



CORPORATE OFFICE
6650 CONCORD PARK DRIVE / HOUSTON, TEXAS 77040



PHONE 713-934-1600 / FAX 713-934-1799

www.hiscoinc.com

Distribution Survey and Profile Response

Hisco shares your commitment to legal and ethical business practices, and we offer this document to satisfy the need for pertinent information regarding our business profile, practices, and organizational attributes. We hope this response provides the assurance that Hisco is committed to uncompromising integrity in its business practices.

His Company Inc.

Executive Office: 6650 Concord Park Dr.
Houston, TX 77040

Website: www.hisco.com

Founded/Incorporated: 1971

State of Incorporation: Texas

Company Type: Private, ESOP

Classification: Corporation

Company Overview: Hisco is a specialty distribution company serving the electronic assembly, aerospace and defense, medical, and other industrial markets. Hisco's international branch network spans numerous stocking locations throughout North America, including subsidiaries HiscoMex in Mexico and HiscoCan in Canada. For company history and additional information please refer to the Hisco About-Us website at [About Us \(hisco.com\)](http://About Us (hisco.com)).

Our Mission: We are committed to our role as a trusted solutions provider with profitable growth through investment, innovation, and operational excellence.

Employment Policies: Hisco provides equal employment opportunities without regard to race, color, sex, religion, national origin, age, veteran status, or disability. Hisco conforms to all applicable federal and state laws, rules, guidelines, and regulations, and provides equal employment opportunities in all employment and employee relations. For additional information on EOE or other employment practices, please visit our Hisco Careers website at [Careers \(hisco.com\)](http://Careers (hisco.com)).

W9 Requests: You may request a W9 form through contacting a Customer Service at customerexperience@hiscoinc.com or Sales representative. Please include your company name and location in your email request.

Confidentiality and Non-Disclosure Agreements: Hisco routinely works with customers where specific content shared between parties must occur in a confidential manner. Hisco limits the involved parties to only those necessary for specific functions and as mutually agreed upon with the customer. In the event that confidential information has been determined necessary to pass between parties, a non-disclosure agreement may be considered and would be negotiated at that time in a manner that is clearly defined and specific to the nature of the business relationship. You may request a confidentiality or non-disclosure agreement by submitting an email to Legal@Hiscoinc.com. Please include your company name, and location and identify the recipient's legal entity information in your email request.

Terms and Conditions: Hisco's customer, supplier/vendor, privacy, cyber security, conflict minerals, quality and other policies are available on the Hisco Policy website at [Legal \(hisco.com\)](http://Legal (hisco.com)). Please contact a Customer Service or Sales representative for ordering, lead times, prices, fees, payment terms, and payments.

ITAR Registered: Hisco, Inc. is listed with the United States Department of Defense as an ITAR-registered supplier. This allows us to produce products and OEM assemblies for customers that require ITAR regulation management and control. Additional information and our ITAR Registration Letter is available on the Hisco website at [ITAR Registered \(hisco.com\)](http://ITAR Registered (hisco.com)).

Quality Policy: Hisco is committed to providing quality products, services, customer satisfaction and loyalty by continuously improving to provide a positive customer experience that meets or exceeds our customer's requirements. Information related to our commitment to quality is available on the Hisco Quality website at [Quality \(hisco.com\)](http://Quality (hisco.com)).



Quality Management System and Certificates: Our distribution sites follow a Quality Management System compliant with the AS9120 and ISO 9001 standards. Most of our distribution sites are either certified to AS9120/ISO 9001 or ISO 9001 depending upon the site. Distribution facilities and practices are regularly audited to the applicable AS or ISO Standards. Current certificates are available on the Hisco Quality website at [Quality \(hisco.com\)](https://www.hisco.com/Quality).

Compliance and Safety Data Sheets: Product compliance documents such as RoHS, Reach, Cal. Prop 65, etc. relative to specific products are available upon request through Compliance@hiscoinc.com.

Quality Management System Elements

Administrative Elements

- Hisco's distribution sites follow a documented Quality Management System (QMS) compliant to AS 9120 and ISO 9001 standards. The QMS Manual (document CM-AS9120-ISO9001) is available to customers upon request at HiscoQualityTeam@Hiscoinc.com. Please include your company name, location and identify the Hisco site you are doing business with within your email request.
- Certificates for certified sites can be found on our website, [Quality \(hisco.com\)](https://www.hisco.com/Quality).
- Organization charts are employed to identify the reporting structure, authority, and identification of Management Representatives.
- Hisco has defined, documented, and periodically reviews policies, procedures, and work instructions as required within the management system to ensure compliance with business practices, customer requirements, and standards. This information is considered proprietary and is not disseminated publicly. However, this information may be viewed during an audit.
- Employees are routinely trained in policies and procedures. Training records are maintained and retained based on corporate documentation retention policies.
- QMS assessments to ensure effectiveness are conducted through scheduled internal audits, management reviews and on-going evaluations of metrics to quality objectives. Leadership is committed to continual improvement of the organization and the QMS to ensure customer satisfaction.

Documentation

- Hisco has controls in place to ensure only the latest documents are available for access by personnel.
- Obsolete documents and Quality records are indexed and stored for timely retrieval.
- Hisco has a record retention policy that is consistent with industry standards. When applicable, customers may take possession of the product records at their expense at the end of Hisco's retention period if their retention requirements are longer. The general retention period is 10 years from the date of record creation.

Change Control

- Hisco employs change control practices for its products and services. Hisco requires suppliers to provide notification if the supplier plans to make changes in product and/or process, changes of suppliers, changes of manufacturing facility location.
- Hisco will provide notification to all impacted customers of the pending changes upon becoming aware of the change from a supplier. Configuration Management practices are employed to control the changes.

Supplier Controls

- Hisco has established the requirements and controls required to be applied to externally provided products, and services. Suppliers on our Approved Supplier's List (ASL) are monitored and evaluated to ensure compliance with the elements outlined in our program.
- Product requirements and controls are employed to direct and sub-tier suppliers as appropriate to risk, and in accordance with customer requirements.



Customer Service & Ordering

- Per specific order pathway, Contract Review of incoming order requirements prior to order acceptance.
- Hisco's Customer Service and Sales can work with customers when contract changes are required. This may include changing orders, specifications, change control, supplier standards, and/or Quality Agreements.
- Instructions specific to customer requirements are clearly defined, flowed down, and communicated throughout the supply chain to ensure all requirements are understood and can be met.

Receiving Inspection

- Incoming receiving requirements for materials are subject to receiving inspection standards, including practices to prevent counterfeit materials.
- Material certification and inspection records are kept on file subject to the record retention policy outlined in the documentation section.
- Controls are in place that prevent nonconforming material from being put into stock or inadvertently distributed. Material is electronically and systematically controlled and monitored within the facility.

Operational Controls

- Written instructions are in place for personnel performing specific processes to ensure the out meet requirements for the provision of our products and services.
- Documented information is maintained to establish that the processes have been carried out as planned and that demonstrate the conformity of our products and services.
- Certificate of Conformance is provided with every shipment. A Certificate of Analysis may be available upon request.

Equipment Control

- Hisco tracks, calibrates, and verifies critical inspection, measurement, and test equipment traceable to NIST or another suitable standard when required in accordance with defined frequencies.
- Equipment critical to the processes at Hisco is tracked and maintained based on defined frequencies to ensure the performance of the equipment.

Handling, Storage, Preservation & Delivery

- Hisco ensures materials and products are identifiable and traceable throughout the supply chain process. Materials are traceable to certifications, purchase orders, and sales orders.
- Hisco ensures materials and products are stored and managed in a manner that precludes damage and deterioration where required. In addition to storage precautions, packaging practices for reasonable protection from damage and deterioration are utilized.
- Procedures are in place to ensure that different customer orders are not commingled. Same customer orders may be consolidated for shipment where necessary.
- All critical products are identified throughout the handling process, including batch/lot information and storage requirements.
- Materials that have a limited shelf life are tracked per Lot control where required. Product will be identified with labels that note the expiration date.
- The facility has established housekeeping practices to ensure adequate control of the work environment, including temperature and humidity monitoring, and cleaning programs.

Packaging & Labeling

- Hisco has documented packaging controls, instructions, and standards in place dependent upon product type or customer specific requirements.



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- Most packaging and labeling are supplied by the original manufacturer (OM). Where specific packaging or labeling is required, contact Hisco Sales to ensure that requirements are defined prior to ordering.

Nonconforming Control

- Physical and electronic controls are in place to monitor, handle and control nonconforming materials.
- Nonconforming material including suspected counterfeit materials, is identified, and segregated to preclude inadvertent use. The product is quarantined and cannot be moved until disposition. When applicable, engaging the customer's approval may be part of the disposition process.

Corrective/Preventative Action and Improvements

- A Corrective Action and Preventive Action process that is compliant with appropriate standards is employed.
- Root Cause Analysis is performed as a component of the Corrective Action process. Preventive actions are employed with the Corrective Action process, where applicable.
- Improvements to the management system are made through the Prevention Action process.

Customer Satisfaction

- Feedback from customers is documented and evaluated to ensure that customers' expectations are met.
- Evaluation and actions are taken when necessary to remediate issues.

For additional information and questions please contact HiscoQualityTeam@hiscoinc.com.