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# Supplier manual

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## Introduction

Eisenwerk Erla GmbH, hereinafter referred to as EWE, offers customised solutions for the production of cast parts in an extensive range of materials for our customers in the automotive, aerospace, agricultural engineering and other segments as well as machining.

The products we supply meet high quality standards, the value of which is further enhanced by internal processes and the purchase of co-operative services from qualified partners and customer approved sources.

**The following principles of the company's quality policy have been formulated with this in mind:**

- **Customer satisfaction**
- **Product quality and process efficiency**
- **Limiting risks and striving for continuous improvement**

We also expect compliance with these principles from all our suppliers, service providers (co-operation partners for mechanical processing) and business partners, hereinafter referred to as suppliers.

The situation on the commodity markets has deteriorated further in recent years, due to global influences (pandemic, energy and raw material shortages), disrupted supply chains, monopolistic structures or more lucrative marketing opportunities in other sectors, environmental bottlenecks and stock market-related fluctuations, among other things.

Due to these developments and the limitations of our own capacities and resources, a partnership-based, sustainable and performance-orientated cooperation with our suppliers is essential.

## Scope

**This supplier manual and the associated requirements in accordance with ISO 9001, IATF 16949, 14001, 50001 and AS9100 apply to all suppliers.** Essential aspects of these standards and the resulting requirements are generally listed. In the event of deviating agreements in other contracts and binding documents relating to the supplier manual, these agreements and contracts shall take precedence.

## Applicable documents

Terms and Conditions of Purchase of Eisenwerk Erla GmbH (as of 2017-10)  
General rules of conduct and safety instructions (as of October 2023)

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**The supplier maintains a quality management system** (QM system) based on the international standards ISO 9001, ISO 14001, ISO 50001 and ISO 9100.

The aim should continue to be the introduction or application of industry-specific management systems IATF (automotive) and/or in accordance with EN 9100 (aerospace), where applicable.

Industry-specific additional requirements must be taken into account independently of the basic standardisation, if applicable.

#### **The principles of Quality Management are**

- **Customer orientation**
- **Guidance**
- **Inclusion of persons**
- **Process-orientated approach**
- **Improvement**
- **Fact-based decision-making**
- **Relationship management**

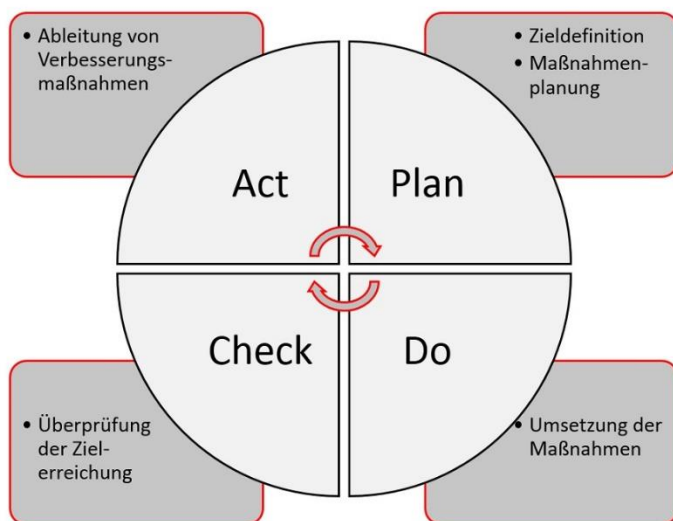
In order to fulfil the requirements of our customers:

- **Adherence to quality, deadlines and quantities**
- **Flexibility**
- **High level of service.**

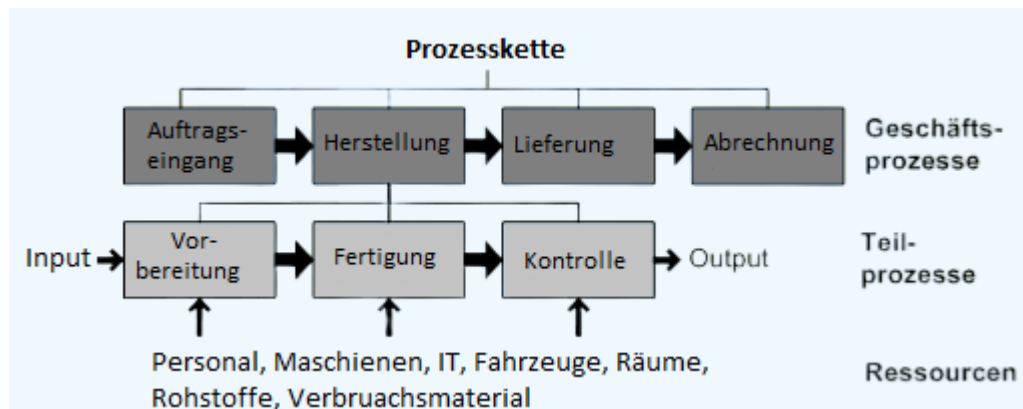
**The process-oriented approach is particularly important in the development, realisation and improvement of the effectiveness of the QM system.**

The supplier should be guided by the following principles:

An important basic tool for process orientation is the PDCA cycle.



**The business processes must be defined by the supplier and their interactions must be taken into account** (see the diagram below as an example).



The supplier shall ensure that the quality policy and the quality objectives for the quality management system are defined and are compatible with the framework conditions and the strategic orientation of the organisation. The top management of the organisation regularly evaluates the effectiveness of the quality management system.

The supplier guarantees that the customer's requirements and statutory and regulatory requirements are determined, understood and consistently fulfilled.

The supplier must determine and provide the necessary resources for the establishment, realisation, maintenance and continuous improvement of the quality management system.

Persons who carry out activities that influence the performance and effectiveness of the QM system must have the necessary expertise and specialist knowledge and must be kept up to date through training. The supplier must systematically determine training requirements and regularly train employees on quality, environmental, energy and occupational health and safety management topics.

## **Appendix (1) for suppliers of Aerospace (DIN EN 9100:2018)**

### **8.4.1 General**

The organization shall ensure that externally provided processes, products and services conform to requirements.

The organization shall be responsible for the conformity of all externally provided processes, products and services, including from sources defined by the customer.

The organization shall ensure, when required, that customer-designated or approved external providers, including process sources (e. g., special processes), are used.

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The organization shall identify and manage the risks associated with the external provision of processes, products and services, as well as the selection and use of external providers.

The organization shall require that external providers apply appropriate controls to their direct and sub-tier external providers, to ensure that requirements are met.

The organization shall determine the controls to be applied to externally provided processes, products and services when:

- a) products and services from external providers are intended for incorporation into the organization's own products and services;
- b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.

The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

***NOTE During external provider evaluation and selection, the organization can use quality data from objective and reliable external sources, as evaluated by the organization (e. g., information from accredited quality management system or process certification bodies, external provider approvals from government authorities or customers). Use of such data would be only one element of an organization's external provider control process and the organization remains responsible for verifying that externally provided processes, products and services meet specified requirements.***

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**The approval process and thus the assessment of the quality and environmental capability of suppliers prior to the initial order is subject to the following steps:**

### **1. Supplier self-disclosure incl. CSR questionnaire**

The EWE questionnaire must be completed in full and returned, including the requested certificates/documents, within the period specified by EWE. The completed and positively evaluated questionnaire forms the basis for a first transaction, but is also used to update supplier data for special reasons, e.g. change of location, change of name.

**The criteria for a positive evaluation and thus approval of the supplier are**

- **Complete answers to all questions** and countersignature of the supplier self-disclosure form
- **Presentation of valid certificates** (max. waiting period 12 months in the current enquiry process) or
- Positive overall assessment, individual questions in the supplier self-assessment on the quality management system predominantly answered with "yes"
- **Inconspicuous sanctions list check**

### **2. Carrying out a "second party" supplier audit on an ad hoc basis**

The Supplier shall allow EWE in the event of a triggering requirement

- Negative result according to delivery self-assessment or supplier assessment
- Complaint
- Assessment of production and delivery requirements (especially in the case of a new location, changed product range and/or production process)
- Trials
- Customer claim (EWE customer)

**conduct audits on site.** However, audits can also take the form of self-audits.

The details of the audit are agreed between the parties in advance. An audit will be announced in time and has to be specified may be based on ISO 9001, IATF 16949, ISO 14001, ISO 50001, EN 9100 and waste legislation or other common industry/customer-specific audit types (process audit in accordance with VDA 6.3 or similar).

The Supplier shall grant EWE access to relevant operating sites, test areas and warehouses as well as access to quality-relevant documents upon prior agreement, to the extent necessary for the delivered products, and shall provide information required by EWE upon request. Reasonable restrictions imposed by the Supplier to safeguard its trade secrets shall be accepted.



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The audit is evaluated on the basis of a catalogue of questions on the supplier's quality, environmental and energy management system according to the degree of fulfilment of criteria and is subsequently communicated to the supplier:

A-supplier:    >= 90 %  
B supplier:     >= 75 %  
C-supplier:    >= 60 %

The evaluation of the questions on energy management is for information purposes and is not included in the overall evaluation (according to ISO 50001, fuels, steam, heat, compressed air and comparable media are subject to energy management).

**EWE shall inform the Supplier of the results of its audits. If corrective measures are necessary as a result of the audit findings, the Supplier shall immediately draw up an action plan, implement it within the objectively required period and inform EWE of the degree of fulfilment.**

To ensure quality, the supplier shall carry out regular requalification of its scope of delivery in accordance with IATF and VDA volume "Product manufacture and delivery, robust production process". Unless otherwise agreed, the scope of requalification shall correspond to the scope of PPF sampling. The results shall be documented internally, stored securely and forwarded to EWE upon request.

For points 1 and 2, the supplier will be blocked if the negative evaluation continues.

### **3. Non-disclosure agreement**

A non-disclosure agreement must be concluded prior to the initial transaction if the deliveries and services are directly related to production. This also applies to development or disposal areas and external co-operators.

### **4. ordering and evaluation of sample deliveries**

The Supplier shall propose materials/products for testing on a needs-based and problem-solving basis and accompany this process together with EWE, if necessary up to series delivery. Information on material and product properties must be provided in advance.

In the case of external cooperation, samples are requested as part of the contract award process



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## **Appendix (2) for suppliers of Aerospace (DIN EN 9100:2018)**

### **8.4.1.1 The organization shall:**

- a) define the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of external providers depending on their approval status;**
- b) maintain a register of its external providers that includes approval status (e. g., approved, conditional, disapproved) and the scope of the approval (e. g., product type, process family);**
- c) periodically review external provider performance including process, product and service conformity and on-time delivery performance;**
- d) define the necessary actions to take when dealing with external providers that do not meet requirements;**
- e) define the requirements for controlling documented information created by and/or retained by external providers.**

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**The supplier shall check the quality of the products intended for delivery at suitable points during the manufacturing process.**

**The test procedures are regulated in test plans and the results are documented.**

EWE bears no responsibility for development.

In the event of process disruptions and quality deviations, the supplier analyses the causes, initiates improvement measures and checks their effectiveness.

**If, in exceptional cases, the Supplier is unable to supply products that meet the specifications, a written special release must be obtained from EWE before alternative products are supplied.**

The supplier undertakes to clearly label the products on the delivery note.

**The supplier guarantees the traceability of the delivered products.**

**The supplier proposes the conclusion of a quality assurance agreement.**

**The supplier shall in any case declare the origin of the goods.**

## **Appendix (3) for suppliers of Aerospace (DIN EN 9100:2018)**

### **8.4.2 Type and extent of control**

The organization shall ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

The organization shall:

- a) ensure that externally provided processes remain within the control of its quality management system;
- b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) take into consideration:
  - 1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;
  - 2) the effectiveness of the controls applied by the external provider;
  - 3) the results of the periodic review of external provider performance (see 8.4.1.1 c);**

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d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

**Verification activities of externally provided processes, products and services shall be performed according to the risks identified by the organization. These shall include inspection or periodic testing, as applicable, when there is high risk of onconformities including counterfeit parts.**

***NOTE 1 Customer verification activities performed at any level of the supply chain does not absolve the organization of its responsibility to provide acceptable processes, products and services and to comply with all requirements.***

***NOTE 2 Verification activities can include:***

- review of objective evidence of the conformity of the processes, products and services from the external provider (e. g., accompanying documentation, certificate of conformity, test documentation, statistical documentation, process control documentation, results of production process verification and assessment of changes to the production process thereafter);***
- inspection and audit at the external provider's premises;***
- review of the required documentation;***
- review of production part approval process data;***
- inspection of products or verification of services upon receipt;***
- review of delegations of product verification to the external provider.***

**When externally provided product is released for production use pending completion of all required verification activities, it shall be identified and recorded to allow recall and replacement if it is subsequently found that the product does not meet requirements.**

**When the organization delegates verification activities to the external provider, the scope and requirements for delegation shall be defined and a register of delegations shall be maintained. The organization shall periodically monitor the external provider's delegated verification activities.**

**When external provider test reports are utilized to verify externally provided products, the organization shall implement a process to evaluate the data in the test reports to confirm that the product meets requirements. When a customer or organization has identified raw material as a significant operational risk (e. g., critical items), the organization shall implement a process to validate the accuracy of test reports.**

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**The goods and services must be delivered in accordance with the orders placed, including further supplementary contracts and harmonised documents.**

The following order details are binding for the supplier:

- Material type, incl. specification and additional order texts
- Delivery quantity  
In the case of hazardous substances, the supplier is obliged to comply with the hazard potential from quantity and material properties; if necessary, deviating conditions must be agreed with EWE delivery quantities.
- Certificates per delivery
- Delivery date
- Price, incl. surcharges and discounts and term of payment
- Packaging
- Delivery address
- Terms of delivery

**The Supplier shall send an order confirmation for each order or individual call-off. If deviations are already recognisable upon receipt of the order, the Supplier shall inform EWE immediately and bring about a joint, target-oriented solution.**

**The following minimum labelling and weight specifications must be implemented for deliveries:**

The goods to be delivered must be precisely labelled on the delivery documents, the invoice and the packaging units; the order number and the receiving office according to the order must be indicated. Each container must be labelled with the exact unit weight (gross/net) or an indication of the quantitative content in the case of countable goods (e.g. piece, tube or similar). In the case of palletised and shrink-wrapped individual containers, both each individual container and the pallet as a whole must be labelled with the exact content quantity.

If loose bulk goods are involved, the original weighing slip must be presented.

**The supplier shall use suitable/environmentally compatible/prescribed packaging to protect the products manufactured and to be delivered and shall provide this for transport. The goods shall be delivered/transported by authorised companies with appropriate certificates of competence and expertise, which the supplier has verified in advance.**


**Furthermore, the delivery instructions according to the order or flyer General rules of behaviour and safety instructions must be observed.**

Goods can only be accepted at the times specified and announced by EWE.

The supplier, service provider, transporter is solely responsible for compliance with the statutory regulations during delivery to the specified location, place of use or storage. The supplier/transporter shall be discharged after receipt of the goods by the responsible employee of EWE, including confirmation on the delivery note.

After proper delivery of the goods, the Supplier shall send EWE an invoice, usually electronically to the following e-mail address:

[accounting@jkm-erla.com](mailto:accounting@jkm-erla.com)

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## Appendix (4) for suppliers of Aerospace (DIN EN 9100:2018)

### 8.4.3 Information for external providers

The organization shall ensure the adequacy of requirements prior to their communication to the external provider.

The organization shall communicate to external providers its requirements for:

a) the processes, products and services to be provided **including the identification of relevant technical data (e. g., specifications, drawings, process requirements, work instructions);**

b) the approval of:

- 1) products and services;
- 2) methods, processes and equipment;
- 3) the release of products and services;

c) competence, including any required qualification of persons;

d) the external providers' interactions with the organization;

e) control and monitoring of the external providers' performance to be applied by the organization;

f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises;

**g) design and development control;**

**h) special requirements, critical items, or key characteristics;**

**i) test, inspection and verification (including production process verification);**

**j) the use of statistical techniques for product acceptance and related instructions for acceptance by the organization;**

k) the need to:

- implement a quality management system;
- use customer-designated or approved external providers, including process sources (e. g., special processes);
- notify the organization of nonconforming processes, products, or services and obtain approval for their disposition;


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- prevent the use of counterfeit parts (see 8.1.4);
- notify the organization of changes to processes, products, or services, including changes of their external providers or location of manufacture and obtain the organization's approval;
- flow down to external providers applicable requirements including customer requirements;
- provide test specimens for design approval, inspection/verification, investigation, or auditing;
- retain documented information, including retention periods and disposition requirements;

**l) the right of access by the organization, their customer and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;**

**m) ensuring that persons are aware of:**

- their contribution to product or service conformity;
- their contribution to product safety;
- the importance of ethical behaviour.

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**If it becomes clear that agreements made, such as quality features, deadlines, delivery quantities, etc., cannot be complied with, or if the Supplier recognises deviations after delivery, the Supplier shall inform EWE of this immediately.**

The Supplier undertakes to inform EWE of the following changes prior to their implementation:

- Changes to manufacturing processes, agreed test methods or tests as well as changes to raw materials that have quality-relevant effects on the utilisation properties of the delivered product
- Relocation of production sites, if different from existing production sites

so that EWE can check whether the changes could have a detrimental effect. However, this examination shall not release the Supplier from its contractual obligations.

**EWE must be informed in advance of any changes that have a significant effect on the performance characteristics of the products and approval must be obtained for the delivery.**

**The changes described above are documented by the supplier and extracts are available on request.**

**In the course of the contract review, the Supplier shall examine all documents submitted and notify EWE of any defects and risks recognised as well as any possibilities for improvement.** In the event of problems in connection with the delivery item, the Supplier guarantees to respond on site within a reasonable time and to a reasonable extent.

**The supplier regulates the control of documents and data in procedural instructions and implements these effectively.**

Furthermore, the supplier shall enclose a delivery note with each delivery.

**The retention period for quality and production-related documents is up to 30 years (depending on the life cycle).**



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**EWE's incoming goods inspection is limited to the following points:**

- Comparison of the delivered, packaged units with the delivery note data in terms of quantity and designation
- Condition of the packaging (check for external transport and storage damage)
- Cleanliness and completeness of the labelling of the packaging units
- Identity check based on the packaging labelling

and takes place in the normal course of business.

Insofar as this is feasible in the ordinary course of business, EWE shall be entitled to subject the products to random testing.

**Obvious defects shall be reported to the supplier by means of a complaint (immediately verbally if necessary) and/or by e-mail and photo documentation. The supplier is obliged to initiate measures to rectify the defect and, depending on the severity of the defect, to inform us of these by means of an 8D report.**

**If EWE recognises hidden defects in the product at a later date which could not be detected during the random incoming goods inspection, EWE shall be entitled to lodge a complaint (delayed notification of defects).**

**The Supplier shall, in coordination with EWE, initiate suitable subsequent fulfilment measures to be fulfilled by it within a Period to be specified otherwise this is an open point. And shall ensure remedy if a legal obligation exists.**

**The supplier shall bear the costs arising from complaints, rework and complaint processing.**

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**EWE carries out an annual evaluation of delivery results and supplier behaviour.**

The categories are evaluated:

- Delivery quality (type and quantity, compliance with the order specification, obvious errors and defects in the delivery)
- Rejection
- Adherence to deadlines
- Quantity loyalty
- Service behaviour
- Environmental behaviour

When evaluating external cooperation partners no rejections are included in the evaluation but extra tours (their number) are evaluated.

**The criterion for a positive evaluation of quality and environmental performance is an overall result of at least 60%, whereby the following supplier categorisation applies:**

- **A-supplier: ≥ 90%**
- **B-supplier: ≥ 75%**
- **C-supplier: ≥ 60%**

**The result is communicated to the supplier in writing. If the result is negative, corrective measures or a qualification programme, which may include an audit, are agreed. If the supplier rating remains negative, the supplier will be blocked.**

**EWE also carries out a further internal assessment with regard to life cycle assessment (in accordance with ISO 14001:2015) using the traffic light principle.** The aspects to be evaluated are the result of the QM assessment, existing certifications, origin of goods, Code of Conduct and compliance declaration:

- Green: ≥ 70% of aspects positive
- Yellow: ≥ 30% and < 70% of aspects positive
- Red: < 30% of aspects positive

An overall rating of green is considered positive, yellow as positive with restrictions and red as negative. The result of the evaluation flows into the ordering behaviour and can be evaluated at the supplier's request.

### **Quality targets**

The Supplier shall endeavour to achieve the zero-defect target as part of its continuous improvement process. A guarantee or guarantee-like statement by the supplier is not associated with this.

**The supplier endeavours to achieve, prove and document the flawlessness of the product, process and testing in all relevant features and procedures; existing deficits are to be eliminated as part of the continuous improvement process.**

The Supplier and/or EWE shall propose the **conclusion of a quality assurance agreement.**

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## Corporate social responsibility as part of sustainable management

The supplier shall provide the following documents or communicate the following aspects with its upstream suppliers:

- Code of Conduct
- EWE **CSR questionnaire** completed in full as part of the supplier self-disclosure  
Each question answered with "yes" is awarded 1 point and each question answered with "no" or not answered is awarded 0 points. In total, at least 60% positive answers (categorisation as a C supplier) are required. If a question is not applicable, please explain this.

The answers to the questions are included in your supplier evaluation and are used for categorisation within the supply chain.

- Description of the implemented process for the sustainability guideline
- **Communication with upstream suppliers** to reflect the international guiding principles of sustainability in supply chains with the following content:
  - Guidelines on labour conditions and human rights**
    - Child labour
    - Wages and social benefits/benefits
    - Working hours
    - Forced/compulsory labour
    - Human trafficking
    - Freedom of association and collective bargaining
    - Occupational safety
    - Harassment
    - Non-discrimination
  - Business ethics**
    - Corruption
    - Data protection
    - Financial responsibility
    - Disclosure of information
    - Fair competition and antitrust law
    - Conflict of interest
    - Plagiarism and intellectual property
    - Export controls and economic sanctions
  - Environmental performance**
    - Energy consumption and greenhouse gas emissions
    - Water quality and consumption
    - Air quality
    - Management of natural resources and waste avoidance
    - Responsible chemicals management

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## Energy management

The supplier shall regularly determine and review the key energy aspects.

There are energy targets and guidelines for saving energy and using energy sparingly.

**The supplier regularly trains its employees, including in energy-conscious behaviour.**

**The supplier influences the improvement of environmental protection, occupational safety and energy efficiency at its upstream suppliers.**

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**The applicable statutory and official regulations must always be complied with.**

**Furthermore, European Community law applies (e.g. REACH, GHS/CLP, sanction lists, to name but a few). The requirements according to REACH are known and the supplier has implemented appropriate measures and informs himself regularly e.g. about the status of the SVHC list. The supplier shall inform EWE immediately of any relevant restrictions concerning the goods to be delivered to EWE.**

The supplier shall check whether old products/remaining stock/packaging can be taken back in compliance with the statutory obligation (Packaging Ordinance, Closed Substance Cycle and Waste Management Act). See Excerpt from the law on the placing on the market, taking back and high-quality recycling of packaging (Packaging Act - VerpackG) § 9 Registration.

**When using/delivering products with new ingredients or when making the first delivery, the supplier must send the current safety data sheet or safety instructions without being requested to do so and in advance of the delivery. If further documents are available, such as product information, technical data sheets or instructions for use, these must also be sent.**

**It must be guaranteed that the delivered goods are free from ionising radiation that exceeds natural radiation.**

**The supplier must ensure adequate insurance cover** (including product and/or environmental liability).

The supplier must obtain all authorisations required for its business operations and keep them up to date.

**The supplier shall implement a procedure for the regular assessment and implementation of the relevant legal obligations?**

**The supplier shall plan, implement and control measures appropriate to the company and the product to prevent the use of counterfeit or suspect counterfeit parts and their integration into products delivered to customers.**

**When delivering Conflict Minerals, the supplier must independently and without being asked enclose the current, completed CMRT questionnaire associated with the goods, at best before the goods arrive.**