

1 Introduction

Purpose

High quality is a crucial aspect in a competitive national and international environment that is becoming increasingly more stringent. Because we use subcontracted parts extensively in manufacturing, the quality of our suppliers is fundamental to Weber's product quality. Consequently, our expectation is on-time delivery of high quality, defect-free and environmentally sound products at competitive prices.

Our benchmark is: Avoid mistakes from the start rather than try to improve them.

In cooperation with our suppliers, we have made it our mission to establish safe and robust processes and to avoid wasting materials, time and other resources. This guideline is not a rigid set of rules, but instead is meant to outline the requirements we place on our suppliers. It is primarily based on industry requirements for ensuring quality.

Area of application

The guideline sets out how suppliers and Weber should proceed to ensure the quality of the materials, parts or services supplied. It is based on the DIN EN 9000ff series of standards, common industry standards and the relevant environmental protection standards.

The guideline also provides terms, conditions, procedures and processes that complement the framework purchasing agreements and/or any other contracts (e.g. quality assurance agreements). It applies to all business relationships between Weber and its suppliers.

Suppliers share responsibility for their own products and consequently also for the quality of Weber products.

2 Quality

Quality capability requires from every Weber supplier that an up-to-date and effective quality management system be used. The requirements of ISO 9001:2000 apply as minimum requirements.

The contractor guarantees that all delivered products are manufactured and tested according to the rules and requirements of the quality management system. The supplier must immediately ascertain whether these requirements are compatible with its quality management system.

As a minimum requirement, the contractor will comply with the statutory provisions and standards relating to the environmental compatibility of its products.

The supplier commits its subcontractors to establishing and maintaining a comparable quality management system in accordance with the aforementioned requirements. The defect-free quality of its purchased parts and/or parts further processed by third parties must always be ensured. Weber may demand documented verification from the supplier that it has satisfied itself of the effectiveness of its subcontractor's quality management system.

To ensure that the cooperation between the supplier and Weber is based on a long-term and cooperative partnership of trust, Weber will enter into a Quality Assurance Agreement (QAA) with a select group of suppliers. It will apply either to the entire scope of delivery or to individual products/product groups. The QAA regulates the general and individual cooperation between the supplier and Weber. It supplements the purchasing conditions with aspects that ensure the required quality of the products.

3 On-time Delivery Performance

Cooperation in partnerships and reliability are key values in every business relationship. As such, the benchmark we use to measure your reliability is your on-time delivery performance.

Delivery reliability significantly impacts downstream processes, which is why we attach greater value to this indicator. Our goal is 98% on-time delivery - consistently across all suppliers, robustly, over the long term. On-time delivery is measured using your first order acknowledgment for each order item as compared to the actual date of receipt of goods. The date specified on the order acknowledgments sent is understood as the "date received by Weber", irrespective of any agreed Incoterms.

The goods receipt date is recorded based on the posting in our ERP system (SAP®). Our goods receipt department posts deliveries daily. The supplier must take steps on its own to communicate any impending deadline delays to Weber; it must then initiate appropriate measures immediately in close coordination with Weber. Contractual penalties may be agreed for critical deliveries.

4 Product Development

At Weber, involving suppliers in the development process as early as possible is part of our basic philosophy - especially when it comes to components for specific applications.

The benefits of joint development and cooperative collaboration from the product development phase up to the start of series production include shortened development times as well as solutions that have been optimized both in terms of quality and economy for both partners. The development phase allows potential sources of error to be avoided, subsequently resulting in stable and effective processes.

To this end, suppliers exchange all information necessary for implementation with Bizerba as part of the development partnership. This information must be treated as strictly confidential and must not be disclosed to third parties – to ensure the confidential treatment of information, non-disclosure agreements are concluded with selected suppliers on a reciprocal basis.

The supplier's products and processes must correspond to the current state of science and technology.

5 Conformity / Defects

The supplier guarantees the quality of its products. It undertakes to implement appropriate process controls and outgoing goods inspections prior to delivery to Weber so as to comply with agreed drawings and/or specifications for each product. The drawing / specification from Weber constitutes the basis for characteristics to be checked. Additional inspections may be agreed upon between Weber and the supplier as required.

Upon receipt of the products, Weber verifies the Weber part number as well as the type and quantity of the products and inspects them for any transport damage. With respect to the supplier, Bizerba is not responsible for any additional inspections other than those mentioned above.

The supplier must notify Weber without delay of any quality defects in its products. This also includes the type, scope and cause along with any planned remedial measures. The special measures defined by both parties for the particular case will be immediately implemented by the supplier (for example, a higher test density).

The supplier will notify Weber immediately of any defects in a delivery as soon as such defects are identified in the normal course of business. The supplier will promptly arrange for replacement with defect-free products to prevent interruption of production at Weber. Upon request, the supplier will issue an 8D report.

Until the corrective measures take effect or in case of an increased defect rate, Weber may request special measures (higher test density, etc.) from the supplier for a reasonable period of time.

6 Compliance

In our cooperation with our suppliers, the issue of compliance and with it adherence to laws and internal requirements is also a particular concern for us.

Specifically, our suppliers commit to the following points; the supplier guarantees that these requirements are observed and implemented across the entire supply chain.

- + Ensuring that human dignity is upheld, equal opportunities are promoted and discrimination is prevented entirely
- + Guaranteeing that child labor and "modern slavery" is prohibited
- + Taking steps to prevent corruption, bribery, extortion and competition agreements
- + Pledging to data protection
- + Committing to fair wages with well regulated working hours
- + Ensuring occupational safety and health of its workforce

7 Sustainability

Weber is fully conscious of its responsibility towards the environment and the prudent use of resources. This is also highly expected from our suppliers.

Our suppliers commit to undertaking efforts in product development, production, and when defining and evaluating the entire infrastructure with a view towards reducing energy consumption, the use of raw materials, and other natural resources. Special attention must be given in the search for and possible use of substitute materials. Waste, residual materials, emissions, noise pollution, waste water and other environmental pollution must be avoided or reduced to a minimum

Specifically, our suppliers commit to the following points; the supplier guarantees that these requirements are observed and implemented across the entire supply chain.

- + Waste reduction
- + Responsible chemical management
- + Water conservation and reduction of water consumption
- + Reduction of emissions (air, noise...) to a minimum
- + Efficient use of energy
- + Responsible and transparent procurement of raw materials (compliance with RoHS and REACH requirements)