

## TRANSCAT Quality Survey Response

At Transcat, we recognize the importance of vendor assessments in ensuring your organization's quality and compliance standards are upheld. Due to the high volume of customer survey requests we receive, we have developed a standardized response to efficiently provide the most frequently requested information regarding our Quality Management System, ISO 9001 compliance, and accredited calibration services.

This comprehensive document is designed to address the majority of questions typically included in vendor evaluations. We are confident it will meet your supplier approval needs and provide a clear overview of our quality practices and capabilities.

Transcat, Inc. is a leading global distributor of professional-grade test, measurement, and calibration instruments, and a provider of calibration and repair services, serving customers primarily across the process, life science, and manufacturing industries.

Established in 1964 and headquartered in Rochester, New York, Transcat employs over 1,200 professionals across the United States, Canada, and Ireland. Transcat is a publicly held corporation, listed on the NASDAQ SmallCap Market System under the symbol TRNS.

Our core areas of operation include:

- Calibration and Repair Services
- Test Instrument Distribution
- Test Instrument Rentals
- Compliance and Validation Services

Transcat is proud to support a diverse range of industries, including chemical and petrochemical, pharmaceutical, medical device manufacturing, biomedical, life sciences, semiconductor, aerospace, defense, pulp and paper, as well as food and beverage sectors.

We maintain an extensive network of calibration laboratories across the continental United States. A complete list of our facilities is provided at the end of this document.

To help ensure exceptional service and efficient turnaround of customer-owned equipment, we kindly request that customers contact us at 800-828-1470 or email [sales@transcat.com](mailto:sales@transcat.com) to obtain a Service Order Number prior to sending in any equipment.

## Transcat Quality Management System

- Calibration verification and adjustment procedures are based on recognized national or international standards, or derived from the original equipment manufacturer (OEM) instructions, as applicable
- The quality management system is compliant to the following standards: MIL 45662A, ANSI/NCSL Z540-1-1994, ANSI/NCSL Z50.3-2006, ISO/IEC 17025:2017, ISO 9001:2015 and ISO 10012-1:1992
- Physical standards used are of sufficient accuracy to ensure reliable measurements, typically maintaining a Test Uncertainty Ratio (TUR) of 4:1 relative to the unit under test
- All calibration, verification, and operational activities are performed using controlled and documented procedures to ensure consistency and compliance with applicable standards
- Personnel are qualified and trained for the tasks they perform, with documented qualification procedures that include both written and practical verification exams.
- Standards are traceable to SI units through NIST, equivalent national or international metrology institutes, or through recognized physical constants, as appropriate for the specific measurement parameter.
- Environmental conditions are controlled during calibration activities as appropriate to the measurement being performed. Electrostatic discharge (ESD) protection measures are implemented at workbenches within the laboratories and receiving areas, as required.
- Calibration standards are maintained at appropriate intervals in accordance with NCSLI RP-1 and internal requirements.
- Calibration tolerances are established based on OEM specifications, the general interval method, industry-accepted practices, or specific customer requirements, as applicable.
- Detailed records are maintained for each calibration standard, including its calibration and maintenance history, the customer calibrations it has supported, and the specific procedures utilized during those calibrations.
- Customer equipment is stored, handled, and shipped with care to prevent damage or any adverse impact on the instrument or its calibration integrity.
- Calibrated items are clearly labeled for identification, and calibration access points are sealed when permitted by the instrument's design to maintain calibration integrity.
- Documented procedures are in place to notify customers of any out-of-tolerance conditions identified with their equipment. Additionally, customers are notified if an out-of-tolerance condition is discovered on a Transcat standard that could impact the validity of previously performed calibrations
- Internal audits are conducted to evaluate the effectiveness of the Quality Management System and ensure ongoing compliance with applicable standards and procedures
- Contract reviews are performed by qualified sales personnel to ensure accuracy and compliance with customer requirements. Any changes to the original contract, including pricing or delivery terms, are communicated promptly through ongoing status updates.
- Calibration certificates are issued in accordance with the requirements of ISO/IEC 17025, ensuring they include all necessary information to demonstrate traceability, measurement results, and compliance with applicable standards.

## Transcat Service

All calibration services performed by Transcat personnel—whether at one of our accredited laboratories or at a customer site—are covered under our Scopes of Accreditation, which are available at [www.transcat.com](http://www.transcat.com).

Our Quality Manual is also available in the Quality section of our website, along with the ILAC MRA Joint Communiqué, which affirms that Transcat's ISO/IEC 17025 accreditation meets the quality management system principles of ISO 9001.

To ensure consistent, accurate, and timely service, Transcat utilizes its proprietary C3 Asset Management System to manage all calibration-related record-keeping and data documentation.

This system is employed by every technician—whether work is performed in our accredited laboratories or at customer sites, ensuring consistent practices and data integrity across all locations.

Calibration results are securely stored in our internal databases and are accessible to customers through the C3 Asset Management Online System, available at [www.transcat.com](http://www.transcat.com). All calibration records are retained for a minimum of six years, ensuring traceability, audit readiness, and compliance with industry and regulatory standards.

As part of our service offering:

- Recalibration reminders are sent to customers based on the intervals specified at the time of service to help maintain compliance and reduce risk of overdue equipment.
- If a customer's instrument is found to be out of tolerance, Transcat promptly notifies the customer with a detailed report of the condition and its potential impact.
- If a Transcat calibration standard is discovered to be out of tolerance, we conduct a thorough assessment to determine whether previously calibrated customer equipment may have been affected. In such cases, affected customers are notified immediately.

All Transcat technicians complete a standardized training and qualification program, and all calibration work is performed in accordance with a uniform Quality Management System and documented operational procedures. This ensures consistent, high-quality service—regardless of which Transcat location performs the calibration.

All of Transcat's ISO/IEC 17025 accreditation certificates can be accessed through the ANAB website at <https://search.anab.org> by entering the certificate number listed next to each laboratory name at the end of this document. This method ensures that customers always have access to the most current and valid version of each certificate.

## **Transcat Safety & Environmental, Health, and Safety (EHS) Program**

Transcat is committed to providing a safe and healthy work environment for our employees, customers, and partners. We maintain a comprehensive Environmental, Health, and Safety (EHS) program that reflects our commitment to regulatory compliance, risk mitigation, and continuous improvements in all aspects of safety.

Our safety program includes documented policies and procedures designed to promote safe work practices in all operational environments, whether in our calibration laboratories, administrative offices, or at customer sites. These policies align with applicable OSHA regulations, industry best practices, and customer-specific requirements.

Key components of our safety and EHS program include:

- Documented Safety Policies and Procedures, accessible to all employees
- Job hazard analysis and risk assessments for relevant work tasks, as applicable
- Required safety training and certification for applicable personnel, including hazard communication, electrical safety, and personal protective equipment (PPE)
- Incident reporting and investigation procedures to ensure timely corrective action
- Emergency preparedness and response protocols
- Ongoing internal audits to ensure compliance and identify opportunities for improvement

Transcat is an approved and active member of both ISNetwork and Avetta, two leading contractor management platforms. Through these portals, customers can access our up-to-date safety documentation, performance metrics, insurance certificates, and other compliance data for supplier qualification purposes.

Whether services are performed in our accredited laboratories or at customer locations, Transcat employees are trained to comply with all relevant safety protocols, including those that are site-specific. We take pride in fostering a proactive safety culture that ensures protection of people, property, and the environment.



35 Vantage Point Drive, Rochester NY 14624 • 800-828-1470 • Transcat.com

### Additional Company Information

Mailing Address:	US	CANADA	
	Transcat, Inc. 35 Vantage Point Drive Rochester, NY 14624	Transcat (Canada), Inc. 9900 Cote-de-Liesse Montreal, QC HST 1A1	
Remittance Address:	Transcat, Inc. PO Box 62827 Baltimore, MD 21264	Transcat Canada Inc. TH1044C P.O. Box 4283, Postal Station A Toronto, ON MSW 5W6	Branch Transit: 02705 Financial Institution: 003 Account Number: 1023209 <a href="mailto:finances@transcat.com">finances@transcat.com</a>
Telephone:	800-828-1470 585-352-9460		
Fax:	800-395-0543 585-352-1738		
Website:	<a href="http://www.transcat.com">www.transcat.com</a>		
Email:	<a href="mailto:sales@transcat.com">sales@transcat.com</a>		
# of Employees:	Over 1,200		
D&B#:	00-246-4964		
Federal Tax ID#:	16-0874418		
GST#:	R105349013		
SIC Code:	5049 (product distribution), 7699 (Calibration services)		
NAICS Code:	425110 (product distribution), 811219 (Calibration services)		
Freight Policy:	Prepaid & add, or collect – FOB Shipping Point		
Payment Terms:	Net 30 days, COD, Cash in Advance, MasterCard, Visa, AMEX, and Letters of Credit		
Terms & Conditions:	<a href="https://www.transcat.com/terms-conditions">https://www.transcat.com/terms-conditions</a>		
Corporate Officers:	Gary Haseley	Chairman of the Board	
	Lee D. Rudow	President & CEO	
	Mike West	Chief Operating Officer	
	Thomas Barbato	Chief Financial Officer	
	Michael Haddad	Chief Information Officer	
	Terri Conroy	Sr. Vice President, Human Resources	
	Marcy Bosley	Vice President, Service Sales	
	Randy Ford	Vice President, Operations	
	Scott Smith	Vice President, Operations	
	Zack Thompson	Director of Quality	
	Scott Deverell	Corporate Controller	

**Note: Due to its proprietary nature the following information is not available**

- Customer List
- Policies & Procedures

## Transcat Service Locations

Calibration Lab	ISO 17025 Certificate #
<a href="#">Boston, Massachusetts</a>	AC-2489.04
<a href="#">Charlotte, North Carolina</a>	AC-2489.07
<a href="#">Chesapeake, Virginia</a>	AC-2489.21
<a href="#">Cincinnati, Ohio</a>	L2181-1
<a href="#">Cleveland, Ohio</a>	AC-1287
<a href="#">Cork, Ireland</a>	AC-2489.29
<a href="#">Dayton, Ohio</a>	AC-2489.06
<a href="#">Decatur, Alabama</a>	AC-2489.31
<a href="#">Denver, Colorado</a>	AC-2489.10
<a href="#">Houston, Texas</a>	AC-2489.02
<a href="#">Indianapolis, Indiana</a>	AC-2489.30
<a href="#">Los Angeles, California</a>	AC-2489.08
<a href="#">Milford, Massachusetts</a>	AC-2489.22
<a href="#">Montreal, Quebec</a>	AC-2489.28
<a href="#">Ottawa, Ontario</a>	AC-2489.24
<a href="#">Palm Beach, Florida</a>	AC-2489.25
<a href="#">Paxinos, Pennsylvania</a>	AC-2489.19
<a href="#">Philadelphia, Pennsylvania</a>	AC-2489.03
<a href="#">Phoenix, Arizona</a>	AC-2489.11
<a href="#">Pittsburgh, Pennsylvania</a>	AC-2489.15
<a href="#">Portland, Oregon</a>	AC-2489.01
<a href="#">Rochester, New York – Corporate Headquarters</a>	AC-2489
<a href="#">San Diego, California</a>	L2214 AC-2489.27 (Pipettes)
<a href="#">San Juan, Puerto Rico</a>	AC-2489.05
<a href="#">St. Louis, Missouri</a>	AC-2489.13 (St. Louis)
<a href="#">Toronto, Ontario</a>	AC-2489.23