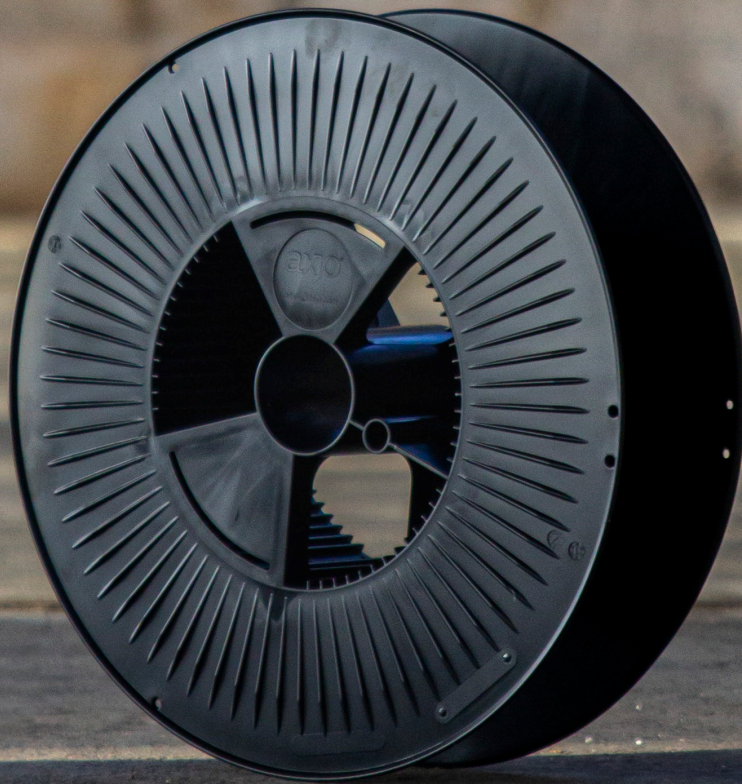


# Supplier Manual

INDIRECT AND SERVICE SUPPLIERS



axjo®



# Content

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PURPOSE	3	●	EVALUATION AND ESCALATION	5
GENERAL	3	●	CORRECTIVE ACTIONS	5
SUPPLIER CATEGORIES	3	●	ACTIONS AND COSTS IN CASE OF DEFECTIVE GOODS	5
SUPPLIER APPROVAL	4	●	ORDERING AND PAYMENT	5
AUDIT AND VERIFICATION	4	●	SECURITY PROCEDURES	6
SPECIFICATIONS	4	●	REGULATORY REQUIREMENTS AND OTHER EXPECTATIONS	6
DELIVERY AND TRANSPORT	4	●	ETHICAL GUIDELINES AND SUSTAINABILITY	6

## PURPOSE

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This manual has been created to help our suppliers understand our expectations for sustainability and quality requirements for deliveries to AXJO. The manual is also 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 required to meet the requirements defined in this manual.

## GENERAL

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The provisions of this supplier manual, along 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. Furthermore, the supplier is responsible for the quality of the products provided by its subcontractors and ensuring that 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 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 from 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 items
- Deliver finished items (e.g., trading, subcontractors)
- Supply customer-specific packaging materials

### B. Indirect and service providers

- Supply indirect materials, machinery, or equipment needed for the production process.
- Supply supplies for tools and/or production.
- Provide 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 helps us identify and reduce risks. This supplier manual is only valid for category B - Indirect and service providers.



## SUPPLIER APPROVAL

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**To obtain an approved Axjo supplier status as an indirect or service provider, 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 monitor, 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 manufacture of the product and packaging, must comply with all applicable state, safety, and environmental regulations as they apply to the manufacturing and selling country and in the country where the product(s) are received by Axjo.

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

## DELIVERY AND TRANSPORT

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Axjo expects delivery precision that aligns with Axjo's orders or applicable agreements.

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

Packaging must comply with agreed specifications; if no agreement is in place, the packaging must be suitable and

safe to ensure no damage to the product/products or personal injury occurs during handling.

The supplier must notify Axjo of any delays or significant deviations in services, processes, products, packaging, etc., from their internally defined quality requirements and parameters.





## EVALUATION AND ESCALATION

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All indirect and service providers 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 every six months:**

- Quality
- Percentage of defective units/total number of units delivered

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

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

## CORRECTIVE ACTIONS

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If the supplier is responsible for defective materials, goods, and/or services, the supplier must follow Axjo's instructions. This may involve implementing immediate measures for replacing defective products or incorrectly performed services. Depending on the scope and severity of the issue, Axjo may require a response via an 8D report (or similar) regarding the identification of the root cause, actions taken to prevent

The supplier will be classified according to a classification from 1–6.

If improvements cannot be presented, an escalation process to improve the supplier's 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.

## ACTIONS AND COSTS IN CASE OF DEFECTIVE GOODS

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In the event that the defective product or incorrectly performed service is identified, Axjo will take reasonable measures necessary to maintain production at Axjo or with our customer. All

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

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

costs incurred will be documented and subject to further negotiations with the supplier.

## ORDERING AND PAYMENT

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When purchasing goods or items with subsequent reporting to Axjo (e.g., packaging), purchase orders are issued to suppliers. Other common tasks or bookings for indirect suppliers are usually regulated in separate agreements. Frequently purchased consumable materials of lesser significance or amounts are typically not managed with purchase orders.

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 typically 60 days net after receipt of invoice or goods. For equipment, machinery, and tools, other payment terms may apply, specified in the purchase order.

## SECURITY PROCEDURES

Axjo expects all safety regulations applicable at our respective facilities to be followed by everyone, including service personnel and temporary workers.

### General Rules

- Generally, there is a ban on photography and filming throughout the industrial area.
- Indoor smoking is strictly prohibited and is only allowed in designated areas.
- The minimum age to visit the industrial area is 13 years old.
- Attendance registration is mandatory and is done through our visitation system Pronestor.

**At Axjo Plastic AB, it is mandatory for visitors to use protective equipment such as:**

- Reflective vests
- Safety shoes
- Hearing protection in designated areas.

Complete safety regulations and additional information can be provided by your contact at Axjo.

## REGULATORY REQUIREMENTS AND OTHER EXPECTATIONS

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. At a minimum, environmental procedures should be in place that cover the manufacturing and delivery (e.g., sustainable, recyclable packaging) of the products or services in question.

## ETHICAL GUIDELINES AND SUSTAINABILITY

Axjo supports the UN Global Compact and the UN's global sustainability goals. Suppliers to Axjo are also expected to endorse this and, in turn, encourage their suppliers to do the same and ensure 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 the ethical guidelines mentioned above. The supplier is expected to cooperate and facilitate such an audit if needed.

By signing this manual, the supplier also commits to following 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 norms.

Axjo's expectations regarding 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 undergo an evaluation using a sustainability reporting tool selected 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 it within the specified timeframe. Failure to conduct the evaluation will affect the supplier's approval process.

*This document (BL-05 EN) is reviewed as part of Axjo's management system. This manual was reviewed and approved by CEO Jacob Nilsson on December 4, 2023, in its first edition. The manual is reviewed annually or as needed by the Purchasing Manager.*