

**General Guidelines for Suppliers  
to the Company MÜPRO Services GmbH**

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### 1. Preamble

Our customers expect short delivery times, optimal technical solutions and competitive prices in order to be able to optimise their market presence. We consider the satisfaction of our customers to be an essential requirement for MÜPRO's long-term success. We have therefore set ourselves the target of adapting our procurement processes and purchasing activities to suit our customers' needs and requirements to the best possible extent. Against this background, we consider reliable long-term cooperation with our suppliers to be particularly relevant. We rely on stable and binding relationships with both small local and globally operating partners whom we offer the opportunity to achieve successful further growth together with our company by constantly expanding our comprehensive range of products and services.

The following guideline contains important information concerning our expectations to you as our supply partner. These guidelines should help all current and potential suppliers

We want to use these guidelines to help all current and potential suppliers to work in close cooperation with our company on a basis of fairness and trust.

### 2. Competitiveness

We generally expect our suppliers to be competitive, which means that they should be able to successfully assert their position in national and international markets. Besides the price factors, we also place particularly high value on development, location, service and high quality standards.

In addition, we need fast and transparent procedures, which, as well as the consequent minimization of non-value-adding activities and proposals for technical cost-reduction measures, help to reduce process and storage costs.

### 3. Supplier Obligations

In our opinion, the basis for a good cooperation is an intensive and an up-to-date information exchange, which is primarily driven behalf of the supplier's side. In particular, we expect a pro-active and comprehensive information policy for our delivery partners in the following areas:

- Active involvement in cost-cutting and price-reduction measures
- Information on innovations and opportunities for technical improvement
- Supporting new product developments and their launches
- Excellent availability of contacts
- Sending binding order confirmations
- Punctual responses to inquiries
- The obligation to cooperate in the case of supplier assessment measures
- Disclosing detailed supplier information
- Submitting proof of origin and material lists with each delivery (e.g. factory certification, the 3.1.B. acceptance test certificate, licences, CE marks, declarations of performance, material test certificates, certificates of origin, etc.)
- The obligation to comply with and fulfil current laws and standards

Should problems arise regardless to delivery, delivery date, general replacement times, as well as the quality and / or quantity of the goods, MÜPRO must be immediately informed. The acceptance of our general conditions of purchase and / or of the framework contracts, the quality assurance agreement (QSV), as well as the guidelines for quality, logistics and dangerous goods, is a prerequisite.

#### **4. Sense of Social Responsibility**

With a sense of social responsibility, we understand that the protection of man and the environment is an important factor in decision making and production processes. For all packaging and deliveries, both economic and environmental aspects must be considered appropriately and comprehensively. In addition, MÜPRO supports process improvements along the supply chain as well as suppliers that are certified according to ISO 14001 and are co-operation partners or participants in a dual system. We also expect our suppliers to respect human rights, the Code of Conduct (CoC) and the internationally recognized standards of work according to the core labour standers of the ILO.