
 - 1.2.1. provide One NZ with the name of a Supplier management representative responsible for quality assurance;
 - 1.2.2. Identify Supplier facilities associated with the One NZ related work;
 - 1.2.3. identify all third party suppliers upon which the supply of goods and /or services to One NZ is materially dependent;
 - 1.2.4. permit access to Supplier's facilities to assess their suitability and procure access also to the facilities of Supplier's major third party suppliers for the same purpose;
 - 1.2.5. permit One NZ (on reasonable notice) to conduct a review of relevant aspects of Supplier's operations and systems including design, development, manufacture, production, performance, deployment, testing and servicing processes, regardless of whether these items are in-house or subcontracted;
 - 1.2.6. make available appropriate personnel and facilities to enable One NZ to conduct review or audits;
 - 1.2.7. make available, during audits, all documentation sufficient to demonstrate compliance with (i) the requirements of the relevant contract/s between One NZ and Supplier and; (ii) Supplier's own process requirements
 - 1.2.8. identify the quality assurance and project management activities necessary for the performance of obligations under the relevant contract/s between One NZ and Supplier through the use of quality plans and/or project plans, as appropriate
 - 1.2.9. provide to One NZ (prior to shipment) (i) the results of any regulatory and/or compliance testing necessary for inspection and review and; (ii) certification relating to such regulatory compliance (e.g. CE/Radio and Telecommunications Terminal Equipment Directive/ Specific Absorption Rate); and
 - 1.2.10. bear the costs associated with any certifications required to comply with this Policy (including any revisits).
- 1.3. Supplier shall provide One NZ, upon request, with a report detailing corrective actions and measures taken to prevent recurrence in relation to any product and/or documentation repaired, corrected or replaced.

2. Identification and Traceability

- 2.1. Supplier shall provide a “tracking and tracing” system for all items in transit from the point of origin and provide both the location and relevant data, upon request
- 2.2. Such a system shall provide the following as a minimum:
 - 2.2.1. all transit information as is necessary for compliance with Applicable Laws;
 - 2.2.2. due delivery date;
 - 2.2.3. country of origin;
 - 2.2.4. country of shipment;
 - 2.2.5. part numbers; and
 - 2.2.6. quantity.

3. Speak up

- 3.1.1. Supplier shall report any instances of unethical behaviour or breaches of this Policy (in relation to the service/s being provided to One NZ) in confidence using the ‘Speak Up’ contact details below. Supplier shall regularly promote these One NZ ‘Speak Up’ contact details (as may be updated by One NZ from time to time) and have them permanently available within Supplier’s organisation and to any contractors or sub-contractors working on Supplier’s behalf for One NZ
- 3.1.2. Breaches of this Policy can be reported by following the instructions outlined here: <https://secure.ethicspoint.com/domain/media/en/gui/74045/index.html>

10 Document History

Policy Owner:	Policy Champion:	Version:	Date:
Head of Procurement	Dylan Semmens	Version 1.0	18/03/2023

Version:	Date:	Changes made:	Approved by:
1.0	18/03/2023	Re-branded to one.nz	Rajat Sarna – Head of Procurement