

20 August 2020

RE: VENDOR APPROVAL FORM

To Whom It May Concern,

In response to your recent request to complete a vendor approval form, please see information listed below.

Company/Vendor Name: Harbour Air Aerospace Services Ltd.
Address: 5400 Airport Road South, Richmond, BC V7B 1B5
Quality Management Contact: Erika Holtz
Engineering and Quality Manager
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Secondary Contact: Shawn Braiden
PRM/DOM
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Number of shop floor employees:	50
Number of administration/office employees:	10
Number of employees in quality department:	4
Current Certification:	TCCA CAR 561 & 573 AMO 37-90

Quality System

General Information:

- Appropriate employees access the quality manual both via controlled electronic media and via hard copy.
- There is a system to ensure work continuity during shift change over.
- Items/products we use with a shelf life have the expiry date indicated on each item/product and are removed and disposed of when expired to prevent use.
- There are sufficient employees with appropriate qualification available to adequately perform work on accepted contracts.
- There are adequate facilities available to accomplish all tasks and duties from accepted contracts in a manner acceptable to the authorities and customers.
- The parts and materials storage areas are adequate to ensure that damage and/or deterioration are prevented through normal working conditions.
- Employees have the appropriate tooling, equipment, and data to adequately perform their daily tasks.
- The company has an approved capability list for the products/items repaired.
- Non-OEM (Engine Manual) design data repairs are not accomplished by our company

Training:

- There is a formal training program in place which includes classroom and on-job training.
- Initial environmental awareness training is provided in the company training program.
- Return to Service personnel are trained in the correct methods of airworthiness certificate completion.
- Internal auditors are suitably trained and qualified to carry out internal audits to specified criteria.
- There is a system in place to identify, plan and implement recurrent training.

- There is a summary of employment in place for all employees.
- Human Factors training is conducted on an annual basis and accurate records of such are maintained.

Corrective and Preventative Actions:

- There is a formal corrective action procedure in place to address identified areas of non-conformance.
- Formal methods are used to determine the root cause of an identified problem.
- Customer complaints are addressed using the corrective action process.
- It is ensured that the corrective action directly addresses the identified root cause.
- Implemented corrective actions are evaluated and verified for effectiveness.
- It is ensured that preventative actions are developed and implemented to ensure that the corrective action remains effective.
- Records of corrective actions and their effectiveness evaluations are maintained for review.
- Corrective actions are used to identify potential non conformances in other areas.

Inspection:

- People performing inspection tasks are suitably trained, certified, and authorized.
- A roster of inspection personnel is available showing the functions for which they are approved.
- Inspection functions are carried out according to documented instructions.
- Acceptance and rejection criteria are available for reference at receiving, in process and in final inspection.
- Completion of individual work steps is confirmed via physical signature.

Sub-contracting:

- There is a system in place to verify the quality of work performed by sub-contractors on an ongoing basis.
- There is a system in place to obtain corrective action from sub-contractors for poor quality/performance.

Data Control:

- There is a system in place to ensure that the latest level technical data is obtained and readily available.
- There is a system in place for the control, issue, and retrieval of technical data.
- There is a system in place to incorporate incremental changes.
- Document retention periods are IAW regulatory and customer requirements.

Product Control:

- An effective procedure is in place for the handling and storage of parts and materials.
- There is a system in place to ensure that aircraft items and non-aircraft items are clearly segregated from one another.
- The company accomplishes work on life limited items, and records are available from the previous operator of the life limit status.
- There is an effective system in place for the control of non-conforming and suspected non-conforming product.
- It is ensured that scrapped parts are damaged beyond repair on-site in a manner to ensure restoration/return to service is not possible.
- All parts/materials shipped have acceptable certification included.
- There is an approved vendor system; our suppliers are then evaluated both on a reactive and pro-active basis.
- The incoming quarantine receiving area is labelled and segregated.
- Aircraft/non-aircraft areas are labelled and segregated.

Technical Records

- There is a policy that establishes and maintains control of all records and documents used to perform and record maintenance.
- Technical records are retained on file for at least two years from the date of completion.

Calibration:

- There is a system in place for the calibration of inspection, measuring, test equipment and appropriate tools.
- Calibration is conducted in a temperature and humidity controlled area by an outside contractor.
- All calibrated instruments and tools have unique identification and calibration status/due date shown.
- There is an effective recall system in place to ensure instruments are retrieved and recalibrated by the due date.
- The calibration is traceable to national standards.
- Personal tools and equipment are allowed for use on company premises and the personal tools controlled, and where appropriate, are included in the calibration system.

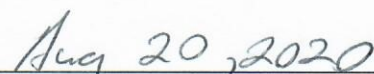
Environmental:

- There is a formal documented environmental management system in place.
- There is a formal material and waste recycling program in place.
- There are clearly marked recycling containers available and they are inspected for correct usage on an ongoing basis.
- Gas bottles are correctly labelled and stored/secured.
- Flammable materials are clearly identified and are stored in fireproof cabinets.
- Fire extinguishers are clearly identified, periodically checked and unobstructed access is always maintained.

Employee Welfare:

- There is a program in place to monitor and improve employee health and wellness.
- There is suitable protective clothing provided and used as appropriate.
- Records are kept of accidents, injuries, and incidents within the workplace and are thoroughly investigated.
- Defined actions are taken to avoid workplace accidents, injuries, and incidents.
- Occupational hazards within the workplace are identified and removed where possible.
- There are no underage people employed within the organization.
- In Canada, there is no regulatory requirement for us to have a drug testing program and thus none is currently implemented.

I certify that the information listed above is accurate and correct.


Shawn Braiden, PRM
Date Aug 20, 2020