HYVA SUPPLIER'S MANUAL

HYG-PR-12-003AE

Process no:	Area / Applicability	Process owner
HYG-PR-12-003AE	Hyva Supplier's Manual	Quality Director BU Components/ VP Cranes/ VP Recycling
Status: Published	Process House Quality	

1. INTRODUCTION

1.1. HYVA'S APPROACH

Hyva is one of the world's leading providers of innovative and highly efficient transport solutions for the commercial vehicle and environmental service industries. With over 20,000 customers and more than 40% global market share in front-end tipping cylinders, Hyva's solutions move the world. Today, after being in operation for more than 40 years, Hyva is present in 110+ countries, has more than 30 fully-owned subsidiaries, has reached extraordinary service coverage and a manufacturing base that includes 12 production facilities across China, India, Brazil and Europe.

Hyva business is structured in several business units **(BU): BU Components** covers Hyva's hydraulic components business, including front and underbody cylinders and wet-kits as well as other transport and logistics components . **BU Cranes** is responsible for Hyva's truck-mounted cranes, rolloader cranes and aerial platforms. **BU Recycling** provides various waste management solutions. This Supplier's Manual (**Manual**) is applicable to the supplier of all Hyva's BUs. This Manual specifically indicates if there are requirements specific only to one particular BU.

Hyva's performance is highly dependent on that of Hyva's reliable suppliers. Suppliers are considered an integral part of Hyva business. Hyva is determined to establish and develop close, transparent and long-term relationships to ensure the best performance, delivery, service and reduction of the total costs and to enable us to do business successfully together. From our Suppliers we seek competitiveness, reliability, a commitment to development, and a spirit of partnership. Our expectations are grounded in:

- Executing tasks correctly from the outset: through meticulous planning, expertise, competency, and prompt responsiveness.
- Consistently maintaining high standards: by emphasizing excellence and reliability in every instance.
  Pursuing ongoing enhancements: fostering a culture of continuous improvement, promoting development, enhancing competitiveness, and nurturing collaborative partnerships.

It is also extremely important for us that our high-level quality requirements are standardized globally for all Suppliers of Hyva BU Components.

1.2. PURPOSE

This Manual describes the basic supplier management guidelines and establishes Hyva's minimum requirements. These minimum requirements align with the ISO 9001:2015 standard (www.iso.org) and make reference to the Automotive Industry Action Group (AIAG) specifications.

The purpose of the Manual is to guide the supplier through Hyva's procurement process and provide a clear and concise overview of all documents, processes and procedures which arise during the supply relationship. This Manual should be read as an introduction to and as an addition to other agreements

and procedures. The supplier shall never rely on this Manual as the only source of information for supplier's actions and decisions and is expected to have read all the documents referenced herein in full.

1.3. SCOPE

Supplier requirements contained in this Manual are applicable to all new and existing suppliers who provide raw materials, production parts, or sub-contracted services as well as assemblies which are supplied to any company within the Hyva Group. However, there may be cases where a supplier is required to provide materials or employ processes not specifically defined in this Manual.

1.4. TEAM

Supplier's relationship with Hyva will be managed by a cross functional team consisting of purchasing, engineering, quality, logistics, legal and finance teams and the Global Quality Director.

1.5. SUPPLIER'S AREA ON HYVA's WEBSITE

Each Hyva's supplier can have access to the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/). Suppliers will be provided with log-in details required to gain the access. Supplier's area is regularly updated and is the most accurate and full source of supplier's information where suppliers can find the most current version of this Manual and many of other documents mentioned herein. The supplier is expected to regularly consult the Supplier's Area.

2. SUPPLIER SELECTION PROCESS

2.1. HOW TO BECOME HYVA'S SUPPLIER

Hyva is always in search for new reliable suppliers. Suppliers are normally approached by Hyva Purchasing team. In addition, Hyva welcomes Suppliers to apply to become Hyva preferred supplier by registering via the online application form available in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/).

2.2. SUPPLIER SCREENING

Hyva selects suppliers based on various factors, such as price and logistics. However, we consider quality the most important selection criterion.

During the selection process, Hyva may require the Supplier to provide information about Supplier's structure, ownership, financial stability, operations and compliance programs. Suppliers are expected to answer all questions fully and quickly.

Hyva will use SMSA Auditing tool to audit suppliers during the selection process. A new supplier can only be selected as Hyva's supplier if the supplier is rated as "conditionally capable" or higher in accordance with the SMSA(I). More on Supplier's audit in Section 6 of this Manual.

2.3. ACCEPTANCE OF SUPPLIER'S MANUAL

A new supplier can only be accepted as a supplier for Hyva after signing the acceptance of this Hyva' s Supplier manual.

2.4. CONFIDENTIALITY

All information, know how, formulae, processes, photographs, drawings, materials, goods and equipment provided to suppliers by Hyva, or arising from work or services done for Hyva shall be treated as confidential and proprietary. Suppliers shall adhere to all confidentiality requirements and will not disclose or provide information to others without written approval from Hyva.

Hyva seeks to have confidentiality agreements in place with all suppliers. Usually, these obligations are contained within one or both:

- **Non-disclosure Agreement** offered in the beginning of the relationship;
- Confidentiality provisions in the **Frame Purchase Agreement/ General Purchase Conditions of Hyva Group**.

The NDA and Frame Purchase Agreement templates will be offered to the supplier by a member of Hyva purchasing team. **General Purchase Conditions** of Hyva Group can be found at https://www.hyva.com/en/purchase-conditions/.

3. PART/PRODUCT DEVELOPMENT AND APPROVAL

Supplier selection process also involves the process of selection and validation for the parts/products. Before any part/product can be accepted for production and supply to Hyva, **Production Parts Approval Procedure** (**PPAP**) needs to be followed. PPAP ensures that all HYVA engineering design and specification requirements are understood by suppliers and that all products consistently meet the requirements during an actual production run.

It is critical that PPAP is strictly followed before introduction of any new product or process. Failure to comply may result in Hyva rejecting the products as non-compliant and resulting supplier's liability.

Note that PPAP requirements differ per BU.

PPAP for BU Components: HSPPAP for Components (clickable below) and is available in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/).

HYG-PR-12-004_PPAP.pdf

PPAP for BU Cranes and BU Recycling: PPAP for Cranes and Recycling (clickable below) and is available in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/).

HYG-PR-12-004_PPAP Cranes and Recyclin

4. PURCHASING TERMS

4.1. GLOBAL APPROACH

Hyva is a multinational group with production in 4 different countries and distribution globally. Hence, we seek to establish that all Hyva Group companies can take advantage of our relationship with the supplier and order products based on the same terms. Therefore, our contracting documents are structured in a way that only one of the main parent companies, usually Dutch company Hyva International B.V., is the signing party. At the same time, any other company of the Hyva Group is allowed to place purchase orders with the supplier on the same terms and conditions. In the same way, we would like the supplier to use the flexibility of its own group of companies to offer the most complete and adapted product portfolio to Hyva on the same terms and conditions. For avoidance of doubt, special terms of supply, such as product list, prices, incoterms can be agreed for each of participating companies individually in purchase orders.

4.2. TYPES OF CONTRACTING DOCUMENTATION

Frame Purchase Agreement will serve as the main document setting up the terms and conditions of cooperation. Hyva offers the standard document as a starting point but is open to individually negotiate terms and conditions. A member of the Hyva purchasing team will provide the copy of the Frame Purchase Agreement to the supplier for review and negotiations.

Otherwise, **General Purchase Conditions of Hyva Group** available at https://www.hyva.com/en/purchase-conditions/ will be used.

At the same time, any automatic use of supplier's standard terms and conditions is explicitly rejected.

Frame Purchase Agreement and the General Purchase Conditions of Hyva Group contain provisions customary to such type of contracts. Technical specifications, engineering drawings, data sheets, bills of materials and other technical documents also form integral part of the agreement.

Actual orders are executed via purchase orders placed by Hyva Group companies. These purchase orders are subject to the terms of the Frame Purchase Agreement or the General Purchase Conditions of Hyva Group and provide further details of that particular order. The supplier is required to confirm the acceptance of the Purchase Order within 3 business days.

4.3. WARRANTY

All suppliers are required to provide the warranties to Hyva that within a **24-month period**, the products shall:

(i) Meet the intended purpose for which they are designed, provided the Supplier has been duly informed of such purpose or it was reasonably known to them.

(ii) Conform to the agreed specifications and approved samples.

(iii) Exhibit sound workmanship, good quality, and be devoid of faults in design, required tolerances, construction, manufacturing, and material.

(iv) Ensure performance compliant with mandatory regulations concerning health, safety, environmental legislation (including EU RoHS and REACH), and electromagnetic interference, applicable in the EU or other designated countries.

(v) (v) Be free from restricted materials or conflict minerals as defined by USA, EU, or Chinese legislation.

(vi) Not infringe upon any third party's Intellectual Property Rights (IPR) in the EU or other designated countries, provided such destinations were communicated or reasonably known to the Supplier.

4.4. ORIGINS

Hyva buys the products from suppliers either as raw materials or components for Hyva final products or for further resale to customers. As a result, the products suppliers deliver to Hyva can be transferred to different countries with different commercial policy measures, like anti-dumping and countervailing duties, trade embargoes, safeguard measures, origin marking requirements, quantitative restrictions or tariff quotas, government procurement and trade statistics. Hence, very often in this process Hyva needs to know the origin or, in other words, the "economic nationality" of supplier's products.

To make it easier for the suppliers to provide the origin information Hyva has created a template declaration which can be found in the **Hyva Supplier's Area** (available at https://www.hyva.com/en/suppliers/).

Suppliers can use their own format as long as its contents is comparable with Hyva's version.

4.5. EXPORT CONTROL COMPLIANCE

Hyva is committed to ensuring that the products it produces or distributes comply with the export control laws, including those of the USA. To achieve this, we need to understand the positioning of Supplier's products within the context of supplier's national and the USA export controls laws. If the Supplier's products fall under any of the restricted lists, Hyva needs to be able to take this into account. Hence, Hyva may request and the Supplier is expected to provide, upon Hyva's request, supplier's export control compliance declaration. To make it easier for the suppliers, Hyva has created a template declaration which can be found in the **Hyva Supplier's Area** (available at https://www.hyva.com/en/suppliers/). Suppliers can use their own format as long as its contents is comparable with Hyva's version.

4.6. EU REACH AND ROHS COMPLIANCE

EU RoHS directive restricts the use of several substances in electrical and electronic equipment if they exceed certain limits. In addition, EU REACH directive requires the disclosure of any substance of very high concern (SVHC) at a certain concentration. Where relevant for their supplied products, suppliers undertake to comply with the restrictions of EU RoHS and EU REACH and immediately notify Hyva in the event of the use of substances governed in these directives.

Hyva can only ensure that Hyva's products comply with EU RoHS and REACH restrictions if suppliers tell Hyva about what goes inside in the products supplied to Hyva. Templates for EU RoHS and REACH compliance are provided in the **Hyva Supplier's Area** (available at https://www.hyva.com/en/suppliers/).

4.7. CONFLICT MINERALS

The US Dodd-Frank Act and the EU directive 2017/821 require the disclosure of the use of so-called Conflict Minerals sourced in conflict and high-risk regions. Conflict Minerals are substances that are mainly extracted by mining. They include Tantalum (Ta), tungsten (W), tin (Sn), and gold (Au) or so-called 3TG. Each year these required disclosures increase globally. For detailed information about Conflict Minerals, please visit www.conflictfreesourcing.org.

Upon Hyva's request, suppliers are expected to fill-in a Conflict Minerals Reporting Template (CMRT) and return it to their Hyva contact. Hyva uses CMRT template by the Responsible Minerals Initiative (http://www.responsiblemineralsinitiative.org/reporting-templates/cmrt/), also available in the **Hyva Supplier's Area** (https://www.hyva.com/en/suppliers/).

It must be stressed that Hyva cannot accept a general declaration that the Supplier does not use 3TG. Suppliers are expected to list all the smelters used and return a fully filled CMRT to return it to their Hyva contact.

4.8. ENVIRONMENTAL AND HEALTH & SAFETY REQUIREMENTS

We value our suppliers' commitment to meeting international Environmental and Health & Safety (H&S) standards. Going forward, we strongly encourage our suppliers to strive for ISO 14001 and OHSAS 18001 certification.

5. QUALITY

Quality considerations are central for Hyva. Important quality requirements and procedures are included in the Frame Purchase Agreement (in particular, in Appendices B and C) and General Purchase Conditions of Hyva Group, technical documentation. PPAP and CSM provisions also ensure that the products satisfy the quality requirements. Suppliers are expected to read all of these documents carefully and fully understand their contents. Non-compliance can have serious

consequences up to termination of the relationship and legal claims against the supplier. Below are additional quality requirements not included in other documents.

5.1. QUALITY SYSTEM REQUIREMENTS

Suppliers are responsible for the quality of the delivered products and/or services. Each Hyva supplier must develop and maintain a registered quality system that meets the requirements of ISO 9001:2015 and to establish and maintain as a minimum the following elements (unless otherwise agreed to):

- Product traceability to raw material or components
- Material Certificates
- Process Flow Chart, Control plan, PFMEA (not mandatory) and records
- Test and Inspection records
- Operator instructions
- Tooling Calibration records
- Control of non-conforming materials and components (Request for deviation)
- Corrective Action Process and 8D

Supplier's quality systems shall be ISO 9001:2015 certified by a third-party qualified organization as a fundamental requirement. However, having an IATF 16949:2016 certification will be considered as an advancement and preferable.

For Hyva factories that are IATF 16949 certified also our Suppliers are required to have IATF 16949:2016 certification.

5.2. QUALITY OBJECTIVES

Hyva believes that quality is a critical aspect of our business, and we expect our suppliers to share this commitment. To ensure that suppliers meet our quality expectations, we have established the following Quality Objectives:

Parts per Million (DPPM) Reduction: Parts per Million (DPPM) as a common measure of quality in manufacturing.

- Each BU or regional Quality Team needs to define their individual yearly targeted PPM for the suppliers' supplying parts/products to that specific region.
- For the present year target PPM should be a 10% reduction to whatever PPM achieved last year.
- For all existing Hyva' s suppliers across the globe, the standardized target is to achieve **300 PPM** or lower. However, it's important to note that Hyva strives for a zero-defect quality standard and expects suppliers to align with this objective.

On-time and In-Full Delivery: Suppliers are expected to deliver products on-time and in-full, meeting Hyva's delivery schedules. Suppliers should work to reduce lead times and improve delivery performance to enhance customer satisfaction.

Continuous Improvement: Hyva expects suppliers to continually improve their quality management systems to enhance product quality, reduce defects, and improve customer satisfaction. Suppliers should implement effective quality control measures and monitor their performance regularly.

Meeting these quality objectives is a mandatory requirement for all Hyva suppliers. By aligning your own quality objectives with those of Hyva, you can ensure the highest level of quality for the products you supply, which will lead to improved customer satisfaction and stronger relationships with Hyva.

5.3. DUTY TO NOTIFY NON-COMPLIANCE

Quality issues may arise unexpectedly. Upon discovery of any non-conformity, Hyva will promptly report it to the Supplier. However, Hyva is unable to inspect all products upon receipt. Therefore, delivery of products to Hyva does not automatically indicate acceptance as compliant.

If the non-compliance is discovered at Supplier's side, the Supplier shall notify Hyva quality, engineering and purchasing departments at all locations in writing as soon as it knows or suspects the product already shipped and/or waiting for shipment does not conform to requirements. All defective products must be clearly identified.

5.4. EXAMPLES OF NON-COMPLIANCE

Quality issues can arise at any time. Hyva will report any non-conformity upon its discovery. Supplier shall be aware that although Hyva seeks to inspect all products upon their receipt – this is not always possible. Hence, delivery of the products to Hyva does not by itself means that they have been accepted as compliant.

Clause 5.1 of the Frame Purchase Agreement states that the supplier warrants to Hyva that each of the Products shall:

(i) have been made with new materials;
(ii) shall be free of defects of design, material or manufacture;
(iii) shall conform with the Purchase Order requirements, in all respects to written specifications issued by Purchaser and accepted by Supplier and to any Supplier's specifications, if provided, or samples approved by Purchaser;
(iv) be fit for purpose (including any particular purpose for which the Product is being purchased, if Purchaser has made that known to Supplier).

By the way of illustration and as examples only, please note that Hyva considers following events as non-compliance with warranties:

- Non-compliance with the engineering drawing revision level specified by the purchase order
- Use of a different material without Hyva's approval
- Any shipment received with incorrect quantity

- Any damage, corrosion etc. incurred during delivery/transportation in case of non-conformity with Hyva Packaging Guidelines (see section 6)
- Missing PPAP approval or PPAP interim approval (see section 2.4)
- Mislabelled parts or packaging
- Mixed deliveries (several different part numbers) in the same packaging

5.5. CORRECTIVE ACTION PROCESS (CAP) AND 8D

When quality issues occur, in addition to the remedies Hyva is entitled to in accordance with the Frame Purchase Agreement or the General Terms of Purchase, the Supplier is required to determine the root cause and corrective action to resolve issue and to ensure no recurrence. When a formal reply is requested, the Supplier should provide the report which shall include the following 8 elements:

D1 – The Team: Describe the team of people assembled to solve the problem. This team should have members from different areas of the organization who have the necessary skills and knowledge to solve the problem.

D2 – Problem description: The team must clearly define the problem, including the scope and impact of the problem. Problem description is preferred to be entered following the 6W1I2H method of Hyva.

The Problem description shall be based on the data, the facts, and the evidence.

1. Describe the internal/external problem by using 6W-1I-2H method and furnishing the detail of the problem with precise problem description
2. Description of the fundamental problem based on facts only.
3. Insert Not Good Part/Product Images along with OK Part/Product Images for better visual understanding

Question		Explanations
1.W	Who?	"Who" found it and "Who" does it affect? Individual/Customers associated with the problem?
2.W	What?	The problem statement or definition; What is the object and the defect? What equipment is involved? Is there a trend?
3.W	When?	Date and Time the problem was identified? Date and Time the defective part was produced?
4.W	Where?	Location of complaints (area, facilities, process flow diagram) and location of defect on the part?
5.W	Why?	Why the part failed, what standard it fails to meet?
6.W	Was?	Was the problem identified in the FMEA records?
1.I	Is?	Is the problem repetitive, if yes, then when and where it occurred?
1.H	How?	How did the problem occur? How was it detected?
2.H	How Many?	Size and frequency of the problem; how many parts have the problem? How many defects on each part?

D3 - Containment actions: The team should implement containment actions to prevent the problem from getting worse.

D4 - Root cause analysis: The team should identify the root cause of the problem using techniques such as the 5 Whys, Fishbone diagrams, or Pareto charts. The team shall also analyse causes for failure mode and validate them.

D5 - Corrective actions: The team should develop and implement corrective actions to address the root cause of the problem.

D6 – Implementation and verification: The team should implement the corrective action, update applicable FMEA and control plans as well as verify that the corrective actions are effective and have solved the problem. This may involve testing, auditing, or monitoring the process.

D7 – Prevention and standardization: The team should develop and implement preventive actions to ensure that the problem does not recur. This could involve process improvements, training, or changes to procedures.

D8 – Effectiveness: The team should monitor the effectiveness of corrective action by using check sheets and regular audit.

The Supplier shall be aware that mere statements from the Supplier indicating that the corrective action is to alert or retrain the operator and/or increase inspection, alone, are NOT acceptable corrective actions.

Required Action	Timeline
D3- The immediate containment actions to be taken	l day
Update of containment plan	3 days
D4 - Submission of Root Cause Analysis	7 days
D5 - Corrective Action Report	15 days
D8 - Submission of completed non- conformity and corrective action report indicating the permanent actions taken	30 days

5.6. APPROVAL OF NON-CONFORMING (DEFECTIVE) PRODUCTS

Hyva quality and engineering department are the only ones responsible to approve deviation from specifications and to release/approve non-compliant deliveries. These releases are only valid for a limited delivery period or quantity and must be properly documented by specific module that will be send to the supplier by Hyva with the following mandatory information:

- Item number and description
- Drawing number
- Deviation quantity (expiration date)
- Traceability reference (production date, serial number etc.)

If the deviation is not approved, the supplier may not deliver the product, and unapproved product will be rejected. Suppliers shall perform a root cause analysis and develop a corrective action plan as it relates to the deviation.

5.7. SUPPLIER COST RECOVERY

Hyva will inform Suppliers about the non-conformity, providing clear evidence and supporting documentation, including photographs, test results and reports.

The Supplier shall develop a corrective action plan to address the root causes and to prevent future non-conformance. Hyva Supplier Quality Engineer (SQE) will review the quality of RCA, Corrective Actions and Preventive Actions provided by the Supplier. The SQE will determine and align with supplier the responsibility of the failures.

Whenever the non-compliance is detected within the warranty period, Hyva is entitled to seek various remedies, including compensation of costs. Please consult Appendix C of the **Frame Agreement** or section 2 of **General Purchase Conditions** of Hyva Group for full information on Hyva's remedies and reimbursement of costs.

5.8. ANNUAL RE-QUALIFICATION OF PARTS

All wet-kit components' Suppliers shall prove every start of the year that the supplier Products comply with Hyva' s technical requirements by providing a measuring report and/or a performance test.

6. SUPPLIER AUDIT

6.1. GENERAL

Hyva may schedule a supplier or supplier's process/product or quality management system audit at any time:

- where supplier performance regarding quality and/or delivery does not meet Hyva's expectations
- where supplier's product and/or process has high complexity or criticality
- where new or changed processes are being implemented by supplier
- at Hyva's own choice

Non-performing suppliers are audited to have an improvement on the overall supplier performance. performing suppliers are audited to ensure the consistency of the suppliers' performance.

6.2. METHODOLOGY

Hyva uses its own developed specific audit methodologies, the choice of which depends on different audit requirements, and which are available at Hyva' s library: SMSA(I), SMSA(II), and SMSA(III).

SMSA(I) covers the entire business processes of the supplier. A new supplier can only be selected as Hyva's supplier if the supplier is rated as "conditionally capable" or higher in accordance with the SMSA(I). It could be also used for regular suppliers in cases a full manufacturing site assessment is needed by Hyva.

SMSA(II) and SMSA(III) are smaller versions of SMSA(I) which focus on regular supplier audit to improve the overall performance of the supplier and on New Product Development & Launch Readiness assessment.

6.3. SUB-TIER AUDIT

Hyva's suppliers are required to perform audit of their sub-suppliers following their own guidelines, procedure, and audit check sheets.

In addition, Hyva has right to request sub-tier supplier audits in order to evaluate the effectiveness of the sub-tier management and ensure the products and/or services procured from sub-tier sources conform to Hyva requirements.

6.4. IMPROVEMENT PLAN

As an outcome of each audit, Hyva will develop a post audit supplier improvement plan. Suppliers are required to properly implement the plan to mitigate the gaps which were observed during the audit, and thus, leading the overall required improvement.

7. SPECIAL PROCESSES AND REQUIREMENTS

7.1. WELDING

The supplier must guarantee the entirety of welded components through the manufacturing process certification and the certification of workers involved in the welding processes. The welding process is defined by international norms that establish quality requirements (Norm ISO 3834) and welding procedures. Welders must be qualified according to Norm ISO 9606-7:2073, while robot workers must be qualified according to Norm ISO 74732:2073.

The Supplier must take in consideration all other requirements of welding documents communicated by HYVA.

Suppliers are requested to:

- prepare and make available for Hyva the Welding Procedure Specifications, with data relative to process parameters, that for new products must be integrated in the documentation concerning PPAP, while for series production products must be kept and make available in case of request from the Hyva Quality department;
- perform a complete control of a sample (verifying hardness, penetration, visual aspect), to be made at the beginning of the product line batch and at the end; it must be made available as and when requested by Hyva;
- keep the sample and documentation in accordance with what established by Hyva (3 years for non-safety products, 75 years for products with safety properties);
- prove the degree of qualification of workers that execute welding operation, through certifications issued from qualified authorities, that must be available under request of Hyva's Quality department.

If impossible to execute internally, the supplier must utilize a ISO/IEC 77025 qualified laboratory or national equivalent norm for the execution of production process qualification tests and for its monitoring.

7.2. HEAT TREATMENTS

The supplier must have an equipped laboratory to confirm that the requirements specified in the technical documentation are respected. If this is not confirmed or there is a need to have the tests performed by an external laboratory, the supplier must avail himself only of ISO/IEC17025 qualified laboratories or national equivalent norm.

7.3. SURFACE COATING

The supplier must have an equipped laboratory to confirm that the requirements specified in the technical documentation are respected (for example, corrosion resistance, thickness, adhesion tests, etc.). If this is not confirmed or there is a need to have the tests performed by an external laboratory, the supplier must use only ISO/IEC17025 qualified laboratories or equivalent national norm.

8. PACKAGING, LABELING AND HANDLING

8.1. DELIVERIES TO FACTORIES

For any kind of product and/or service delivered from supplier to Hyva production facilities, where it would be logical to have "bulk "packaging or deliveries to Hyva suppliers/subcontractors which will assemble the product in the final Hyva product, unless otherwise specified, the packaging is the responsibility of the supplier. The supplier is free to decide how the products are packed but it needs

to use appropriate means and methods of handling, storage, packaging and delivery methods so as to avoid adverse effects on product quality. The supplier shall provide information about the packaging in the PPAP process.

All products shipped to Hyva require following information for traceability purposes.

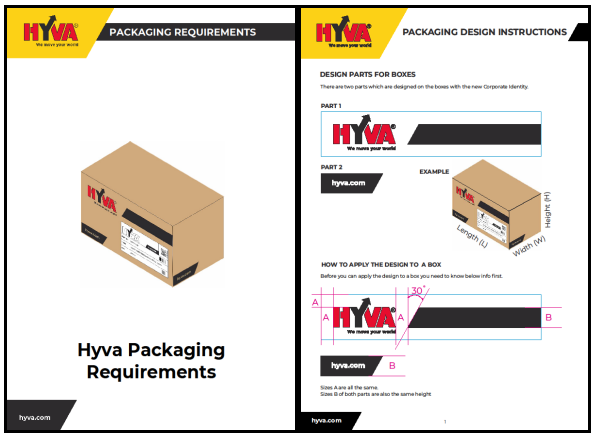
- Item number
- Item description
- Engineering level
- Manufacturing/ship date
- Lot number
- Quantity
- Purchase order number

Other requirements may be specified by Hyva according to the needs of delivery plant or warehouse.

Different item numbers must be delivered in separate packaging.

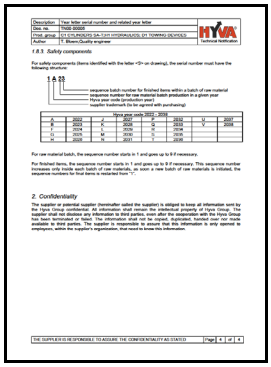
8.2. OTHER DELIVERIES

Products and/or services delivered from the supplier directly to Hyva commercial warehouses or direct shipments to Hyva customers shall be packaged and labelled in accordance with **Hyva Packaging Guidelines** and **Packaging Design Instructions** (clickable below) and are also available separately in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/).



9. PRODUCT TRACEABILITY

To ensure the traceability of Hyva's products and for warranty purposes, Supplier shall comply with product **Marking and identification requirements** (clickable below) and are also available separately in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/).



10. CHANGES

10.3. PRODUCT AND PROCESS CHANGES

Any change made by the supplier shall be communicated and approved in accordance with **Hyva Supplier Change Request Management Procedure** (SCM) (clickable below) available in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/). It provides the detailed description on how the supplier should proceed when planning to make any change to the products. It is critical that approval by Hyva is obtained before the supplier can make changes to a product or process. Based on the received SCM, Hyva may decide to also initiate the PPAP.

If SCM is not followed, Hyva has a right to reject the product and seek the compensation of losses.

10.4. OWNERSHIP CHANGES

The supplier must notify Hyva immediately of any changes in ownership or significant changes in the supplier's business climate (such as acquisitions, divestures, litigation or any other activity that may change the financial viability of the supplier's organization).

11. CODE OF CONDUCT AND SUSTAINABILITY

In its daily activities and decisions Hyva follows **Hyva Code of Conduct** (https://www.hyva.com/en/about-us/code-of-conduct/). Hyva Code of Conduct sets out Hyva's seven Hyva Core Values:

PASSION
TRUST & RESPECT
CUSTOMER EXCELLENCE
INTEGRITY
EMPOWERMENT
INNOVATIVE & ENTREPRENEURIAL SPIRIT
SOCIAL RESPONSIBILITY

Hyva expects the same standard of ethics, conduct, business integrity and sustainability from our suppliers. Suppliers must ensure that they do business ethically, with integrity, transparency and mutual respect, and in accordance with the applicable laws and regulations. The requirements we expect the suppliers to comply with are embedded in the **Hyva Code of Conduct for Suppliers** (https://www.hyva.com/en/suppliers/).

Hyva encourages all its suppliers to implement the standards established in the Code of Conduct for Suppliers within Supplier organization and to exercise leverage on suppliers' own suppliers with the view of fostering corporate social responsibility.

12. SUPPLIER ACKNOWLEDGMENT

A copy of this Manual is available in the Hyva Supplier's Area (https://www.hyva.com/en/suppliers/). The Manual also will be distributed to all Hyva suppliers by a member of Hyva purchasing team.

All new and existing suppliers must sign and date an **Acknowledgment Form** to be downloaded from the **Hyva Supplier's Area** (https://www.hyva.com/en/suppliers/). The Acknowledgement Form must be returned by email or post to their Hyva contact. Failure to do so, may lead to termination of Hyva's relationship with the supplier.

13. UPDATES AND CHANGES TO THE MANUAL

This Manual may be updated periodically by Hyva. The latest version is always available in the Hyva Supplier's Area (available at https://www.hyva.com/en/suppliers/) and will be distributed by purchasing contacts. The Supplier shall be responsible for using the most current revision of this Manual.

Process no:	Area / Applicability	Process owner
HYG-PR-12-003AE	Hyva Supplier's Manual	Quality Director BU Components/ VP Cranes/ VP Recycling
Status: Published	Process House Quality	

Version	Date	Description of changes	Updated by
AA	21-12-2015	Total revised document	Marco Valentini
AB	17-03-2023	Total revised document	Marco Valentini
AC	11-03-2024	Total revised document	Theo Bloem
AD	08-04-2024	Total revised document	Olia Skripova
AE	26-04-2024	Adjusted for Cranes and Recycling	Olia Skripova

Version	Date	Approval by Process Owner	Title
AC	11-03-2024	Davide Zanotti	Quality Director
AE	26-04-2024	Davide Zanotti/Reiner Mack/Alessandro Prosperi	Quality Director BU Components/ VP Cranes/ VP Recycling