



Supplier Manual

1. Introduction

This handbook has been developed to communicate Axelent's business principles, general expectations, requirements, and procedures. It outlines the minimum requirements and expectations that the supplier is responsible for and should be seen as a complement to the purchase agreement between Axelent and the supplier, where additional requirements may apply. Compliance with the guidelines described in this handbook is required of all Axelent suppliers.

Axelent is an international industrial group. Axelent's values and principles for sustainable development are well established in our operations. Our business is designed to create added value for our customers and promote sustainable development worldwide. Our goal is to strengthen our international reputation by acting in accordance with these values and principles, which form the basis for the high expectations and requirements we place on our suppliers and business partners.

Axelent's Supplier Code of Conduct (CoC) includes the supplier's commitment to promote Axelent's values and principles and plays an important role in our supplier selection.

By delivering products and services to Axelent, the supplier accepts these requirements, values, and principles and commits to following this declaration. Uncompromising compliance with these values and principles is of utmost importance for maintaining a successful and long-term business relationship.

Axelent expects our suppliers to share our commitment to meet or exceed our customers' quality expectations through continuous improvement. The supplier is expected to fully support the relationship between our companies and show flexibility to help Axelent meet all customer requirements.

2. Supplier Requirements

For Axelent, our suppliers are important business partners. Our goal is long-term cooperation that supports both parties. The requirements in this document describe the minimum level Axelent expects from a supplier.

All Axelent suppliers must comply with Axelent's CoC.

Axelent expects partners and suppliers to strive for zero defects and demonstrate this by meeting delivery times and delivering products that meet all requirements.

Axelent wants all suppliers to aim to work in accordance with ISO 9001 & ISO 14001.



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The supplier undertakes to comply with applicable regulations regarding materials and chemicals, including:

- EU Regulation (EU) 2017/821 concerning conflict minerals originating from conflict or high-risk areas.
- REACH Regulation (EC No 1907/2006) regarding registration, evaluation, authorization, and restriction of chemicals.
- Applicable requirements and guidelines related to PFAS substances, including any bans or restrictions introduced or under development within the EU.
- RoHS (2011/65/EU with amendments), which restricts the use of certain hazardous substances in electronic products.

3. Quotation to Deliveries

Requests are sent to approved suppliers. Axelent expects suppliers to complete the requested documentation and provide product feedback in connection with the quotation.

Before the first delivery, an initial sample "IS" must be prepared, and documentation according to the attached checklist for the first order must accompany the IS.

Once the product is approved, written orders will be sent, and the following points apply:

- All orders must be made via purchase order
- Confirmation is required within 48 hours
- Deviations or delays must be reported immediately
- Deliveries must be made according to agreed times
- Labeling and documentation must follow the instructions in the purchase order
- Use approved carriers where required

4. Supplier Evaluation & Changes

Approved suppliers are continuously evaluated by purchasing and quality departments.

Evaluation is based on an assessment system built on the following criteria:

- Complaints
- Delivery reliability



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- Response time

- Pricing

Axelent reserves the right to conduct audits at the supplier's or any subcontractor's facility to evaluate the ability to manufacture the product according to Axelent's requirements.

If the supplier plans to make any changes to the product, including changes at a subcontractor, the supplier is obliged to inform Axelent.

In cases of product quality deficiencies or damaged goods, the supplier is liable for compensation up to 2 years after delivery.

Deviations from us are registered in our AM system, where you must respond with a root cause analysis and document corrective actions. An initial response in AM is required within 24 hours after a complaint is registered.

Any costs related to the complaint will be charged.