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Bizerba SE & Co. KG

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# Supplier guidelines

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## Fundamental principles of our collaboration

**The Bizerba supplier guidelines should make it easier for existing and potential suppliers to enjoy a close, trusting, fair and partnership-based collaboration with Bizerba.**

These guidelines provide insight into the basis of Bizerba's business relationship with suppliers. New business partners in particular can quickly find straightforward information about the essential components of Bizerba's quality policy. From the start of collaboration, they have the opportunity to exert targeted influence over the quality of Bizerba products.

## 1 Introduction

### 1.1 Purpose

Given the heightened competition at national and international level, high quality plays a decisive role. As our production relies on suppliers of finished parts to a great extent, the quality of our suppliers is an integral component of Bizerba product quality. We therefore expect timely delivery with high-quality, defect-free and environmentally compatible products at competitive prices.

The flawless state and reliability of all supplied parts, materials and services as well as demonstrable process and quality capability play a significant role in enabling Bizerba to keep its high level and to achieve its targets with regard to sustainability and quality.

Our principle is: avoid errors right from the start, rather than correcting them later. We thus pay attention to effectively avoiding the emergence of errors through partnership-based cooperations early as the production development phase. This is achieved through superior process capability and continuous improvement of all processes in the supplier chain, because only monitored and effective processes guarantee flawless products.

We have set ourselves the task of working with our suppliers to establish secure and robust processes and to avoid wasting time, materials and other resources. These guidelines are not a strict set of rules, but rather outlines Bizerba's requirements on suppliers. It is based first and foremost on the industry's requirements for quality assurance.

### 1.2 Area of application

These guidelines set out how suppliers and Bizerba have to act in order to guarantee the quality of the materials, parts or services supplied. It is based on the series of standards DIN EN ISO 9000ff., conventional industry standards and the relevant environmental protection standards.

These guidelines also contain conditions, procedures and processes which supplement the purchasing framework agreements and/or all other contracts (e.g. quality assurance agreements). It applies to all business relationships between Bizerba and its suppliers. In case of discrepancies, the contents of a quality assurance agreement will take precedence over the rules of the purchasing framework agreement and other contracts, provided this does not concern individual agreements.

Bizerba expects that all suppliers implement the procedures and methods outlined and meet all specific requirements in full. Suppliers are jointly responsible for their own products and thus also for the quality of Bizerba products.

### 1.3 Agreement of objectives

Bizerba basically expects adherence to its zero-defect principle. All suppliers are obliged to anchor this objective in their quality management systems and to align all processes with it. Bizerba will specify particular instructions in individual cases and, where necessary, review the achievement of objectives by means of periodic comparisons of the actual and target situations. Where targets are not being met, measures should be taken by the supplier.

## 2 Quality management system

Quality capability demands that every Bizerba supplier makes use of a contemporary and effective quality management system. This includes, for example, ISO 9001:2015.

Suppliers who do not fulfil the minimum requirements from ISO 9001 or who do not plan to further develop their system may be subject to an audit by Bizerba. If the supplier achieves an acceptable degree of fulfillment, the supplier may be accepted.

The supplier guarantees that all supplied products are manufactured and tested in line with the rules and requirements of the quality management system. The contractor is responsible for ensuring that these requirements are compatible with its quality management system.

As a minimum requirement, the supplier will adhere to the statutory regulations and standards regarding the environmental compatibility of the product. Bizerba recommends the introduction of an environmental management system according to ISO 14001 and an energy management system in accordance with ISO 50001.

### 3 Quality management system of sub-suppliers

The supplier should ensure that sub-suppliers implement and maintain a comparable quality management system in line with the requirements stipulated above. Their purchased parts and/or externally finished parts must also be guaranteed to be in a flawless state. Bizerba can demand documented proof from the supplier that the supplier has verified the effectiveness of the quality management system of its sub-supplier. Should quality issues caused by primary products or parts arise, the supplier will ensure that Bizerba can carry out an audit among its sub-suppliers if requested.

### 4 Measurement of adherence to delivery dates

#### Adherence to delivery dates - a quality feature of cooperation

In business relationships, cooperation in partnership and reliability are elementary values. Therefore, we measure your reliability in terms of on-time delivery.

Since on-time delivery considerably influences downstream processes, we attach increased value to this key figure.

#### Measuring on-time delivery

Over the course of the calendar year, all deliveries are evaluated with the logic described below and combined to form an overall on-time delivery OTD which is then used in the supplier evaluation.

***On-time delivery = (number of on-time deliveries) / (number of total deliveries)***

#### Measuring point

On-time delivery is measured based on your initial order confirmation for the respective order item versus the actual goods receiving date. There are exceptions to the rule which are described on the reverse side.

BIZERBA does not accept late delivery.

The date specified on the order confirmations sent is to be understood as the "date received by BIZERBA" irrespective of agreed Incoterms. We do not distinguish between outgoing and incoming dates. The incoming date is valid at BIZERBA without exception.

#### Goods receiving date

The goods receiving date is posted based on the entry in Bizerba's ERP system (SAP®). Bizerba's goods receiving department posts deliveries on a daily basis. Only shipments arriving at the goods receiving department by 3 p.m. at the latest on the respective day can be posted.

The date of Bizerba's goods receiving entry is used without exception. If a shipping company or similar is involved, the supplier must ensure that the goods arrive on time at BIZERBA. Currently, shipments may be delivered up to 5 business days prior to the confirmed delivery date.

#### Measuring on-time delivery OTD

The two determined dates are now compared.

All deliveries to a purchase order item are evaluated. If not communicated and agreed in advance, any splitting not mentioned in the initial order confirmation and made later will be negatively assessed.

An explanation of on-time delivery OTD is also available for download from the Bizerba homepage in the supplier section.

### 5 Supplier evaluation

#### 5.1 Risk assessment of supplier

If necessary, Bizerba will review the risk in the process chain (planning, development and manufacture) of a product (e.g. audits, quality visits, etc.). The result gives insights into the quality capability of the supplier. Where discrepancies (defects) have been identified, the supplier must develop a plan of action to eliminate the defects and agree such a plan with Bizerba.

Bizerba can verify the implementation of the quality assurance measures stated in this agreement by means of an audit. To this end, the supplier must, to a reasonable extent and given advance notice, provide access to its premises and make a technically qualified member of staff available for the period of the inspection. Results of audits are treated confidentially. The supplier may refuse to provide insights into secret manufacturing processes and other company secrets.

## 5.2 Annual evaluation

Results of the annual supplier evaluation are assessed according to Bizerba guidelines and classified according to the following ratings:

- A ( $\geq 90\%$ ): The supplier is approved for supplies to Bizerba without limitation.
- AB ( $\geq 80\%$ ): The supplier is approved with limitations. The action plan determined which is based on the supplier evaluation must be developed by the supplier or the supplier can justifiably waive it.
- B ( $\geq 60\%$ ): The supplier is approved with limitations. The action plan determined based on the supplier evaluation must be agreed between the supplier and Bizerba. The agreed measures must be processed by the supplier.
- C ( $< 60\%$ ): The supplier is disabled for new parts. The action plan determined which is based on the supplier evaluation must necessarily be developed together. Processed measures must be released together

## 6 Quality assurance agreement (QAA)

In order to base a collaboration between a supplier and Bizerba on a long-term, trusting and partnership-based footing, Bizerba draws up quality assurance agreements (QAAs) with selected suppliers. These are based either on all products supplied or on individual products/product groups (product-specific section).

It supplements the purchasing conditions with aspects that guarantee the required product quality. The quality assurance agreement is concluded with the supplier and signed by both parties before the contract awarding process.

## 7 Product development

It is part of Bizerba's basic philosophy that suppliers should be involved in the development process as early as possible – particularly when it comes to application-specific components.

The advantages of joint development and cooperative collaboration from the product development phase to the start of series production include shorter development times as well as solutions that are ideal for both partners in both a qualitative and commercial sense. In the development phase, potential sources of error can be avoided and replaced by stable and effective processes. The joint objectives are:

- Reducing development time and costs
- Realizing cost-effective product solutions
- Reducing the risk of error
- Ensuring series production starts on time with technically fully-developed products
- Avoiding product liability risks

To this end, the supplier should exchange all information necessary for implementation with Bizerba in the context of the development partnership. Such information should be treated in the strictest confidence and must not be passed on to third parties. This includes:

- Specifications
- Drawings
- Requirement or functional specifications
- Characteristics for functions

The supplier can make the following contributions:

- Suggestions for the avoidance of potential errors
- Cost reductions and product improvements
- Design reviews, tests, verifications
- FMEAs of all kinds
- Process planning
- Process capability and qualifications
- QM plan
- Testing and operational tools planning

The basis of collaboration on product development is professional project management for both parties.

## 8 Process and quality advance planning

When developing parts and processes for Bizerba, the supplier should stick to a specified planning and approval process in accordance with the VDA 4.3 and/or similar regulations. This includes providing all services punctually and successfully. Bizerba has the right to audit the planning and approval process of the supplier as well as the prerequisites of the supplier.

When submitting the offer, the supplier must also provide a feasibility study in connection with a general development plan if requested. Alternatively, or in addition, consignment of the relevant products/the relevant components is possible based on the information supplied by Bizerba.

For products and processes that the supplier develops or produces for Bizerba, a joint report form for the planning and approval process is completed. The supplier should also name a contact person for Bizerba projects who will be available for the project team on request.

## 9 Process and machine capability

### 9.1 Measuring system analysis

Before the supplier can supply series components, the capacity of the testing equipment should be proven in a repeatability and reproducibility study (R & R study). This could take place, for example, according to the rules of the VDA 5 or similar methods.

### 9.2 Machine capability

All machines and measuring tools used must be fit for purpose. The Cmk values that apply to the machines/devices used should be identified either by the supplier itself, or by machine or appliance manufacturers. For Cmk values under 1.67, correctional measures should be implemented and documented.

### 9.3 Process capability

Effective and controlled processes must be used for the manufacture of all components. The supplier is responsible to ensure these processes through careful process planning and process control.

Any specifications on process capabilities are recorded in the technical documentation (e.g. drawing) or in quality assurance agreements. These must be observed and documented.

Aside from specific process capabilities, the zero-defect principle generally applies.

## 10 Requalification / sequential sampling

For quality assurance purposes, all Bizerba suppliers are required to carry out a requalification of components. If no parts are supplied for a period of one year, the approval issued can be deemed invalid. The supplier must then, if requested from Bizerba, apply for renewed qualification and approval by means of initial sampling.

## 11 Approval procedure

### 11.1 Initial sampling

The supplier must carry out initial sampling in a timely manner before series approval. Provided that it is not otherwise agreed, the template of the corresponding test report must comply with the Bizerba guidelines, which are based on VDA vol. 2. The supplier must document all technical requirements of the delivery specification/drawings. If not agreed otherwise, the initial sample inspection report must be executed in accordance with the purchase order or contain at least the following documents:

- Completed and signed cover sheet (e.g. VDA volume 2)
- Marked sample part
- Test report with all target and actual measurements as well as features
- Up-to-date drawings with numbering of all characteristics in required or comprehensible sequence
- Test certificate of the material according to EN10204 (min. according to company certificate 2.2)
- Article-related RoHS declaration of conformity according to Bizerba company standard BPN-01-001-01
- Evidence of SVHC substances contained (CAS No. + name) in a concentration of more than 0.1% or explicit reference that no SVHC substance is contained. (see Bizerba company standard BPN-01-001-01)
- Verification with regard to hazardous substances (according to current EU directives / regulations)
- Concession for deviating characteristics (to be obtained from Bizerba in advance)

If not specified on the drawing, test dimensions are agreed separately. These are to be substantiated with a process capability certificate (see item 9 Process and machine capability).

The initial samples, including all agreed documents, are to be delivered to Bizerba in their own packaging and clearly labeled as initial samples.

## 11.2 Release

Bizerba will examine the initial sample inspection report for completeness and adherence to the requirements. Where necessary, features will be retested. Incomplete test reports that show non-approved deviations are not processed any further and are returned to the supplier.

If subsequent sampling is required for reasons that are the fault of the supplier, the supplier will bear the cost of rectifying this. Bizerba expects that initial sample parts meet all requirements. However, if deviations arise whilst the sampling is being carried out and these cannot be corrected at short notice, written application to change deviation limits (request for special approval) or drawings/specifications (request for technical change) must be supplied before initial sampling.

The likelihood of approval should be clarified by the supplier in advance. The implementation of corrections must be approved by means of a new presentation of an initial sampling test report. Agreed correction dates must be adhered to. Component approval takes place by means of a signature on the cover sheet.

Approved deviations are noted. The signed cover sheet is sent to the supplier. Without this approval, no series deliveries can be supplied to Bizerba.

## 11.3 Material data sheets / substance prohibitions

As a general rule, material data sheets should be supplied together with the initial sample inspection report. The supplier guarantees that substance prohibitions will be adhered to in line with Bizerba's prohibited substances list and with international and national requirements such as RoHS and WEEE.

## 12 Archiving and traceability

### 12.1 Archiving

The supplier will preserve all the necessary data, organized, up to a minimum of 10 years after the last delivery, and will make this available to Bizerba on request. This includes measurement values and test results as well as samples that are needed to demonstrate the agreed quality, particularly material production and testing data. Where components need to be documented in greater detail, the archiving period for these is to be stated in the component specification/drawing.

### 12.2 Labeling and traceability

Upon request, the supplier shall mark all parts as per drawing, Bizerba factory standards or similar technical specifications. If this is not possible or is unsuitable, other suitable measures must be taken to ensure traceability of all material and process steps where errors are concerned. The supplier will teach Bizerba how its labeling system or other measures work, so that Bizerba may initiate its own investigation procedure to the required extent. Traceability documents must be supplied to Bizerba within a maximum of three working days after they are requested. If the products delivered by the supplier include defective parts, Bizerba may return the entire batch.

## 13 Changes

The supplier must promptly notify Bizerba of any of the following changes so that Bizerba can check for any adverse effects:

- Manufacturing process
- Manufacturing parameters
- Tools
- Resources
- Materials
- Supplied parts
- Relocation of manufacturing sites
- Change of sub-suppliers
- Procedures or facilities for product testing or other quality assurance measures

Changes may not be implemented without the written consent in the form of the signed request for change from Bizerba and are to be qualified after approval by the supplier. FMEA, QM plan (control plan), lifespan of parts, etc. are to be adapted appropriately. Before any change in the abovementioned points, initial sampling is necessary in order to agree upon their scope with Bizerba. A positive response can be considered an approval of the change and concludes the process. The initial delivery of modified parts must be indicated in writing. The papers supplied and the packaging must clearly indicate that this is the first delivery of modified parts.

Should the consent on the request for change not be available at the time of delivery, the delivered goods will be rejected and a complaint will be made accordingly.

An explanation as well as the application for a technical change can be viewed on the Bizerba homepage in the supplier section.

## 14 Continuous improvement

The supplier's products and processes must meet the current standards of knowledge and technology. To ensure that this is the case, the supplier must implement a continuous improvement process – taking into account the relevant feedback reports, amongst other things.

## 15 Conformity / product conformity

### 15.1 Incoming goods check

Bizerba checks the Bizerba part number and the type and quantity of the incoming products and examines them to check for any damage caused during transportation. As far as the supplier is concerned, Bizerba is not obliged to carry out any further checks other than those mentioned above.

### 15.2 Product testing and monitoring

The supplier is responsible for the quality of its products. It is responsible for carrying out process checks and outgoing goods checks before dispatch to Bizerba to ensure compliance with the agreed specifications or drawings for each product. The basis for the features to be checked is the Bizerba drawing. Additional tests can be agreed where required between Bizerba and the supplier. In individual cases, these may be conformity certificates for individual supplies as well as proof of conformity in line with DIN EN 10204 or manufacturer declarations in line with relevant EU directives. In addition, the supplier checks the correct labeling of the packaging unit.

### 15.3 Product conformity

This standard must be applied to the design and development of products in all business units of Bizerba SE & Co.KG including all subsidiaries, as well as to the procurement/delivery of materials and parts going into products and/or packaging. The aim of this standard is to guarantee compliance with current and upcoming regulations regarding ingredients in products and components as well as packaging, and to minimize the use of harmful but not (yet) banned substances. The standard largely only summarizes the regulations applying at the time the standard is drawn up and which the supplier must observe anyway. The supplier is obligated to inform himself about any updates of the guidelines and standards mentioned in the company standard prior to performing the service and to base his performance on the standard applicable at the time of performing the service.

The Bizerba product compliance standard Pollutant Restrictions and Prohibitions can be downloaded from the Bizerba homepage in the supplier section.

## 16 Defects/non-conformity

The supplier will inform Bizerba immediately of quality concerns in its production. In doing so, it will provide information on the type, scope and cause of the problem as well as planned corrective measures. The special measures defined for each case by both parties will be implemented immediately by the supplier (for example higher testing quotas).

### 16.1 Complaint

The supplier will immediately inform Bizerba in writing of defects in a consignment as soon as they are recorded during the course of normal business operations. The supplier will confirm receipt of complaints in written form within two working days and will, after consultation with Bizerba, provide measures in order to avoid interrupting production at Bizerba.

### 16.2 Dealing with defective parts

Defective parts are returned to the supplier's relevant quality assurance officer together with the relevant information. Bizerba ensures there is an appropriate preselection of the defective parts so that only those parts whose faults can be attributed to the supplier are returned.

### 16.3 Corrective measures

Regardless of the consignment of defective parts, the supplier will provide, if requested from Bizerba, a test report or an 8-D report for the entire corrective time period to keep Bizerba informed, and will do so within ten working days of receipt of the written complaint.

The template for the 8D report is available for download from the Bizerba homepage in the supplier section.

Until the corrective measures take effect, Bizerba can request special measures (higher testing quotas, etc.) for an appropriate period of time, which must be implemented within two working days. Any additional costs that arise as a result must be borne by the supplier, unless it can be proven that the fault was caused by Bizerba.



#### **16.4 Request for special release**

If defective products must be supplied by the supplier in order to maintain continuity in Bizerba's production, special authorization from Bizerba must be requested in advance of the delivery. Bizerba reserves the right to decide on this.

### **17 Compliance**

In cooperation with our suppliers, compliance and thus adherence to laws and internal specifications is also a particular concern for us. The most important compliance topics are available to you in the Bizerba Code of Conduct.

Please return a signed copy to Bizerba acknowledging your agreement to the terms therein.

The Bizerba Code of Conduct is available for download from the Bizerba homepage in the supplier section.