

Supplier Manual

SERVICE SUPPLIERS



axjo®

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PURPOSE

This manual has been created to assist our suppliers in understanding our expectations for sustainability and quality requirements for deliveries to Axjo. The manual is also a tool to help Axjo maintain certified business systems according to ISO 9001 and ISO 14001 and to develop our suppliers.

The purpose of this supplier manual is to define the minimum requirements for our suppliers and incoming deliveries. All suppliers are required to meet the requirements defined in this manual.

GENERAL

The provisions of this supplier manual, together with Axjo's terms of purchase, shall apply to all current and future purchase agreements between Axjo and the supplier.

For specific orders or projects, Axjo may request changes or additions to this document, which must be approved by the supplier.

It is the supplier's responsibility to provide materials, goods, and/or services that meet Axjo's requirements. The supplier is further responsible for the quality of the products provided

by its subcontractors and ensuring they meet the same quality standards applicable to the supplier.

This supplier manual is of unlimited validity. Failure to maintain a supplier manual with Axjo may result in the supplier being blocked from existing and future business and/or removed from the approved supplier list.

The supplier shall keep all information communicated, verbally or in writing, confidential.

SUPPLIER CATEGORIES

Depending on the impact of the delivered goods or services on products and services provided by Axjo to our customers, we categorize the supplier into four groups:

A. Direct Suppliers

- Provide raw materials that are part of the structure of our finished articles
- Deliver finished articles (e.g., trading, subcontractors)
- Supply customer-specific packaging materials

B. Indirect and Service Providers

- Supply indirect materials, machinery, or equipment needed for the production process.
- Supply supplies for tools and/or production.
- Supply fixtures and tools
- Provide other supplies such as calibration services, transportation, energy, or packaging.

C. Service Providers

- Provided services needed to produce finished goods
- Provide IT services
- Certification bodies

D. Other Suppliers

- Provide services such as cleaning premises or financial services
- Travel agencies, office supplies

This categorization enables us to identify and reduce risks. This supplier manual is only valid for category C - Service Providers.



SUPPLIER APPROVAL

To obtain an approved Axjo supplier status as a Service Provider, the candidate must pass the following selection process:

- Signed Supplier Manual
- Acceptance of Axjo CoC

SPECIFICATIONS

The provided service or services must meet the requirements according to the given specification for the current service.

EVALUATION AND ESCALATION

All Service Providers will be evaluated according to our supplier evaluation process to ensure compliance with provided services and meeting expectations and requirements. Our evaluation process for Service Providers is based on subjective criteria.

CORRECTIVE ACTIONS

If Axjo identifies the supplier as responsible for improperly performed service or services, the supplier shall follow Axjo's instructions. This may involve implementing immediate actions to rectify improperly performed services.

ACTIONS AND COSTS

In the event that improperly performed service is identified, Axjo will take reasonable actions necessary to maintain production at Axjo or with our customer. All costs incurred

AUDIT AND VERIFICATION

Axjo reserves the right to check, evaluate, and review the supplier's and its subcontractors' processes and actions for quality assurance at any time, with prior notification.

SERVICE EXECUTION

The supplier shall notify Axjo in case of any delay or significant deviation in the service from their internally defined quality requirements and parameters.

In an annual cross-functional evaluation, the criteria assessed are:

- Sustainability analysis
- Service, communication, and information

If the internal evaluation shows deficiencies in these factors, an escalation process to improve the supplier's performance may be initiated. The supplier must actively support the steps defined by Axjo in the process.

Depending on the extent and severity of the fault, Axjo may require responses regarding identification of the root cause, actions taken to prevent recurrence, and verification that the actions have been effective. Axjo must be regularly informed until the case is closed.

will be documented and may be subject to further negotiation with the supplier.



ORDERING AND PAYMENT

Service or service assignments are usually regulated in separate agreements and are not preceded by purchase orders. All invoices should be sent to invoice@axjo.com and marked with our order number and prefix as a reference if applicable.

The supplier's payment terms within the Axjo Group are standardly 60 days net after receipt of invoice or goods.

ETHICAL GUIDELINES AND SUSTAINABILITY

Axjo supports the UN's Global Compact and UN's global sustainability goals. Suppliers to Axjo are also expected to endorse this and, in turn, encourage their suppliers to do the same, ensuring compliance at all levels.

Axjo, or a third party appointed by Axjo, reserves the right to conduct audits at the supplier to ensure compliance with the ethical guidelines mentioned above. The supplier is expected to cooperate and facilitate such an audit if needed. By signing this manual, the supplier also agrees to follow our code of conduct for business partners available at www.axjo.com, describing the basic rules and specifying what contravenes legal, ethical, and moral standards.

Axjo's expectations of conduct in the areas of human rights, labor standards, business ethics, environmental protection, and safety are described.

Axjo encourages and, in some cases, requires its suppliers to conduct an assessment in a sustainability reporting tool selected by Axjo.

The assessment covers the areas of business ethics, human rights, employment conditions, health & safety and environmental performance in accordance with our Supplier Code of Conduct. Suppliers asked to participate in the assessment are expected to complete the assessment within the specified time frame. Failure to conduct the evaluation will affect the supplier approval process.

REGULATORY REQUIREMENTS AND OTHER EXPECTATIONS

Axjo expects the supplier to conduct its manufacturing and other activities in accordance with all relevant health, safety, and environmental requirements.

Axjo encourages the supplier to establish, maintain, and certify an environmental management system in accordance

with ISO 14001 or equivalent. At a minimum, environmental procedures should be in place covering the manufacture and delivery (e.g., sustainable, recyclable packaging) of the products or services in question.

This document (BL-06 EN) is reviewed as part of Axjo's management system. This manual was reviewed and approved by CEO Jacob Nilsson on December 4, 2023, in its first edition. The manual is reviewed annually or as needed by the Purchasing Manager.