

GARMIN SUPPLIER EXPECTATIONS

This document includes Garmin Supplier Expectations, translated into English and Chinese.

Please go to the applicable document by clicking the hyperlink corresponding to the respective language provided below.

The English language version of these Supplier Expectations shall be legally binding in all respects and shall prevail in case of any inconsistencies.

Current translations include:

[ENGLISH](#)

[CHINESE](#)

GARMIN 對供應商的期望

本文件包含「Garmin對供應商的期望」，並已翻譯成英文版和繁體中文版。

請點選下方提供之對應於個別語言的超連結，前往適當語言的文件。

這供應商行為準則的英文版應在各方面具有法律約束力，且在有任何不一致時優先適用。

目前翻譯提供：

[英文版](#)

[繁體中文版](#)



SUPPLIER EXPECTATIONS

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SUPPLIER EXPECTATIONS

COMPANY INFORMATION

Garmin is a leader in Global Positioning System (GPS) technology and an innovator in consumer electronics. We serve the aviation, consumer and automotive markets. We are customer focused and committed to producing quality products that improve people's everyday lives. Customers use our products for flying, boating, driving, hiking and many other activities. Garmin is founded on the principles of innovation, convenience, performance, value and service.

At Garmin our goal is to remain the best at everything we do in our industry. As a supplier of goods or services, you ("you" or "supplier") can help us maintain this standard. Our goal is to establish mutually beneficial, long-term relationships with a limited number of world-class suppliers. Together we will build strong supplier/customer relationships based on open communications, quality products, on-time deliveries, excellent service and competitive pricing. We pledge to conduct our commercial practices in a fair and ethical manner and expect the same of our suppliers.

The Garmin group of companies, which consists of Garmin Ltd. (NASDAQ: GRMN) and its subsidiaries (together "Garmin"), designs and manufactures navigation, communication, and information devices and applications, most of which are enabled by GPS technology. We aim to enrich the lives of customers, suppliers, distributors, shareholders and associates by providing the very best products that offer superior quality, safety and operational features at affordable prices.

This document is to help familiarize you and your company with our policies and business practices. You may download other pertinent supplier information from either of our supplier websites at www.garmin.com/suppliers or https://supplier.garmin.com.tw/SupplierPortal/zh_TW/

Mission Statement

Our Mission

To be an enduring company by creating superior products for automotive, aviation, marine, outdoor and sports that are an essential part of our customers' lives.

Our Vision

We will be the global leader in every market we serve, and our products will be sought after for their compelling design, superior quality and best value.

Our Values

The foundation of our culture is honesty, integrity and respect for associates, customers and business partners. Each associate is fully committed to serving customers and fellow associates through outstanding performance and accomplishing what we say we will do.

Policies

Suppliers are expected to review and be familiar with Garmin's policies.

- [Garmin Management System](#)
- [Environmental](#)
- [Health and Safety](#)
- [Human Rights](#)
- [Modern Slavery \(GGP-0005\)](#)

International Traffic in Arms Regulations (ITAR)

Garmin is not currently an ITAR registered company and therefore prohibits the receipt of any item or technology (technical data, software and commodities) that is subject to ITAR without prior written notification to the buying agent and authorization from Garmin to proceed.

Garmin Certificates

Garmin has management systems for product/service performance and quality, environmental performance and employee health/safety. A list of certificates that Garmin maintains includes but is not limited to:

ISO 9001	ISO 14001	TOSHMS/CNS 45001
IATF 16949	ISO 45001	AEO
AS 9100	ISO 17025	C-TPAT Tier 3

SUPPLIER EXPECTATIONS

PURCHASING PRACTICES

Expectations

In order to remain the best in our industry, Garmin needs suppliers/service providers that are the best in their particular industry. Garmin expects each supplier with whom it does business to meet Garmin's quality standards for products and services. Flexibility is one component of a successful relationship.

Supporting Garmin means each supplier takes ownership of all aspects of the products and services they provide. We expect each supplier to be the expert on its goods and services and to show a willingness to provide extraordinary support, responsiveness and expertise.

Garmin expects at a minimum all suppliers to have the following credentials: ISO 9001 (most current version). Garmin encourages our suppliers who produce production parts for Garmin's Automotive OEM (AOEM) products to also secure the IATF 16949 certificate.

What can a supplier expect from Garmin?

- Prompt, courteous service and professional, ethical relationships
- Open and fair consideration based on performance
- Leadership and resources to assist in becoming lean, improving quality and delivery to Garmin
- Frequent communication on business plans and program expectations
- Consistent quality, service, delivery and productivity metrics to provide performance feedback
- Fair and consistent comparison of performance and evaluation
- Shared savings from initiated ideas
- Significant growth opportunities for demonstrated superior performance in all categories

Purchasing Policy

Only authorized Garmin purchasing agents may commit Garmin to purchases. Orders accepted without a valid purchase order or credit card issued by the Garmin purchasing department may not be honored for payment.

Garmin does not permit verbal changes to purchase orders or specification-controlled drawings. Solicitation or transactions with internal Garmin associates should be with the prior consent of a Garmin purchasing agent. Please contact your Garmin Purchasing agent, in the Garmin Purchasing department, for further guidance in this area.

Purchase Orders

Garmin issues purchase orders for all products and services (excluding a limited number of procurement credit card purchases). It is the responsibility of each supplier to verify blueprint revisions, part number revisions, and the description of products or services being procured. All deviations require an authorized change order prior to proceeding. The purchase order will generally contain the following information:

- Purchase order number
- Supplier name
- Supplier address
- Delivery address
- Product or service being procured
- Quantity
- Revision level (if applicable)
- Specific engineering/manufacturing requirements
- Price
- Payment terms
- Delivery date
- Incoterms
- Buyer point of contact information
- Other terms and conditions, as deemed necessary

Terms and Conditions of Purchase

These Supplier Expectations are part of, and are incorporated into, the Standard Terms and Conditions of Purchase for the applicable Garmin entity to which you are supplying goods and/or services (referred to in this document as the "Terms and Conditions of Purchase"). A copy of these Terms and Conditions is available on the Garmin Supplier Resource Center at www.garmin.com/suppliers. Neither these Supplier Expectations nor the Terms and Conditions of Purchase may be modified except in writing signed by an authorized Garmin representative.

Product Change, Discontinuance or Obsolescence

To ensure Garmin has adequate time to initiate redesign efforts and/or determine sufficient inventories are available for future customer demand, Garmin requires advance written notification announcing the change, discontinuation or obsolescence of any raw material, hardware, software or manufacturing process. A minimum of six (6) months' notice is expected for product or process changes and a minimum of twelve (12) months' notice for discontinuance or obsolescence, unless otherwise specified or agreed upon in writing. If changes include sub-tiered suppliers, the change must be agreed to, and approved by, Garmin prior to implementation. Such approval shall not be unreasonably withheld or delayed. This is in line with JEDEC industry standards and is required to ensure that Garmin has adequate time to initiate redesign efforts and/or determine if sufficient inventories are available for future customer demand. If the supplier fails to comply with these requirements and causes damage to Garmin, in addition to any other remedies Garmin is entitled to, Garmin will be entitled to compensation from the supplier based on the extent of damage to Garmin. When applicable, the supplier must send product change notifications to Garmin.pcn@garmin.com in accordance with the Terms and Conditions of Purchase.

SUPPLIER EXPECTATIONS

Treatment of Suppliers

Garmin maintains the highest ethical standards in respect to all supplier relationships, including:

- Confidentiality applied to all quotations and contract terms
- Fair and equitable Request for Quote and Request for Proposal business award and negotiation processes
- Discretionary decisions will be made based on competitive factors
- Honesty and professionalism in all of our dealings
- Open, timely and accurate communication
- Timely payment

Supplier Selection

Garmin considers the following key factors when selecting a supplier or service provider:

- Quality of the product or service provided
- On-time delivery of products
- Cost/competitive prices
- Services (supplier partnering agreements, schedule share, EDI, blanket orders and early supplier involvement)
- Technology/innovation
- Process capability
- Mitigation plans around business continuity risks
- Financial health
- Environmental/corporate social responsibility
- Security processes
- Certificates and product governance compliance

Conflict of Interest

Garmin's policy requires all Garmin associates to refrain from entering into any activity that is in conflict with the interests of Garmin or which would prejudice the associate's ability to exercise independent judgment in carrying out their duties and responsibilities or devote undivided loyalty to Garmin. This includes any private or business activity, which might create a conflict of interest.

Confidentiality

Garmin makes a major investment in the invention and development of new technology and products. This information is sensitive, unique and highly confidential. Each Garmin supplier is expected to maintain confidentiality in all matters concerning Garmin's business operations. No information regarding any customer, transaction or technology may be discussed with anyone outside of Garmin.

A supplier will be asked to sign a nondisclosure agreement (NDA) when appropriate.

Information and Data Security

Garmin takes information and data security seriously. As a Garmin supplier, you must take appropriate measures to safeguard all Garmin data and confidential information in your possession. At a minimum, your safeguards should include: (i) limiting access of protected data and information to authorized personnel; (ii)

securing business facilities, data centers, paper files, servers, back-up systems and computing equipment (including mobile devices); (iii) implementing network, application, database and platform security; (iv) securing information transmission, storage and disposal; (v) implementing authentication and access controls within media, applications, operating systems and equipment; (vi) conducting risk assessments, penetration testing and vulnerability scans; (vii) implementing appropriate personnel, security and integrity procedures and practices; (viii) providing appropriate privacy and information security training to your personnel; (ix) using web application firewall (WAF) and other firewalls, as applicable, to protect Internet-connected facilities, data centers, servers, back-up systems and computing equipment; (x) implementing intrusion detection and prevention systems; and (xi) implementing vulnerability management.

If you, as a supplier, discover or have reason to believe that any person or entity has breached or attempted to breach your security measures, or has gained unauthorized access to data or confidential information belonging to or provided by Garmin (an "Incident"), you must: (i) notify Garmin as soon as reasonably practicable, but in no event more than forty-eight (48) hours, after the Incident; (ii) conduct a thorough investigation of the incident to determine the cause and scope of the Incident; (iii) take all necessary steps to remediate the Incident, including but not limited to, isolating the affected system or network, removing any malicious software, and restoring data from backups; and (iv) provide Garmin with a detailed report of the Incident, including the cause, scope, and remediation steps taken, within a reasonable timeframe.

If you are providing Garmin a service, which may include software as a service (SaaS), you must, at your sole expense: (i) conduct, or engage a third party to conduct, periodic assessments of the cyber security vulnerabilities of all software and report to Garmin the results of any such assessments, and (ii) provide all necessary bug fixes, patches or updates for any deficiencies or defects relating to cyber security vulnerabilities known to you or discovered through penetration testing conducted by you, Garmin or any third party by or on behalf of you or Garmin.

These Information and Data Security expectations may be supplemented with additional obligations for individual projects, as applicable.

Garmin Testimonials

Garmin has joined the large list of leading corporations that curtail the practice of allowing third-party press releases or testimonials.

No supplier is permitted to use the Garmin name or trademark in any press releases, testimonials, websites, marketing documentation or advertisements without the written approval from an authorized Garmin representative.

Gifts and Gratuities

Each supplier must refrain from offering gifts or items of value, which may influence or appear to influence the business decisions of Garmin associates.

SUPPLIER EXPECTATIONS

CUSTOMS AND LOGISTICS

Purchase Order Fulfillment

When receiving a purchase order from Garmin, it is important to review it carefully because as Garmin has several delivery points around the world. All deliveries must meet the Terms and Conditions of Purchase and any special instructions outlined on the purchase order.

Refer to the shipping and routing guidelines located at www.garmin.com/suppliers or <https://supplier.garmin.com.tw> for complete details and instructions regarding Garmin shipping requirements.

Delivery Locations

To ensure goods arrive promptly at the correct location, please follow the delivery instructions on the purchase order. All deliveries must meet relevant and appropriate packaging, labeling, pallet requirements, and any other special instructions or documentation requirements agreed upon by Garmin and the supplier.

Failure to deliver to the correct location, with a valid purchase order number, may result in the carrier either being redirected to the correct location or refused entry upon receipt.

Third-party Delivery on Behalf of the Supplier

As a supplier to Garmin, if you are instructed to provide transportation other than by a Garmin-approved transportation provider and you subcontract delivery of your goods, it is your responsibility to ensure packing, shipping and delivery requirements are communicated to the third-party logistics provider.

International Document Requirements

In order to facilitate the import of purchased product into a country from a foreign supplier, specific documents are required by all customs authorities worldwide. Where applicable, each supplier is therefore required to provide the following documents:

- Commercial invoice
- Packing list
- Air waybill or ocean bill of lading
- Other documentation as deemed necessary

Pre-alert

A pre-alert is required for all international shipments.

10+2 – Importer Security Filing

Each supplier is responsible for ensuring adherence to 10+2 filing requirements.

Commercial Invoice Requirements

A commercial invoice must accompany all international shipments. This invoice must match the billing invoice submitted to Garmin Accounts Payable. If the shipment includes free items (no-charge) such as extra parts, promotional items or other articles not included in the cost of the goods, the no-charge item shall be listed as a separate line item on the commercial invoice. The commercial value (what the company would have paid or the reasonable value one would expect to pay for an identical item) must appear on the invoice. It is acceptable to put, "Value for Customs Purposes only - Free of Charge" on the invoice for identification purposes, but the normal sales price must be listed.

Country of Origin – United States Destinations

Unless otherwise excluded by law, 19 U.S.C. § 1304 requires every article of foreign origin imported into the United States to be clearly marked with the name of the country of origin of the article at the time of importation. Each article must be marked legibly and permanently, in a conspicuous place, as the nature of the article will permit. This marking should indicate to an ultimate purchaser the country of origin in English, and the ultimate purchaser should be able to find the marking easily and read it without strain.

Supply Chain Security

Garmin is committed to the security of its cargo importing into countries in which Garmin operates. As such, each supplier is expected to maintain a secure facility and cooperate with Garmin by implementing any of the security programs below:

- Customs-Trade Partnership Against Terrorism program of the U.S. Bureau of Customs and Border Protection
- Authorized Economic Operators
- Partners in Protection

These programs are designed to assist customs officials in detecting and preventing terrorists and terrorist weapons from entering the country, while facilitating the orderly and efficient flow of legitimate trade.

If you are enrolled in any supply chain security accredited programs, such as the programs listed above or other similar programs that may exist in your country, then you must provide Garmin with documentary evidence of such enrollment. If you are not enrolled in a supply chain security accredited program, Garmin encourages you to become familiar with the minimum security criteria of programs listed above or similar programs and, if eligible, consider becoming a member of any of these or similar security program(s), which may be available in your country of operation.

Refer to the Terms and Conditions of Purchase for more information about these programs and requirements.

SUPPLIER EXPECTATIONS

GARMIN FACILITY VISITS

Garmin encourages suppliers to visit Garmin associates at Garmin's facilities. As a Garmin supplier, you must strictly adhere to the following policies during any visit.

Appointments

Garmin requires the courtesy of an appointment. Appointment hours are from 8 a.m.–5 p.m. Monday–Friday; however, we will try to accommodate special situations.

All visitors and contractors are required to check in through the visitor's door in which they arrive and will receive a visitor or contractor badge to wear while being escorted at all times through the facility by a Garmin associate. Before leaving the facility, the visitor or contractor must sign out and return the badge to the reception desk or security office.

Environmental Responsibility

All contractors and suppliers must follow all regional, federal, state, and local waste storage and disposal regulations and laws. If a project will generate construction waste or use and/or store large quantities of hazardous material, Garmin may require contractors to provide a documented waste management plan. Construction waste is defined as building and site improvement material and other solid waste resulting from construction, remodeling, renovations or repair operations. Construction waste includes packaging.

The Garmin campus, located at 1200 and 1100 E. 151st St., Olathe, Kansas, is committed to diverting 100% of waste from landfills using proper hazardous material disposal, recycling, repurposing or waste to energy processes.

In support of our commitment, all contractors and sub-contractors performing work at these sites, shall reduce, reuse and recycle materials in order to generate the least amount of waste. In addition, they must make every attempt to minimize waste due to error, poor planning, breakage, mishandling, contamination or similar factors. Garmin requires waste management plans to include the following:

- Describe and calculate all types of quantities of waste involved in the project
- Provide procedural requirements and plans for salvaging nonhazardous demolition and construction waste, recycling nonhazardous demolition and construction waste and disposing of waste streams that cannot be recycled or salvaged
- A list of waste management suppliers that will execute the plan, including removal expectations
- A stated recycling goal for material waste or demolition

All submitted plans will be reviewed and approved by the Garmin Environmental Health and Safety Team prior to project commencement.

Site Security

To help prevent privacy abuse and to protect Garmin trade secrets and intellectual property, suppliers are prohibited from using tape recorders, cameras, cell phones, and other audio or video recording devices to record conversations, activities, or to take photographs while on Garmin property. Cell phone use for calls or text messaging is permitted where appropriate.

All Garmin sites are subject to surveillance and monitoring by Garmin security personnel and therefore, no supplier shall be entitled to any expectation of privacy while on Garmin property.

Contractor Responsibilities

All contractors who work at a Garmin facility must sign a NDA and deliver a Certificate of Insurance to the Garmin purchasing department prior to the performance of any work.

Additionally, contractors performing work at a Garmin facility must comply with Garmin's Guidelines for Professional Contractors (FRM-0473) set forth at www.garmin.com/suppliers.

Demonstration Equipment

Garmin will not accept any responsibility for the safety of any demonstration equipment used during a visit or left at Garmin beyond normal care and safety, unless agreed to in writing prior to receipt of equipment. All insurance related to the equipment and/or demonstration must be borne by the supplier. Shipping charges, both to and from Garmin, are the responsibility of the supplier. Receipt of the equipment for demonstration purposes is permissible, provided that Garmin has no obligation to the supplier to purchase the equipment unless Garmin issues a valid purchase order.

SUPPLIER EXPECTATIONS

SUPPLIER PERFORMANCE

Supplier Measurements

As a foundation for discussions on future planning and pricing, Garmin continuously monitors its relationships with a supplier in four (4) categories that are used to calculate the Supplier Performance Index: Quality, Delivery, Cost and Service (QDCS). Garmin may share established thresholds used as a basis for communication on continuous improvement efforts and results with the supplier periodically.

A supplier that Garmin determines to have outstanding performance is eligible to receive priority quoting and consideration for new business opportunities.

While QDCS metrics are quantitative in nature and easily tracked, Garmin believes a fundamental component of our relationship with you as a supplier is through the engagement in value-added programs and services, which ultimately reduce overall operational cost to both organizations.

The following is an illustration of the factors Garmin uses to determine QDCS metrics:

Quality

The 'Quality' category is measured using material and product reject rates. Rejections or incidents attributable to a supplier that occur after the goods are received and affect manufacturing may also affect the 'Quality' category. Reject rate points are calculated based on the formula below, where "X" is the reject rate (total rejects divided by total receipts):

$$f(x) = \begin{cases} 95 + 5 * \frac{0.01-x}{0.01}, & x < 0.01 \\ 90 + 5 * \frac{0.03-x}{0.02}, & 0.01 \leq x < 0.03 \\ 80 + 10 * \frac{0.05-x}{0.02}, & 0.03 \leq x < 0.05 \\ 70 + 10 * \frac{0.1-x}{0.05}, & 0.05 \leq x < 0.1 \\ 60 + 10 * \frac{0.2-x}{0.1}, & 0.1 \leq x < 0.2 \\ 60 * \frac{1-x}{0.8}, & x \geq 0.2 \end{cases}$$

Suppliers in the APAC region can find more details about the specific calculation for this category on the Supplier Portal at <https://supplier.garmin.com.tw>. Garmin will endeavor to make a monthly or quarterly 'Quality' report card available for each supplier.

Delivery – On-time performance

Each supplier is expected to achieve a 100% on-time delivery average. "On-time delivery" includes deliveries up to five (5) days before, but zero (0) days after, a specified delivery date. The 'Delivery' score is calculated by dividing the number of on-time deliveries by the total number of deliveries by a supplier over the relevant period. Garmin will endeavor to make a monthly or quarterly 'Delivery' report card available for each Garmin supplier.

Cost

Garmin evaluates price, cost, performance and value-added services to determine the 'Cost' metric. Each supplier must work with Garmin to monitor and implement opportunities for continuous improvement and cost productivity. Cost savings may include, but are not limited to, cost reduction efforts for parts, freight, duties, payment terms, value-added services, or other types of lean practices identified and agreed upon between the supplier and Garmin.

Service

Garmin determines a supplier's score for 'Service' category by evaluating the supplier's flexibility and willingness to partner through the use of various Collaborative Service Programs (see below).

Collaborative Service Programs

Garmin will consider a supplier's participation in the following programs when determining the 'Service' category score:

Supplier Agreement

Garmin may request a key supplier to enter into an agreement for a long-term relationship based upon continuous improvement process leading toward world-class benchmarks in quality, cost, delivery, technology and service. The agreement will be characterized by mutually beneficial goals, trust and benefits.

Schedule Share

Each week selected suppliers will receive an e-mail file with Garmin's current forecast of production requirements and planned supply orders for up to a 12-month planning horizon. This tool enables the supplier to plan their production or supply to meet Garmin's future requirements.

Web Supplier Portals

Garmin may ask a supplier to use our internet portal program to manage procurement transactions and review account information. The supplier will receive and confirm purchase orders, reschedule shipment dates, or receive and provide additional communication. iSupplier provides the supplier with details of purchases, , and payment information.

Blanket Orders/Blanket Releases

Garmin may ask the supplier to optimize the efficiency of supply transactions by using blanket orders and releases.

Early Supplier Involvement

Suppliers are encouraged to participate in Early Supplier Involvement Programs, when applicable.

SUPPLIER EXPECTATIONS

Electronic Data Interchange (EDI)

Garmin utilizes an EDI program that conforms to X12 Standards. To find out if your company qualifies for EDI transmission of invoices and receipt of purchase orders, please contact your Garmin purchasing agent in the Garmin purchasing department.

Garmin supports the following EDI documents:

- 810 – Invoice
- 812 – Credit/debit adjustment
- 816 – Organizational relationships
- 820 – Remittance advice
- 824 – Application advice
- 830 – Forecast/planning
- 850 – Purchase order
- 852 – Point of sale
- 855 – Purchase order acknowledgement
- 856 – Advance ship notice
- 860 – Purchase order change
- 862 – Ship schedule
- 864 – Text document
- 997 – Functional acknowledgement

Supplier Performance Index

Category	Weight	Performance Index			
Quality	40%	X≥90	X≥75	X≥60	X<60
Delivery	30%				
Cost	20%				
Service	10%				
Overall	100%	A	B	C	D

- Each category is weighted as shown in the table above
- Performance shall be evaluated and distributed monthly, quarterly, annually or as deemed necessary by Garmin

The score for each category is multiplied by its corresponding weight and these values are summed to determine the final overall Supplier Performance Index score. As an example:

Category	Supplier Score	Weight	Total Score
Quality	70	0.4	28
Delivery	80	0.3	24
Cost	80	0.2	16
Service	80	0.1	8
Final Score			76

Overall Performance = Level B

Based on their performance index, suppliers will be categorized as follows:

- **A Level Supplier** – A final score greater than or equal to 90 means the supplier's performance is excellent and meets or exceeds Garmin's expectations. This supplier is eligible to receive preference for new and follow-on business.
- **B Level Supplier** – A final score between 75 and 90 means the supplier's performance generally meets Garmin's expectations. This supplier is eligible to be awarded business based on the supplier's ability to provide parts and components in accordance with Garmin requirements.
- **C Level Supplier** – A final score between 60 and 75 means the supplier's performance is borderline and can be improved to meet Garmin's requirements. If a supplier scores at Level C for four consecutive evaluation periods, further formal actions for improvement must be taken by the supplier.
- **D Level Supplier** – A final score that is less than or equal to 60 means the supplier's performance is poor and cannot meet Garmin's requirements. This supplier will not be considered for future business with Garmin and may be removed from Garmin's supplier base.

SUPPLIER EXPECTATIONS

Supplier Audits

Garmin may elect to conduct on-site assessments of its suppliers and sub-tier suppliers. Garmin customers and/or regulatory authorities may accompany Garmin representatives during these assessments. When applicable, a consultant of Garmin's choosing may participate in order to verify quality of the supplier's products and/or compliance with regulations, product specifications and customer requirements.

In addition, the Federal Aviation Administration, in accordance with its responsibilities under Title 49 United States Code and other applicable regulations, retains the right to conduct audits of Garmin aviation suppliers. The purpose of such audits is to help determine Garmin's supplier control processes are satisfactory.

Garmin may conduct an audit of any or all of the following areas of a supplier's business (as applicable):

- Design and manufacturing process control and capability
- Manufacturing processes as relevant to ISO/IATF16949/AS, APQP or other applicable standards
- Software quality assurance
- Supplier change control
- Financial solvency
- Supply chain security controls
- Environment and corporate social responsibility
- Supplier Code of Conduct

As a Garmin supplier, you must communicate these expectations to your supply chain to obtain approval from your own suppliers for on-site assessments upon request.

QUALITY SYSTEM REQUIREMENTS

Control of Key Product Characteristics

In an effort to share information with our suppliers, Garmin will identify key product characteristics on engineering drawings or in other engineering documents. The intent of this focus is to improve confidence for part features for which variation has a significant influence on product form, fit, performance, service life and design for manufacturability. Features designated as key characteristics receive special attention but do not diminish the importance of the other product characteristics or specifications.

If key characteristics are identified in a drawing provided to a supplier, Garmin may ask the supplier to:

- Incorporate key characteristics into a Process Failure Mode and Effects Analysis (PFMEA) as directed by Garmin;
- Conduct Statistical Process Control analysis, develop associated Cpk values and identify these characteristics in associated process control plans;
- Ensure ongoing control and 100% conformance to specification; and/or
- Provide inspection data of key characteristics for each shipment.

Garmin may indicate additional requirement(s) on the purchase order. Garmin's quality engineering department is available to provide assistance in completing these activities, upon request.

Quality Assurance for Garmin Part Numbers

The supplier and/or manufacturer of the items provided under the purchase order must maintain a formal quality program and comply with the requirements as stated in Garmin's Terms and Conditions of Purchase.

AOEM production part suppliers are responsible for following Advanced Product Quality Planning, Production Part Approval Process, Failure Mode and Effects Analysis, Measurement Systems Analysis and Statistical Process Control procedures and other guidelines issued by the AIAG and VDA organizations.

Suppliers of AOEM parts must also acknowledge the quality requirement of zero (0) DPPM (defective parts per million) as requested by Garmin.

In addition, every supplier of custom-made parts for AOEM products is required to check at least once a year if its deliveries still meet Garmin's specifications (including functionality, dimensions, material, reliability, legal specifications, environmental and production control plan, and requalification of product and process). It is the responsibility of the supplier to perform, evaluate and document the necessary activities. The results must be archived and made available to Garmin upon request. Any deviation from these requirements must be agreed in written form between the supplier and Garmin.

SUPPLIER EXPECTATIONS

Control of Flight Safety Critical (FSC) Parts and Processes

If applicable, the Garmin Specification Control Drawing will indicate FSC parts, characteristics and/or processes. A FSC part is a part, the failure of which could have a catastrophic effect on an aircraft/rotorcraft. FSC characteristics and processes will be identified and must be controlled to ensure the required level of integrity.

The additional requirements listed below apply to all suppliers and their sub-tiers processing FSC parts.

- The supplier shall conduct an analysis of each FSC part and characteristic to identify and document the associated process risks and risk mitigations. Consideration should be given to the potential impact of processes in all areas that could affect part integrity. A process map and PFMEA may be used to meet this requirement.
- The supplier shall develop and implement a process control plan that, at a minimum, includes actions involved in control of all FSC characteristics and processes.
- The results of the risk analysis and control plan shall be documented and provided to Garmin for review.
- The supplier shall notify Garmin prior to implementing any changes to the processes or control plan involved in manufacture of FSC characteristics.
- All rework of FSC parts that may affect an FSC characteristic or process must be conducted in accordance with a rework procedure previously reviewed and approved by Garmin or be submitted for review and approval by Garmin's Material Review Board.
- Traceability of each FSC component and sub-assembly shall be maintained to its associated production and inspection records and to any higher-level assemblies. To support traceability requirements, integrity of the component or sub-assembly serial number or lot code must be maintained from the point of manufacture and/or receipt. If the component drawing requires serialization, traceability by serial number is required. If not specified, traceability by lot/date code is the minimum requirement. Labeling, markings and packaging shall ensure integrity of traceability can be maintained when received by Garmin.
- The supplier must ensure associates involved are aware of the FSC nature of the part and process.
- Suppliers or their sub-tiers providing a special process or part that includes a special process identified as FSC must hold NADCAP or equivalent certification for the applicable process.
- Garmin will conduct an on-site assessment of all suppliers providing FSC parts or processes.

Process Failure Mode and Effects Analysis (PFMEA)

Garmin may require the supplier to complete and submit a PFMEA. A PFMEA is a structured analytical tool that identifies and ranks the potential failure modes in a manufacturing process in order to prioritize improvement actions. This enables a proactive approach to prevent potential issues from occurring.

Process Flow Diagram

Garmin may require the supplier to develop and submit a process flow diagram. The purpose of the process flow diagram is to depict the flow of materials and components through the manufacturing process, including any rework, repair and audit operations. The process flow diagram provides input for development of the PFMEA and process control plan.

Process Control Plan

Garmin may require the supplier to develop a Process control plan to describe the actions required at each step in the manufacturing process to assure control of product characteristics and the associated process variables. Process control plans include the documentation of key product characteristics, process controls, tests and inspections that occur throughout the manufacturing process.

Capability Assessment

A supplier may be required to develop and submit an SPC analysis for product dimensions defined as key characteristics. The purpose of an SPC analysis is to prove statistical capability of the manufacturing process to consistently achieve engineering specifications and quality objectives.

The SPC analysis should include a P-chart for attributes or an R-chart for variables, as applicable, indicating sampling, control limits and method used. Cpk is required to be 1.33 or above.

Measurement System Analysis

Garmin may ask a supplier to complete a measurement systems analysis to determine the degree of variability within the measurement system. This analysis calculates the percent of the specification consumed by measurement error.

SUPPLIER EXPECTATIONS

First Article Approval Process (FAI)

If specified on a purchase order, the supplier must seek approval from Garmin prior to shipment of production level parts through a FAI.

The supplier will be required to submit a FAI report for:

- New custom-built parts made to Garmin Specification Control Drawing (SCD)
- Custom parts made to Garmin SCD using components from a new supplier
- Revisions affecting form, fit or function on Garmin SCD
- New tooling or modification to existing tooling
- Significant process changes
- Manufacturing operations moved to new location
- Change in manufacturing process or change of location of sub-tier suppliers

Along with the FAI report, the supplier must submit a SCD markup for one sample from the first manufacturing run made with production tooling, with strict reference to all features on the Garmin SCD. Submission of a new inspection sample report is required to verify correction of previously rejected FAIs. For clarity, approval of an FAI report by Garmin does not exempt a supplier from its responsibility to ensure quality of parts in subsequent production runs.

Certificate of Material Analysis/Test Reports/Certificate of Conformance

As part of the FAI process and periodically based on specific requirements defined in the SCDs, Garmin may require a certificate of material analysis or test reports in order to confirm part or material conformance to industry or Garmin standards. Additionally, SCDs may identify when a certificate of material analysis or test reports are required for each shipment. The supplier is to review SCDs, identify such parameters and provide these records as requested.

Shelf Life and Material Age Conditions

Garmin may require the supplier to obtain authorization prior to shipping any solderable components in excess of 2 years old. Depending on the type of product and storage conditions, Garmin may require the supplier to pretest solderability of the component to IPC/EIA/JEDEC J-STD-002B, Procedure 4.2, Test A and Test B. Material with shelf life requirements must have greater than 50% of shelf life remaining when shipped to Garmin U.S. location or as indicated in the specification control drawing if shipped to Garmin Asia location.

Nonconforming Products and Supplier Corrective Actions

It is the responsibility of each supplier to ensure that only conforming goods are delivered to Garmin. If a supplier identifies a nonconforming product, the supplier shall contact Garmin to request engineering review/disposition of the discrepancy.

Supplier authorization to rework FSC parts may be limited. See section Control of Flight Safety Critical Parts and Processes.

Each supplier must maintain a positive recall system. If the supplier identifies latent defects, Garmin must be notified immediately of the nonconformance. In addition, if Garmin identifies a product nonconformance, the supplier will be notified of the condition. In the event a nonconformance is identified, the supplier must immediately inspect, segregate and correct similar parts within its own facilities to insure Garmin will not receive additional shipments of suspect goods until the cause of the nonconformance has been identified and permanently corrected.

Any goods rejected due to any nonconformance caused by or otherwise attributable to the supplier, will be subjected to one or more of the following actions (in addition to any rights Garmin may have at law or pursuant to the Terms and Conditions of Purchase):

- 100% inspection at the supplier's cost;
- Rework at the supplier's cost;
- Return to the supplier at the supplier's cost; and/or
- Remedy the situation in a timely fashion with no impact to Garmin production.

If deemed necessary, Garmin will issue a Corrective Action Request (CAR) to the supplier. The supplier shall determine the cause of the problem, provide a Root Cause Analysis and Continuous Improvement Plan and target dates of completion for each corrective action implementation in writing by completing the CAR form within the time frame specified by Garmin.

Garmin reserves the right to rework any supplier error locally that would pose a threat to production. The supplier may be billed for the material, labor and freight costs associated with the rework. If the rework is to be completed at the supplier's site, the material must be clearly identified with the Garmin nonconformance paperwork when returned to Garmin.

Flow Down of Garmin Requirements

Each supplier must flow down Garmin's requirements to their own suppliers, including any special processes or key characteristics specified by Garmin. Where applicable, the supplier and any sub-tier suppliers must use special processes or sources required by a Garmin customer, and Garmin's customer or its representative shall be afforded the right to enter at the supplier's and/or any sub-tier supplier's premises to verify subcontracted goods conform to specified requirements.

SUPPLIER EXPECTATIONS

BUSINESS CONTINUITY PLAN

Each supplier must implement and maintain a measurable, documented business continuity plan to ensure continuity and quality of the products and/or services in accordance with the requirements of any and all agreements entered into with Garmin. "Business Continuity Plan" means a supplier's contingency plans, recovery plans and proper risk controls to ensure the supplier's continued performance. The business continuity plan must include, at a minimum, implementation procedures (natural-disaster-related, weather-related, labor-related, health-related, work place violence -related, terrorist activity -related and system-related) and telecommunications contingencies and a mitigation plan in the event of these or other foreseeable events that are outside of the supplier's reasonable control. Each supplier must back up all content and information relating to goods sold to Garmin to a redundant computing system on a daily basis. Garmin will have the right to review and to require reasonable changes to a supplier's business continuity plan. Upon request, a supplier must update and provide to Garmin for its review and approval, copies of its business continuity plan and all business continuity exercise final reports.

SUPPLIER CODE OF CONDUCT

Garmin's Supplier Code of Conduct (FRM-0560), describing our corporate responsibility requirements for our suppliers, may be found on Garmin's Supplier Portal at www.garmin.com/suppliers/ or requested from Garmin at any time.

Each supplier, in all of its activities, must operate in full compliance with the laws, rules and regulations of the countries in which they operate. The Supplier Code of Conduct (FRM-0560) also requires each supplier to meet certain requirements of Garmin, as well as internationally recognized standards and best practices designed to promote social and environmental responsibility and business ethics.

Supplier's Management Systems

Each supplier must adopt a management system to ensure it can meet Garmin's Code of Conduct requirements. The management system should contain the following elements:

Company Statement

A corporate, social and environmental responsibility statement, affirming the supplier's commitment to compliance and continual improvement, is to be posted in the primary local language at all of the supplier's worksites.

Management Accountability and Responsibility

Clearly identify company representatives responsible for ensuring implementation and periodic review of the status of the supplier's management systems.

Risk Assessment and Management

A process to identify environmental, health and safety, business ethics, labor, human rights, and legal compliance risks associated with their operations; determine the relative significance of each risk; and implement appropriate procedures to ensure compliance and control the identified risks.

Audits and Assessments

Periodic self-evaluations to ensure the supplier, its subcontractors and its next-tier suppliers are complying with the Supplier Code of Conduct and with applicable laws and regulations.

Documentation and Records

Processes (i) to identify, monitor, and understand applicable laws and regulations and the additional requirements imposed by the Supplier Code of Conduct; (ii) to obtain, maintain and keep current a valid business license as required by applicable laws and regulations; (iii) for creation of documents and records to ensure regulatory compliance and conformity to the Supplier Code of Conduct (with appropriate confidentiality measures to protect privacy); and (iv) for communicating clear and accurate information about their practices and expectations to its workers, suppliers and customers.

Corrective Action Process

A process for timely correction of any deficiencies identified by an internal or external audit, assessment, inspection, investigation or review.

SUPPLIER EXPECTATIONS

COMMUNICATION AND ESCALATION

Each supplier must provide contact information (phone number and email address) for the appropriate responding resource that corresponds with each escalation level set forth in the table below. Garmin reserves the right to contact any point of contact and escalate communications to the extent necessary to address any issues that may arise with respect to the goods supplied by the supplier.

Escalation Level	Definition of Severity	Responding Resource
Level 1	<ol style="list-style-type: none">1. General quality issue.2. General delivery delay issue.3. General issues with PO receipt confirmation or PO specified requirements.	<div>Sales Representative</div> <div>Quality Representative</div>
Level 2	<ol style="list-style-type: none">1. Serious quality or delivery issue, which causes or may cause Garmin's assembly line to stop.2. Failure to meet important Garmin requirements, such as RoHS, REACH, AEO, etc.	Directors of Sales and Quality Assurance Departments
Level 3	<ol style="list-style-type: none">1. Garmin is forced to delay delivery to a customer due to a serious quality issue, or suffers financial loss or harm to reputation due to a return from customer.2. Supplier's delivery delay causes Garmin to delay shipment to customer, resulting in penalties or affecting compensation to Garmin.3. Failure to meet important Garmin requirements that have already been escalated to Level 2 with no response for 1 week.	Business Manager or Factory Manager



對供應商的期望

GARMIN LTD. 及其子公司

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對供應商的期望

公司資訊

Garmin身兼全球定位系統(GPS)技術的領導巨擘，與消費性電子產品的創新先驅。我們為航空、消費者，與汽車市場提供一流服務。我們以客戶為尊，並承諾製造能提升人們日常生活的優質產品。客戶採用我們的產品從事飛行、駕船、駕車、徒步旅行，與其他種種活動。Garmin係基於創新、便利、效能、價值與服務原則而創立。

Garmin的目標是所從事的一切活動與成果均執業界牛耳。您（以下稱為「您」或「供應商」）身為商品或服務的供應商，能協助我們維持這項標準。我們的目標是和頂尖的世界級供應商建立互惠而且長期的合作關係。我們攜手合作，能基於開放式溝通、優質產品、準時交付、優異服務，與具有競爭力的價格，培養出穩固的供應商/客戶關係。我們承諾以公平合理，並且合乎道德的方式從事商業實務，同時也期待供應商亦然如此。

Garmin集團包括Garmin Ltd. (納斯達克掛牌名稱:GRMN) 與其子公司 (以下合稱為「Garmin」)，專業設計與製造航行、通訊、資訊裝置與應用程式，其中大多數具備GPS技術。我們的目標是以實惠的價格，提供具備優異品質、安全性與操作功能的頂級產品，以豐富客戶、供應商、經銷商、股東與合作夥伴的生活。

本文件旨在協助您與貴公司熟悉我們的政策與商業實務。您可從下列任何網站下載詳實的供應商資訊：www.garmin.com/suppliers 或 <https://supplier.garmin.com.tw>。

使命說明

我們的使命

針對屬於客戶生活中重要部分的汽車、航空、航海、戶外與運動領域，創造優質產品而成為永續經營的公司。

我們的願景

我們將在服務的每一市場中成為全球領導者，我們的產品將因為具有吸引力的價格、傑出品質與最佳價值而成為消費者尋求的目標。

我們的價值

我們公司文化的基礎是誠信、正直，並且尊重同仁、客戶與商業夥伴。我們的所有同仁透過非凡的表現與諾言的履行，完全投入以服務客戶及合作夥伴。

Garmin 管理系統的政策

每一位同仁均承諾透過產品的創新與改進，以及用於服務商業往來對象與客戶的程序，履行Garmin的使命、願景與價值。

期望供應商審查並熟悉Garmin的政策。

環保政策

我們致力於在業務運營的各個方面保護環境。

我們努力通過建立環境目標來不斷改善我們的績效，這些目標應認識到我們的活動對環境的影響並達到或超過我們的合規義務。

國際武器貿易條例 (ITAR)

Garmin目前並非ITAR的登錄公司，因此若無事先向採購代理人發出書面通知，以及Garmin授權進行，則禁止接受ITAR管制的任何項目或技術（技術資料、軟體與商品）。

Garmin認證

Garmin擁有產品/服務效能與品質、環保效能，與員工健康/安全的管理系統。Garmin所獲認證清單包括但不限於：

ISO 9001	ISO 14001	TOSHMS/CNS 45001
IATF 16949	ISO 45001	AEO
AS 9100	ISO 17025	C-TPAT Tier 3

對供應商的期望

採購實務

期望

為了維持Garmin在業界的領導地位，供應商/服務商需要是其個別產業中首屈一指的價值提供者。Garmin期望往來的每一家供應商皆能符合Garmin在產品與服務上的標準。

「彈性」在成功的合作關係上扮演很重要的角色。

支持Garmin就是每家供應商對於其所提供產品與服務的各層面都負起責任。我們期望每家供應商均是其商品與服務的專家，並表達願意提供傑出的支援、反應能力與專業知識。

Garmin期望所有供應商至少擁有下列認證：ISO 9001（最新版）。Garmin鼓勵為Garmin汽車OEM(AOEM)產品製造生產零件的供應商，也能取得IATF 16949證書。

供應商能對Garmin期望些什麼？

- 迅速謙恭的服務，以及合乎道德的專業關係。
- 以績效為依據的開放式與公平的考量。
- 提供領導與資源，協助組織精簡，來幫助供應商在品質改善及交貨準確率滿足Garmin的需求。
- 經常就業務規劃與計畫的期望而進行溝通。
- 一致的品質、服務、交付與生產指標，用於提供績效回饋。
- 以公平及一致的標準來對供應商表現做考核評估。
- 從初始構想開始就透過共享以節省成本。
- 對所有展現優越的供應商，其對Garmin的業務量將有重大的成長契機。

採購政策

只有獲得授權的Garmin採購代理人能承諾Garmin的採購。若無Garmin採購部門發出的有效採購訂單或信用卡而接受訂單，則可能無法保證獲得付款。

Garmin不允許口頭變更採購訂單，亦不允許口頭變更依據規格的圖面。與Garmin內部同仁進行遊說與交易應事先取得Garmin採購代理人的同意。在這方面請聯繫您在Garmin採購部門中的Garmin採購代理人，以獲得進一步的指引。

採購訂單

Garmin為所有產品與服務發出採購訂單（不包括限量的採購信用卡所做之採購）。每一供應商應負責確認原始圖面版本的修訂、零件編號的修訂，以及對於採購的產品或服務之說明。所有變異在進行之前，需要獲得授權的變更通知單。採購訂單通常包含下列資訊：

- 採購訂單編號
- 供應商名稱
- 供應商地址
- 交貨地址
- 採購的產品或服務
- 數量
- 修訂層級（若適用）
- 特定的工程/製造要求
- 價格
- 付款條件
- 交貨日期
- 國貿條規
- 買方聯繫窗口資訊
- 必要的其他條款與條件

採購條款與條件

這些「對供應商的期望」是您對其供應商品及/或服務的適用Garmin實體之「標準採購條款與條件」中的一部分，且已整合於其中（在本文件中稱為「採購條款與條件」）。若需這些條款與條件的副本，請前往Garmin供應商資源中心：www.garmin.com/suppliers。這些「對供應商的期望」與「採購條款與條件」均不得修改，但可由獲授權Garmin代表所簽署之書面為之。

產品變更、停產，或報廢

為確保Garmin擁有充分時間來進行重新設計或判斷未來是否有充分庫存來滿足客戶需求，Garmin要求事先以書面通知表示任何原料、硬體、軟體，或製程之變更、停產，或報廢。關於產品或製程變更，期望至少提早六(6)個月通知；關於產品停產或報廢，則至少提早十二(12)個月通知；但另有書面指定或協議者不在此限。若變更包括下游供應商，則在履行之前，該變更必須獲得Garmin同意與核准。該項核准不得無理保留或延遲。此一條件符合JEDEC產業標準，且為必須，用意在於確保Garmin擁有充分時間來進行重新設計或判斷未來是否有充分庫存來滿足客戶的需求。

若供應商未能符合這些要求，並造成Garmin損失，除了Garmin有權採行的任何其他補救措施之外，Garmin有權依據受損程度向供應商取得賠償。若適用此狀況，供應商必須依據「採購條款與條件」，將「產品變更通知」(PCN)傳送到 Garmin.pcn@garmin.com。

對供應商的期望

供應商的處理原則

Garmin 對於所有供應商關係維持最高的道德標準，包括：

- 所有報價與合約條款均保密
- 透過公平與公正的詢價單 (RFQ) 與提案需求 (RFP) 進行業務得標，以及協商程序
- 將依據競爭因素而斟酌決策
- 我們的所有交易均誠信而且專業
- 公開、適時而且正確的溝通
- 準時付款

供應商選擇

Garmin選擇供應商或服務供應商時，會考量下列關鍵因素：

- 所提供產品或服務的品質
- 準時交付產品
- 成本 / 具競爭力的價格
- 服務 (供應商合作協議、時程分享、EDI、總訂單，與早期供應商參與)
- 技術 / 創新
- 製程能力
- 針對業務永續性風險的緩解計畫
- 財務健全狀況
- 環保 / 企業社會責任
- 安全程序
- 證書與符合產品管理規定

利益衝突

Garmin的政策是要求所有Garmin夥伴應避免加入與Garmin利益相衝突的任何活動，或是會降低在其執行職責時獨立判斷能力的任何活動，這包含可能產生利益衝突之私人或商業活動導致不利於對Garmin貢獻專一忠誠。

保密

Garmin在新技術與產品的發明及開發方面挹注重大投資。這些資訊敏感、獨特，而且高度機密。期望每一Garmin供應商對於Garmin業務營運的所有相關事項皆保守秘密。不得與Garmin之外的任何人士，討論關於任何客戶、交易或技術的資訊。

適當時將要求供應商簽署保密協議 (NDA)。

資訊與資料安全

Garmin 嚴肅重視資訊與資料安全。身為 Garmin 供應商，您必須採取適當措施以保護您持有的所有 Garmin 資料與機密資訊。您的保護措施至少應包括：(i) 僅限獲授權人員才能存取受保護的資料與資訊；(ii) 確保業務設施、資料中心、書面檔案、伺服器、備份系統與運算設備 (含行動裝置) 安全無虞；(iii) 實作網路、應用程式、資料庫與平台安全措施；(iv) 確保資訊傳送、儲存與處理安全無虞；(v) 在媒體、應用程式、作業系統與設備中實作驗證與存取控制措施；(vi) 進行風險評估、滲透測試與弱點掃描；(vii) 實作適當的人員、安全性與完整性的程序及實務；(viii) 為供應商員工提供適當的隱私權與資訊安全訓練；(ix) 使用網路應用防火牆 (WAF) 和其他適用的防火牆，以保護聯網設施、數據中心、服務器、備份系統和計算設備；(x) 實施入侵檢測和預防系統；(xi) 實施漏洞管理。

您身為供應商，若發現或有理由認為任何人士或實體已違反或嘗試違反您的安全措施，或未經授權而已存取 Garmin 資料或機密資訊，則您必須及時通知 Garmin：(i) 必須在合理可行的情況下盡快通知 Garmin，但不得超過事件發生後四十八 (48) 小時；(ii) 對事件進行徹底調查以確定事件的原因和範圍；(iii) 採取一切必要措施補救事件，包括但不限於隔離受影響的系統或網路、刪除任何惡意軟件以及從備份中恢復數據；(iv) 在合理的時間範圍內向 Garmin 提供事件的詳細報告，包括原因、範圍和採取的補救措施。

如果您向 Garmin 提供服務，其中可能包括軟件即服務 (SaaS)，則您必須自費：(i) 進行或聘請第三方對所有軟件的網路安全漏洞進行定期評估 並向 Garmin 報告任何此類評估的結果，以及 (ii) 針對您已知的或通過您、Garmin 或任何代表您或 Garmin 的第三方進行的滲透測試發現的與網路安全漏洞相關的任何缺陷或缺陷提供所有必要的錯誤修復、修補或更新。

如果適用，這些信息和數據安全期望可以通過針對個別項目的額外義務來補充。

Garmin 的同意授權

許多領導企業均已減少允許第三方發佈新聞稿或證言之行為，Garmin亦已加入此行列之中。

若未取得獲授權Garmin代表的書面同意，供應商不得在任何新聞稿、證言、網站、行銷文件或廣告中使用Garmin名稱或商標。

禮物與贈品

每一供應商不得提供禮物或可能影響或看似會影響 Garmin 同仁的商務決策之物品。

對供應商的期望

關務與物流

採購訂單的履行

收到 Garmin 的採購訂單時，請務必審慎檢視，因為 Garmin 在全球有數個交貨點。所有交貨必須符合「採購條款與條件」，以及採購訂單上載明的任何特殊指示。

如需 Garmin 貨運要求的完整詳細資料與指示，請參閱「貨運與路線指南」：www.garmin.com/suppliers 或 <https://supplier.garmin.com.tw>。

交貨地點

為確保商品迅速抵達正確地點，請依循採購訂單上的交貨指示。所有交貨必須符合相關與適當的包裝、標籤、棧板要求，以及 Garmin 與供應商協商同意的任何其他特殊指示或文件要求。

未能以有效的採購訂單編號交貨至正確地點，可能使貨運業者需重新導向到正確地點，或在到達時遭拒收。

第三方代表供應商交貨

您身為 Garmin 供應商，若獲指示由 Garmin 認可的運輸供應商之外的供應商提供運輸，而且將商品的交貨工作轉包，則您必須負責確保將包裝、貨運與交貨要求向第三方物流供應商傳達。

國際文件要求

為協助國外供應商進口所購買產品到國內，世界各地的所有海關主管機關均會要求特定文件。因此，在適用情形中，每一供應商必須提供下列文件：

- 商業發票
- 裝箱清單
- 航空運單或海運提單
- 其他認定必要之文件

出貨通知

所有國際貨運都需要出貨通知。

10+2 – 進口安全申報

每一供應商應負責確保符合 10+2 申報要求。

商業發票要求

所有國際貨運必須隨附商業發票。此發票必須符合提交給「Garmin 應付帳款」的帳單發票。若貨運中包含免費項目（不收費），例如額外零件、促銷項目或商品成本中未包含之其他物品，不收費項目應在商業發票上另行列出。商業價值（針對相同項目公司應會支付的金額或一般人預期要支付的合理價值）必須呈現在發票上。在發票上註明「價值僅供報關用 - 免費」以供識別是可接受的，但必須列出正常銷售價格。

原產國 – 美國目的地

除法律排除外，19 U.S.C. § 1304 要求進口至美國的每一件國外來源物品在進口時須清楚標示物品的原產國名。每件物品之標示必須依產品本質所允許，清晰、永久且位於明顯之處。此標示應以英文向最終購買者指出原產國，並且最終購買者應能輕易找到標示且不費力地閱讀。

供應鏈安全性

Garmin 對於進口到 Garmin 在其中營運的國家中的貨物安全性提供承諾。因此，期望每一供應商採行下列任何安全計畫，以維持安全的設施，並與 Garmin 充分合作：

- 美國海關及邊境保衛局的海關-商貿反恐聯盟（以下稱為「C-TPAT」）計畫
- 優質企業 (AEO)
- 保護合作夥伴 (PIP)

這些計畫的設計目的是協助海關人員偵測及防止恐怖份子與其武器進入國內，同時協助合法貿易井然有序且以高效率進行。

若您已註冊參與任何供應鏈安全認可計畫，例如上述計畫，或貴國可能有的其他類似計畫，則您必須向 Garmin 提供該項註冊的書面證據。若您未註冊參與任何供應鏈安全認可計畫，Garmin 鼓勵您熟悉上述計畫或類似計畫的最低安全基準；若可行，請考慮成為這些計畫的成員，或您營運所在國家中可能有的類似計畫的成員。

請參閱「採購條款與條件」，取得關於這些計畫與要求的詳細資訊。

對供應商的期望

造訪 Garmin 設施

Garmin鼓勵供應商造訪Garmin廠內的同仁。身為Garmin供應商的您，在任何造訪期間，必須嚴格遵守下列政策。

訪客預約安排

Garmin要求合宜且展現尊重的訪客預約安排。訪客預約安排時間從週一至週五的上午 8:00 至下午 5:00；但是我們會嘗試配合特殊狀況。

所有訪客與合約商必須在他們抵達的訪客大門辦理入廠手續，取得訪客或合約商識別證，並在Garmin同仁陪同參觀設施時全程配戴。訪客或合約商在離開設施之前，必須簽出，並將識別證歸還接待櫃台或保安室。

現場的安全

為協助預防隱私濫用，並保護Garmin的商業機密與智慧財產，供應商在Garmin之領域內禁止使用錄音機、攝影機、手機，與其他音訊或視訊的錄製裝置以錄製對話、活動或拍照。在適當狀況下，允許以手機通話或傳送文字。

所有Garmin據點均由Garmin安全人員負責監視與監控，因此供應商在Garmin領域中時，不可期待任何隱私。

環境責任

所有承包商和供應商都必須遵守所有區域、聯邦、州和當地的廢物存儲和處理法律法規。

如果專案將會產生建築垃圾或使用和/或存儲大量危險材料，則Garmin可要求承包商提供一份廢物管理計畫證明檔。

建築垃圾是指因施工、改建、翻修或修繕活動而產生的建築和場地改善材料及其他固體廢物。建築垃圾包括包裝。

合約商的責任

在Garmin設施中工作的所有合約商在執行任何工作之前，必須簽署保密協定(NDA)，並提交保險憑證給相關採購單位。

此外，在Garmin設施中工作的合約商必須遵守在www.garmin.com/suppliers中規定的「Garmin 專業合約商指南」(FRM-0473)。

展示設備

Garmin對於造訪期間使用的任何展示設備之安全性，或遺留在Garmin現場而超出正常維護與安全規範的設備概不負責；但在接受設備之前以書面同意者不在此限。關於設備及/或展示的所有保險必須由供應商負責。往來Garmin的貨運費用應由供應商負責。Garmin可接受用於展示的設備，但除非Garmin發出有效的採購訂單，否則Garmin並無義務向供應商購買設備。

對供應商的期望

供應商績效

供應商評量

為建立未來規劃與定價的討論基礎，Garmin持續監控其與供應商在四(4)個類別中的關係；這些類別用於計算供應商績效指標：品質、交貨、成本、與服務(QDCS)。Garmin可能會定期與供應商分享既定的門檻值；這些門檻值係作為持續改善的努力與成果之溝通基礎。

Garmin判定為績效優異的供應商，在新業務的機會中有資格獲得優先報價與考量。

QDCS指標具量化性質，容易追蹤，但是Garmin認為，我們與身為供應商的您之間關係的基本要件是透過參與加值計畫與服務來達成；而這些計畫與服務最終能減少雙方組織的整體營運成本。

下列範例說明Garmin用於決定QDCS指數的因素：

品質

「品質」類別是以材料與產品的不合格率來測量。起因於供應商，而在收到商品之後發生，並影響製造作業的不合格項目或事件，可能也會影響「品質」類別的成績。不合格率點數是依據下列公式計算；其中「X」是不合格率（總不合格數除以總合格數）：

$$f(x) = \begin{cases} 95 + 5 * \frac{0.01-x}{0.01}, & x < 0.01 \\ 90 + 5 * \frac{0.03-x}{0.02}, & 0.01 \leq x < 0.03 \\ 80 + 10 * \frac{0.05-x}{0.02}, & 0.03 \leq x < 0.05 \\ 70 + 10 * \frac{0.1-x}{0.05}, & 0.05 \leq x < 0.1 \\ 60 + 10 * \frac{0.2-x}{0.1}, & 0.1 \leq x < 0.2 \\ 60 * \frac{1-x}{0.8}, & x \geq 0.2 \end{cases}$$

APAC地區的供應商可在供應商入口網站：<https://supplier.garmin.com.tw>中找到關於這項類別的具體計算細節。Garmin將努力為每一供應商提供每月或每季的「品質」報告卡。

交貨 – 準時績效

期望每一供應商均達到100%的準時交貨平均比率。「準時交貨」包括在指定的交貨日期之前最多提早五(5)天，但是在交貨日期之後零(0)天交貨。「交貨」分數的計算方式是：供應商在相關期間內的準時交貨次數除以總交貨次數。Garmin將努力為每一供應商提供每月或每季的「交貨」報告。

成本

Garmin評估價格、成本、績效與加值服務，以決定「成本」指數。每一供應商必須與Garmin合作，監控並實作持續改進與成本生產力的機會。成本節約可能包括但不限於供應商與Garmin共同識別與同意的零件、運費、關稅、付款條款、加值服務，或其他精簡實務之降低成本努力。

服務

Garmin透過各種「協作服務計畫」（請參閱下列），評估供應商進行夥伴合作的彈性與意願，進而決定供應商在「服務」類別的分數。

協作服務計畫

Garmin在決定「服務」類別的分數時，將考量供應商在下列計畫中的參與狀況：

供應商合約

Garmin可能要求關鍵供應商簽訂長期供貨合約；此合約係基於朝向世界級品質、成本、交貨、技術與服務標準邁進的持續改進程序。該合約將以互利的目標、信任與效益為特點。

時程分享

選定的供應商每週將能收到電子郵件檔案，其中含有Garmin當前對於生產要求的預測，以及最長達十二(12)個月規劃期間的既定供應訂單。這項工具讓供應商能規劃其生產或供應，以滿足Garmin未來的要求。

網路供應商入口網站

Garmin可能要求供應商使用我們的網際網路入口網站程式，以管理採購交易，並檢視帳戶資訊。供應商將收到且確認採購訂單、重新排定貨運日期，或接收與提供額外的通訊。iSupplier 為供應商提供採購、接收與付款的詳細資訊。

總括訂單/總括釋出

Garmin可能要求供應商透過總括訂單與釋出而將供應交易的效率最佳化。

供應商提早參與

我們鼓勵供應商在合適的狀況中參加「供應商提早參與計畫」。

對供應商的期望

電子數據交換 (EDI)

Garmin使用符合X12標準的EDI計畫。若要瞭解貴公司是否有資格使用發票的EDI傳送與採購訂單的接收，請聯繫您在Garmin採購部門中的Garmin採購代理人。

Garmin支援下列EDI文件：

- 810 – 發票
- 812 – 貸/借調整
- 816 – 組織關係
- 820 – 匯款通知單
- 824 – 申請通知單
- 830 – 預測/規劃
- 850 – 採購訂單
- 852 – 銷售點
- 855 – 採購訂單確認
- 856 – 提前出貨通知單
- 860 – 採購訂單變更
- 862 – 船期
- 864 – 文字文件
- 997 – 功能確認

供應商績效指標

類別	權重	績效指標			
品質	40%	X ≥ 90	X ≥ 75	X ≥ 60	X < 60
交貨	30%				
成本	20%				
服務	10%				
總計	100%	A	B	C	D

- 每一類別的權重如上表所示。
- 績效將每月、每季、每年，或在Garmin認為必要時進行評估並發佈。

每一類別的分數乘上其對應權重，然後將這些值加總，以決定最終的供應商績效指標總分。舉例如下：

類別	供應商分數	權重	總分
品質	70	0.4	28
交貨	80	0.3	24
成本	80	0.2	16
服務	80	0.1	8
最終分數			76

整體績效 = 等級 B

供應商將依據其績效指標而分類如下：

- A 等級供應商** – 最終分數高於或等於 90，代表供應商績效優良，符合或超越Garmin的期望。此供應商有資格優先獲得新的與後續的業務。
- B 等級供應商** – 最終分數介於 75 與 90 之間，代表供應商績效普遍符合Garmin的期望。此供應商有資格依據其按照Garmin要求提供零件與元件的能力而獲得業務。
- C 等級供應商** – 最終分數介於 60 與 75 之間，代表供應商績效接近及格的臨界值，可改進以符合Garmin的要求。若供應商在 4 個連續的評估期間均取得等級 C 的分數，則供應商必須進一步採行正式的改善行動。
- D 等級供應商** – 最終分數低於或等於 60，代表供應商績效不佳，無法符合Garmin的要求。此供應商不會列入未來與Garmin往來的名單，並可能從Garmin的供應商資料庫中移除。

對供應商的期望

供應商稽核

Garmin可能選擇對其供應商與次級供應商進行現場評估。Garmin客戶及/或法規機構可在這些評估期間陪同Garmin代表。若可行，Garmin選定的顧問可參與，以便確認供應商產品的品質，及/或法規、產品規格，與客戶要求之符合情形。

此外，美國聯邦航空局 (FAA) 依據其第 49 篇美國法典與其他適用法規之下的責任，保留對於Garmin航空供應商進行稽核的權利。該稽核的目的是協助判斷Garmin供應商的控制程序是否充分。

Garmin可就下列供應商業務的任何或所有領域（若適用）進行稽核：

- 設計與製程控制及能力
- 製程與ISO/IATF16949/AS、APQPM，或其他適用標準有關
- 軟體品質保證
- 供應商變更管制
- 財務償付能力
- 供應鏈安全管制
- 環境與企業的社會責任
- 供應商行為準則

您身為Garmin供應商，必須將這些期望傳達給您的供應鏈，以取得您的供應商同意您按照要求進行現場評估。

品質系統的要求

產品關鍵特性的掌控

Garmin將會在工程圖面或其他工程文件中標識產品的關鍵特性，藉以和供應商分享資訊。這樣的重點用意在於增強對於零件特性的信心；而這些零件特性的變異對於產品外型、裝配、效能、服務壽命，與設計的可製造性具有重大影響。經指定為關鍵特性的特徵會受到特別注意，但是這並不減損其他產品特性或規格的重要性。

若在提供給供應商的圖面中有標識關鍵特性，Garmin可能要求供應商：

- 按照Garmin指示，將關鍵特性整合到「製程失效模式及效應分析」(PFMEA) 中；
- 進行「統計製程管制」(SPC) 分析，發展關聯的Cpk值，並在關聯的製程管制計畫中標識這些特性；
- 確保持續控制與 100% 符合規格；及/或
- 為每批的貨運提供對於關鍵特性的檢查資料。

Garmin可能會在採購訂單上指示額外的要求。Garmin的品質工程部門可按要求提供協助，以完成這些活動。

對Garmin零件的品質保證

依據採購訂單提供項目的供應商及/或製造商，必須持續施行正式的品質計畫，並遵守Garmin「採購條款與條件」中載明的要求。

AOEM生產零件供應商應負責遵守下列「先期產品品質規劃」(APQP)、「生產件審批流程」(PPAP)、「製程失效模式及效應分析」(FMEA)、「量測系統分析」(MSA)、「統計製程管制」(SPC) 程序，以及AIAG與VDA組織發佈的其他方針。

AOEM零件供應商也必須按照Garmin的要求，確認零(0) DPPM (每百萬單位不良零件數) 的品質要求。

此外，每個AOEM產品的定制零件供應商都必須每年至少檢查一次其交付的產品是否仍符合Garmin的規格（包括功能、尺寸、材料、可靠性、法律規範、環境和生產控制計畫，以及產品和過程的重新驗證）。供應商有責任執行、評估和記錄必要的活動。其驗證結果必須存檔並應要求提供給Garmin。若存在任何要求上的偏離，供應商和Garmin之間必須以書面形式進行同意。

對供應商的期望

飛航安全關鍵 (FSC) 零件與製程的控管

Garmin「規格管制圖面」(SCD)將在適用之處指出飛航安全關鍵(FSC)零件、特性及/或製程。飛航安全關鍵(FSC)零件是故障時可能會對飛機/旋翼航空器造成災難性影響的零件。必須確定哪些FSC的特性與程序必須加以控管，以確保達到所要求的完整性。

下列其他要求適用於所有供應商及其下游的FSC零件處理供應商。

- 供應商應針對各FSC零件及特性進行分析，以識別並記錄相關的程序風險及風險緩解措施。在可能影響零件完整性的所有層面，都應考慮到程序的潛在影響。得使用製程圖和PFMEA來達成此要求。
- 供應商應研擬並實施「製程管制計畫」，其中應至少包含針對所有FSC特性與製程進行控管的相關行動。
- 風險分析結果與管制計畫應予以記錄，並提供給Garmin檢閱。
- 供應商在針對FSC特性製造的相關程序或管制計畫實施任何變更前，應先通知Garmin。
- 飛航安全關鍵(FSC)零件的所有重工，如可能影響FSC特性或製程，即必須依照Garmin先前檢閱並核准的重工程序執行，或必須提交至Garmin材料審核委員會(MRB)以供檢閱並獲得核准。
- 應維護每個FSC元件和次組件的相關生產和檢查記錄可追蹤性，以及任何較高階組件的可追蹤性。為符合此可追蹤性要求，必須從製造點及/或接收點維護元件或次組件序號或批號的完整性。如果元件繪圖需要序列化，則需要依序號建立可追蹤性。若未指定，最低要求是依批次/日期代碼建立可追蹤性。應確保在Garmin收到零件時，標籤、標示和包裝的完整可追蹤性仍維持不變。
- 供應商必須確保相關人員知悉零件與製程的飛航安全關鍵性質。
- 供應商或提供特殊製程或零件（包含識別為飛航安全關鍵(FSC)的特殊製程）的下游供應商，必須持有適用製程的NADCAP或同等認證。
- Garmin將針對提供FSC零件或製程的所有供應商進行現場評估。

「製程失效模式及效應分析」(PFMEA)

Garmin可能要求供應商完成並提交PFMEA。PFMEA是一項結構化的分析工具，用於辨識與評等製程中可能的失效模式，以便排定改進行動的優先順序。此工具提供積極的方案，以防潛在的問題具體產生。

流程圖

Garmin可能要求供應商開發與提交「流程圖」。「流程圖」的目的是描述原料與元件在製程中的流動；其中涵蓋任何重工、修復與稽核作業。「流程圖」提供輸入，以開發PFMEA與製程管制計畫。

製程管制計畫

Garmin可能要求供應商開發「製程管制計畫」，描述製程中每一步驟需要的動作，以確保掌控產品特性與關聯的程序變數。製程管制計畫包括在製程中發生的產品關鍵特性、製程管制、測試與檢查之說明文件。

能力評估

可能要求供應商針對經定義為關鍵特性的產品尺寸，開發並提交SPC分析。SPC分析的目的是證明製程在統計上確有能力可一貫達成工程規格與品質目標。

SPC分析應包括屬性的P-Chart，或變數的R-Chart；若可行，應指出採用的取樣、控制限制與方法。Cpk必須為1.33或以上。

量測系統分析

Garmin可能要求供應商完成「量測系統分析」，以判斷量測系統內的變異程度。這項分析用於計算測量錯誤所耗用的規格百分比。

對供應商的期望

首件核准程序

若採購訂單上有指定，供應商在生產等級零件貨運之前，必須透過「首件核准程序」(FAI)，尋求Garmin的核准。

供應商必須針對下列項目提交 FAI 報告：

- 依據Garmin「規格管制圖面」(SCD) 製造的新客製零件
- 以新供應商的元件，依據Garmin SCD製造的客製零件
- 會影響Garmin SCD上外型、裝配或功能的修訂
- 新加工或現有加工的修改
- 重大的程序變更
- 製造作業遷移到新地點
- 製程變更，或下游供應商的位置變更

供應商連同FAI報告，必須針對以生產加工第一次製造產生的樣品，提交一份SCD標示，須嚴格遵照 Garmin SCD上的所有功能。必須提交新的檢查樣品報告，以確認修正先前遭拒的FAI。同時須在此釐清，Garmin認可FAI報告並不免除供應商在後續生產流程中，確保零件品質的責任。

材料分析證書/測試報告/品質符合證明書

Garmin可要求「材料分析證書」或「測試報告」，以確認零件或材料符合產業或Garmin標準，此為FAI程序之一部分，亦可依據SCD中定義的特定要求定期為之。此外，SCD可標識每批貨運何時需要「材料分析證書」或「測試報告」。供應商應檢視SCD、標識該參數，並按照要求提供這些紀錄。

材料的保存期限與老化條件

Garmin要求供應商在運送任何生產日期超過2年之可焊接元件前必須獲得授權。視產品類型和存放條件而定，Garmin得要求供應商依據IPC/EIA/JEDEC J-STD-002B，程序 4.2 的測試 A 及測試 B，預先測試元件之可焊接性。具有材料的保存期限要求的材料在貨運至Garmin美國地點之前，必須剩餘材料的保存期限的百分之五十(50%)以上之壽命；若貨運至Garmin亞洲地點，則按照規格管制圖面內的指示。

品質不合格的產品；供應商的矯正措施

確保只有品質符合的商品會交付給Garmin，是每一供應商的責任。若供應商辨識出品質不合格的產品，則應聯繫Garmin，要求工程部門檢視/處理差異。

針對飛航安全關鍵(FSC)零件進行重工的授權可能會有所限制。請參閱「飛航安全關鍵零件與製程的控管」一節每一供應商必須維持積極的召回系統。若供應商辨識出潛在的瑕疵，必須立即通知Garmin關於品質不合格的情事。此外，若Garmin辨識出品質不合格的產品，就會將狀況通知供應商。若辨識出品質不合格的情事，供應商必須立即檢查、隔離與修正本身設施內的類似零件，以確保Garmin不會再收到其他疑似品質不合格的產品，直到辨識出品質不合格的原因，並永久修正為止。

若任何商品因為供應商造成任何品質不合格的情事而遭拒，則將採下列一項或多項動作（在Garmin依據法律或「採購條款與條件」而可能擁有的任何權利之外）：

- 由供應商負擔進行 100% 的檢查成本；
- 由供應商負擔重工的成本；
- 由供應商負擔將產品退回供應商的成本；及/或
- 即時補救狀況，而且不影響 Garmin 的生產。

若Garmin認為有必要，將向供應商發出矯正措施要求（以下稱為「CAR」）。供應商將判斷問題的原因，並於Garmin指定的時段內，提供「根本原因分析與持續改善計畫」(RCACI)，以及完成CAR表格，其中以書面載明完成每一修正行動的目標日期。

就可能對於生產造成威脅的任何供應商錯誤，Garmin保留現地重工之權利。供應商可能就重工相關的材料、人工或貨運成本而收到帳單。若需要在供應商的場地完成重工，產品送回Garmin時，材料必須以Garmin品質不合格的書面資料明確辨識。

向下傳達 Garmin 的要求

每一供應商必須將Garmin的要求向下傳達到本身的供應商，其中包括Garmin指定的任何特殊程序或關鍵特性。若可行，供應商與任何下游供應商必須使用Garmin客戶要求的特殊程序或來源，Garmin客戶或其代表應獲賦予下列權利：進入供應商及/或任何次級供應商的場地，以確認轉包商品符合指定的要求。

對供應商的期望

業務永續計畫

每一供應商必須實施與維持可測量、書面化的「業務永續計畫」，以確保永續性，以及產品及/或服務的品質符合與Garmin簽訂的任何與所有合約之要求。「業務永續計畫」係指供應商的應變計畫、復原計畫與適當的風險控管，以確保供應商持續的績效。「業務永續計畫」必須至少包括實施程序、天災相關、天氣相關、人工相關、健康相關、工作場所暴力情事、恐怖活動、系統相關、電信偶發事件，以及緩解計畫，以防超出供應商合理控制範圍的這些或其他可預見的事件。每一供應商每天必須將售予Garmin的商品相關內容與資訊，備份至備援運算系統。Garmin將有權檢視供應商的「業務永續計畫」，並要求合理的變更。供應商必須依據要求，更新其「業務永續計畫」與所有業務永續實施最終報告之副本，並提供予Garmin檢視與核准。

供應商行為準則

Garmin的「供應商行為準則」(FRM-0560)說明對於供應商的企業責任要求；請隨時造訪Garmin的供應商入口網站：www.garmin.com/suppliers/，或向Garmin索取。

每一供應商在其所有活動中，必須完全遵守其營運所在國家的法律、規定與法規而運作。「供應商行為準則」(FRM-0560)也要求每一供應商必須符合Garmin的特定要求，以及用於促進社會與環保責任，及商業道德的國際公認標準與最佳實務。

供應商管理系統

每一供應商必須採用管理系統，以確保符合Garmin行為準則的要求。管理系統應包含下列要素：

公司聲明

一份證實供應商承諾符合規定與持續改進的企業、社會與環保責任聲明，應以主要的當地語言，張貼於供應商所有的工作場所中。

管理義務與責任

明確指出應負責確保實施供應商管理系統，並定期檢視其狀態的公司代表。

風險評估與管理

此程序用於辨識與公司營運相關的環境、健康與安全、商業道德、勞工、人權，與法律遵循等風險；並判斷每項風險的相對重要性，並實施適當程序以確保符合法律，並控制經辨識的風險。

稽核與評估

定期自我評估，以確保供應商、其轉包商與次級供應商均符合「供應商行為準則」，與適用的法律及規定。

文件與紀錄

程序(i)用於辨識、監控與瞭解適用的法律及規定，以及「供應商行為準則」提出的其他要求；(ii)用於取得、維護與保持適用的法律及規定所要求的有效商業執照；(iii)用於建立文件與紀錄，以確保符合法規與「供應商行為準則」（連同適當的保密措施以保護隱私權）；及(iv)用於傳達關於實務，以及對於員工、供應商與客戶的期望之明確與精確的資訊。

修正行動程序

這項程序用於及時修正內部與外部稽核、評估、檢查、調查或檢討所確認的任何錯誤。

對供應商的期望

事態升級反應與溝通

每一供應商必須為適當的回應管道提供聯絡資料（電話號碼與電子郵件地址）；該管道對應於下表中規定的每一呈報層級。Garmin保留下列權利：為處理供應商所提供商品可能產生的問題，聯繫任何聯絡窗口，並呈報溝通內容至必要程度。

呈報層級	嚴重性的定義	回應資源
第 1 級	<ol style="list-style-type: none">1. 一般品質問題2. 一般交貨延遲問題3. 關於 PO 接受確認或 PO 指定要求的一般問題	業務代表 品質代表
第 2 級	<ol style="list-style-type: none">1. 嚴重的品質或交貨問題，會造成或可能造成 Garmin 的產線停工2. 無法符合重要的 Garmin 要求，例如 RoHS、REACH、AEO 等	業務與品質保證部門主管
第 3 級	<ol style="list-style-type: none">1. Garmin 因嚴重的品質問題而延遲向客戶交貨；或因客戶退貨而蒙受財務損失或商譽受損2. 供應商交貨延遲使 Garmin 延遲運送至客戶，產生罰金或影響對於 Garmin 的賠償3. 無法符合 Garmin 的重要要求，已呈報至層級 2，且無回應達 1 週	高階業務經理或工廠經理