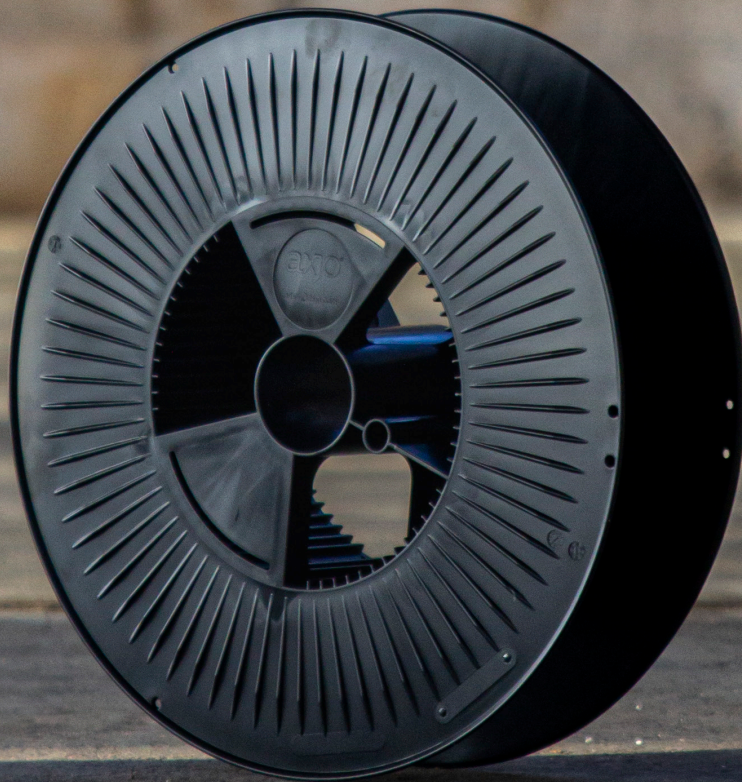


# Supplier Manual

DIRECT SUPPLIERS



axjo®

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## PURPOSE

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This manual has been created to assist our suppliers in understanding our sustainability expectations and quality requirements for deliveries to Axjo. The manual also serves as a tool to help Axjo maintain certified operational systems according to ISO 9001 and ISO 14001 and to develop our suppliers.

The purpose of this supplier manual is to define the minimum requirements for our suppliers and incoming deliveries. All suppliers are obligated to meet the requirements defined in this manual.

## GENERAL

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The provisions in this supplier manual, together with Axjo's terms of purchase, shall apply to all current and future purchase agreements between Axjo and the supplier. For specific orders or projects, Axjo may request changes or additions to this document, which must be approved by the supplier.

It is the supplier's responsibility to provide materials, goods, and/or services that meet Axjo's requirements. The supplier is also responsible for the quality of the products provided by its subcontractors and ensuring they meet the same quality requirements applicable to the supplier.

It is the supplier's responsibility to inform Axjo of any changes in the status of an approved quality or environmental certification and to provide evidence of a new or updated certification upon receipt from a certification body.

This supplier manual is of unlimited validity. Failure to maintain a supplier manual with Axjo may result in the supplier being blocked for existing and future business and/or removed from the approved supplier list.

The supplier shall keep all information communicated, orally or in writing, confidential.

## SUPPLIER CATEGORIES

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**Depending on the impact of the delivered goods or services on products and services provided by Axjo to our customers, we categorize the supplier into four groups:**

### A. Direct suppliers

- Provide raw materials that are part of the structure of our finished products
- Deliver finished products (e.g., trading, subcontractors)
- Supply customer-specific packaging materials

### B. Indirect and service providers

- Provide indirect materials, machinery, or equipment needed for the production process.
- Supply supplies for tools and/or production.
- Supply fixtures and tools
- Provide other supplies such as calibration services, transportation, energy, or packaging.

### C. Service providers

- Provide services needed to produce finished goods
- Provide IT services
- Certification bodies

### D. Other suppliers

- Provide services such as cleaning of premises or financial services
- Travel agencies, office supplies

This categorization allows us to identify and reduce risks. This supplier manual is only valid for category A - Direct Suppliers.



## SUPPLIER APPROVAL

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**To obtain an approved Axjo supplier status as a direct supplier, the candidate must pass the following selection process:**

- Self-assessment/sustainability analysis
- Signed Supplier Manual
- Approval of Purchase Specifications (where applicable)
- Acceptance of Axjo CoC

- Certified according to ISO 9001
- Complies with ISO 14001

Additional approvals such as on-site audits may be required.

## AUDIT AND VERIFICATION

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Axjo reserves the right to inspect, evaluate, and review the supplier's and its subcontractors' processes and actions for quality assurance at any time, with prior notice.

Renewed certificates for management systems must be sent without request to your purchasing contact at Axjo.

## SPECIFICATIONS

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The supplier's product and packaging, as well as all materials used in the manufacturing of the product and packaging, must comply with all applicable state, safety, and environmental regulations in the manufacturing and sales country and in the country where the product(s) is received by Axjo.

The provided material, goods, and/or services must meet the requirements according to the given specification for the current product.

## DELIVERY AND TRANSPORT

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Axjo expects delivery precision in accordance with Axjo's orders or applicable agreements.

Delivery should be made according to Axjo's normal receiving times unless otherwise agreed. Information to identify the supplier, product(s), quantities, and reference/order number must accompany each delivery.

Packaging must comply with agreed specifications; if no agreement is in place, the packaging must be suitable and secure to ensure no damage to the product/products or personal injury occurs during handling.

The supplier must notify Axjo of any delay or significant deviation in the process, products, packaging, etc., from their internally defined quality requirements and parameters.



## EVALUATION AND ESCALATION

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All Direct suppliers will be evaluated according to our supplier evaluation process to ensure compliance with provided services, products, and meeting expectations and requirements. Our supplier evaluation process is based on both subjective and objective criteria.

**The following indicators will be monitored, summarized, and communicated quarterly:**

- Quality  
Percentage of defective units/total number of delivered units
- Delivery reliability  
Percentage of delivered order lines within the window/total number of delivered order lines

**An annual cross-functional evaluation will also include:**

- Competitiveness
- Renewed sustainability analysis
- Service, communication, and information

The supplier will be risk-classified on a scale of 1–6.

If improvements cannot be presented, an escalation process to improve supplier performance may be initiated. The supplier must actively support the steps defined by Axjo in the process. Suppliers classified as high-risk suppliers (class 6) may be blocked from new business and removed from the supplier list.

## CORRECTIVE ACTIONS

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If the supplier is responsible for defective material or goods, the supplier must follow Axjo's instructions. This may involve implementing immediate actions for the replacement of defective products.

Depending on the scope and severity of the defect, Axjo may require a response via an 8D report (or similar) regarding the identification of the root cause, actions taken to prevent

recurrence, and verification that the actions have been effective. Axjo must be informed regularly until the issue is resolved.

The issue will be considered closed when the supplier receives a signed copy of the 8D report or another applicable format from Axjo.

## ACTIONS AND COSTS FOR DEFECTIVE GOODS

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In the event that the defective product is identified, Axjo will take reasonable actions necessary to maintain production at

Axjo or at our customer. All costs incurred will be documented and may be subject to further negotiations with the supplier.

## ORDERING AND PAYMENT

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Axjo sends a Purchase Order to the supplier, which will include Axjo's item number, description, quantity, delivery date, and price; if applicable, color and size will be specified in the documentation.

Axjo transfers all orders electronically to suppliers, and such orders shall be governed by the terms of this manual. If the

order is not confirmed by the supplier within three (3) business days, Axjo considers the order accepted.

All invoices should be sent to [invoice@axjo.com](mailto:invoice@axjo.com) and marked with our order number and prefix as a reference if applicable. The supplier's payment terms within the Axjo Group are, as a standard, 60 days net after receipt of the invoice or goods.



## REGULATORY REQUIREMENTS AND OTHER EXPECTATIONS

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Axjo expects the supplier to carry out its manufacturing and other activities in accordance with all relevant health, safety, and environmental requirements.

Axjo encourages the supplier to establish, maintain, and certify an environmental management system in accordance with ISO 14001 or equivalent. As a minimum, environmental procedures should be in place covering the manufacturing and delivery (e.g., sustainable, recyclable packaging) of the products or services in question.

All suppliers delivering materials TO Axjo must confirm compliance with the requirements of the EU Regulation (EC) 1907/2006 on the registration, evaluation, authorization, and restriction of chemicals (REACH) and also the "CLP Regulation"

in the EU, classification and labeling of hazardous chemicals regulated by Regulation (EC) No 1272/2008 on the classification, labeling, and packaging of substances and mixtures.

The complete candidate list is available at <http://echa.europa.eu/web/guest/candidate-list-table> and is updated frequently. It is the supplier's responsibility to monitor this list and keep track of any additional substances that may be added.

In relation to the legal requirements established by the European Community regarding restrictions on the use of certain hazardous substances, the supplier follows the EU Directive 2011/65/EU (RoHS Directive).

## ETHICAL GUIDELINES AND SUSTAINABILITY

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Axjo supports the UN Global Compact and UN Global Sustainability Goals. Suppliers to Axjo are also expected to endorse this and, in turn, encourage their suppliers to do the same, ensuring compliance at all levels.

Axjo, or a third party appointed by Axjo, reserves the right to conduct audits at the supplier to ensure compliance with our ethical guidelines mentioned above. The supplier is expected to cooperate and facilitate such an audit if the need arises. By signing this manual, the supplier also undertakes to follow our Code of Conduct for Business Partners available at [www.axjo.com](http://www.axjo.com), which describes the basic rules and specifies what violates legal, ethical, and moral standards.

Axjo's expectations for conduct in the areas of human rights,

labor standards, business ethics, environmental protection, and safety are described.

Axjo encourages and, in some cases, requires its suppliers to conduct an evaluation using a sustainability reporting tool chosen by Axjo.

The assessment covers the areas of business ethics, human rights, employment conditions, health & safety and environmental performance in accordance with our Supplier Code of Conduct. Suppliers requested to participate in the assessment are expected to complete the assessment within the specified time period. Failure to complete the evaluation will affect the supplier's approval process.