

Suppliers' Manual

for existing and potential suppliers of ISOWA GmbH

1.) Introduction

We present to you the most important expectations and key points within their business relation with suppliers in this manual. We would like to show all present and new suppliers the easiest way to a trusting and cooperative partnership.

Essential points of cooperation with suppliers are as follows

- quality
- delivery performance
- innovative capability
- fair competition
- service
- willingness for improvement and further development
- sustainable and socially responsible corporate governance
- information security
- compliance

We assume certified management systems according to IATF 16949, ISO 14001 and ISO 50001 in this context. Suppliers of production material and services, especially for using in automotive applications, must be certified at least according to ISO 9001.

Furthermore, a comprehensive observance of specific requirements of our customers and passing on in the supply chain is a top priority.

2.) Expectations and key points

Quality

The quality of products we buy is essential for the safety of our processes. The purchase of absolutely faultless goods is the declared target.

Delivery performance

ISOWA GmbH needs absolutely punctual delivery at the deadlines specified in the order, so that its services can be performed reliably. Packing and/or shipping regulations have to be adhered to necessarily. If foreseen that the required delivery deadline or the required order quantity would not be possible to meet probably, the purchasing department has to be informed without delay. The reasons leading to potential shortfalls must be examined and eliminated. All measures should be taken in cases of emergency to meet the required delivery deadline or the required delivery quantity. A 100% delivery time and quantity adherence is expected.

Innovative capability

The innovative capability is a factor of competing successfully in the global market as well as of newly defining own limits or limits of manufactured products. We expect a participation in an active knowledge and innovation management from our suppliers that will extend our own competitiveness and contribute to fulfilment of our customers' expectations of tomorrow.

Fair competition

ISOWA GmbH is unreservedly committed to principles of the social market economy and of the fair competition. Corporate objectives will be pursued solely according to the achievement principle and taking into consideration the valid competitions rules. This is expected from our suppliers, too. If competition submits better prices of important, revenue-generating products to the purchasing department of ISOWA GmbH, the present suppliers will get the possibility to check and improve their prices.

Service

Our suppliers offer to us fast reaction times and the flexibility needed in all respects of a customer-supplier relationship. As a family-run, medium-sized company, we put our trust in a personal commitment to the matter as well as in the focus on expectations of our customers.

Willingness for improvement

The willingness for improvement is the capability to question own products and processes regularly and to optimize them continually. We have this demand on our suppliers as regards an adequate supplier development.

Sustainable and socially responsible corporate governance

With regard to the implementation of sustainable corporate management, we pursue energy and environmental management in particular. Within this framework, we aim to sustainably reduce and optimize our energy consumption and waste streams. Ultimately, we are pursuing the long-term goal of CO₂-neutral production. We cannot achieve these goals without our suppliers.

In this respect, the topic sustainability and energy and environment related aspects play a co-decisive role at the selection and evaluation of our suppliers as well as at the final order placement. We assume our suppliers are aware of the necessity to save the resources and treat them sustainably.

Our suppliers should consider the following topics in their energy and environmental policy: greenhouse gas emissions, energy efficiency and renewable energies, water quality and consumption, air quality, sustainable use of natural resources, waste reduction and a responsible chemical management.

Information security

Information security is of fundamental importance to us. Our suppliers are aware of the need for information security and know the fundamental impact of risks on business success.

In this respect, the development, maintenance and implementation of an information security concept are mandatory in order to guarantee the integrity of information, the confidentiality of information and the availability of information.

Compliance and corporate policy

Our suppliers are obliged to observe the compliance declaration of ISOWA, as well as the corporate policy of ISOWA and implement this within their business activity.

The points specified above are criteria of strategic supplier selection and development.

In future, ISOWA GmbH would like to maintain cooperative partnership with the suppliers focused on the future and the market that is oriented on the target of satisfaction of our customers. We will also appreciate any suggestion as well as improvement proposal in this sense.

Freudenberg, January 10th, 2024
Management Board of ISOWA GmbH