



Suppliers Guide

From Supplier to Partner

Basis of the Customer-Supplier Relationship

Schreiner Group is an innovative, high-performing and globally acting quality supplier to customers from the medical and pharmaceutical industry, engineering industries, logistics, the automotive and electronics sectors as well as banks and government authorities

Suppliers are important partners for Schreiner Group in order to meet customers' exacting demands.

Therefore, Schreiner Group classifies its suppliers in four categories in line with the Schreiner Supplier Pyramid.

1. Preferred supplier

Very close relationship in a spirit of partnership with constant sales growth

2. Strategic supplier

Supplier of important products with close collaboration

3. Series supplier

Supplier of series parts and potential suppliers

4. Basic supplier

Potential supplier in the marketplace

For Schreiner Group, the long-term availability of the materials and raw components used as well as forthright, early communication of potential changes provides the necessary basis for a viable customer-supplier relationship.

Schreiner Group continually improves internal and external processes, considering a wide range of certifications and standards, together with its approved supplier. Performance and quality capability of the suppliers are measured in the annual assessment.

This is made considerably easier once the supplier, like Schreiner Group itself, is certified according to DIN EN ISO 9001 and/or IATF 16949. This is a basic prerequisite for all production material suppliers. For the mid-term, suppliers are expected to develop their quality systems toward IATF 16949.

Schreiner Group is committed to environmental protection and certified according to ISO 14001, EMAS and ISO 45001. To promote the environmental and occupational health & safety philosophy, Schreiner Group prefers suppliers who are certified themselves or have a corresponding declaration.

Schreiner Group requires that its suppliers are fully committed to sustainable and ethical management practices. The "Code of Conduct of Schreiner Group," which despite differences in legal and social environments, sets the same high standards across national borders with respect to environmental protection, occupational health & safety, basic employee rights, bans on corruption, bribery and child labor. Above and beyond these mandatory fundamentals, consistent, sustainable improvement is pursued in conjunction with the suppliers.



General Requirements

- The business relationship is specified, backed and secured by contractual agreements such as NDAs, Framework Agreements, Supply/Delivery Agreements, Quality Assurance Agreement, Last Buy Options and similar agreements.
- Long-term supply/delivery capability without potential changes to the supplied material, product, formulation, specification, the production location or process changes. Any of these changes must be communicated in writing to Schreiner Group without delay.
- Execution of jointly agreed projects and targets for efficiency, process and cost improvements and for improvement of product quality across the entire supply chain.
- We expect every shipment to arrive precisely on the agreed delivery date in clean, impeccable packaging secured against transportation damage.
- Cooperation during audits
- Support of development projects and initial sampling according to APQP/PPAP with provision of know-how, sample materials, small quantities for pre-production series and first runs.
- Information about raw materials processed and ingredients for IMDS, REACH and other negative lists of substances.
- Conclusive, current specifications for each production material according to Schreiner requirements
- As a matter of principle, every shipment will be accompanied by inspection certificates 3.2 according to DIN EN 10204.
- We expect fast and effective handling of complaints in the form of 8D Reports. A comprehensive root cause analysis and execution of effective corrective and preventive actions provides the basis for this.

Complaint categories

- A** – Customer has issued a complaint.
- B** – Assured deliveries and/or production are at risk.
- C** – General complaint relating to materials.

For categories A and B, Schreiner Group expects initial comments to be communicated within the next 24 hours and for C within 72 hours. The processing time should not exceed a maximum of four weeks.

Supplier Assessment

Schreiner Group assesses its suppliers according to specific requirements in the fields of:
Costs, Quality, Logistics and Technology

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| <p>Costs (Weighting 30 %)</p> | <ul style="list-style-type: none"> ■ Reduction of procurement prices and positive price development ■ Reasonable price level compared to competitors ■ Assurance of cost and price transparency ■ Business relationship is specified, backed and secured by contractual agreements |
| <p>Quality (Weighting 35 %)</p> | <ul style="list-style-type: none"> ■ Certifications and complaint rate ■ In-depth and timely processing of complaints ■ Reliable and sustainable/effective elimination of root causes and quality defects ■ Initial sampling is reliable and in accordance with state-of-the-art technology (PPAP) |
| <p>Logistics (Weighting 25 %)</p> | <ul style="list-style-type: none"> ■ Adherence to agreed delivery dates and quantities ■ Lead times are reasonable and continually optimized ■ Flexibility in the case of requirements or fluctuating demand on short notice ■ Early information about last-buy options or material conversions ■ Pro-active participation in the development of plans to minimize risks |
| <p>Technology (Weighting 10 %)</p> | <ul style="list-style-type: none"> ■ The supplier has a high level of innovation power and powerful technology that is subject to continuous further development ■ The cooperation between Schreiner Group and the supplier is marked by mutual support in a spirit of partnership and the supplier's knowledge of projects in progress reflects the current state ■ For projects of Schreiner Group, sufficient resources are available and a reasonably short period of time to execute projects is possible ■ Conclusive samples are made available in a timely manner as required |

The supplier with the best rating within the relevant material group is recognized with the annual "Supplier of the year Award."



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