Schindler Supply Chain Europe Ltd. Locarno Branch Supplier Excellence Manual

This is to be used as a reference document for new, potential, or existing suppliers to Schindler.

2

Modification	Ae 0	Ae 1	Ae 2	Ae 3	Ae 4*	Ae 5	Ae 6	Ae 0	Prepared	2025-01-15	Carlo Giordano
KA No.	n/a	n/a	n/a	n/a	n/a				Reviewed	2025-01-16	Giorgio Ramelli
KA Date	n/a	n/a	n/a	n/a	n/a				Norms chkd	n/a	n/a
Revision Date	2025-01-17								Released	2025-01-17	Michele Peretti

Schindler Supply Chain Europe Ltd. Locarno Branch	Remark			
	Replaces / Mod. xxxxx xxxxx	Basis Drawing	No Pg. 19	Format A4

INVENTIO AG, CH-6052 Hergiswil	Classification EJ	Lead Office LO3	**EJ42190090**	Page 1	Lang. EN

Preface

The purpose of the Schindler Supply Chain Europe Ltd. Locarno Branch - Supplier Excellence Manual, hereinafter referred to as the "**SSC-EU LOC-SEM**", is to outline and assist all new, potential, and current Schindler supplier partners in understanding the basic requirements, organizational norms, procedures, and forms that should be in place to assure the shipment of on-time, defect free parts to Schindler.

This manual is designed to help explain Schindler requirements with additional information and examples. Schindler expects this manual to provide the foundation for our working relationship with our suppliers. We will strive for excellence through continuous improvement in the products and services we receive through close working relationships with our suppliers.

"Do it right the first time, every time"

Table of Contents

1 Introduction

1.1 Scope

The SSC-EU LOC-SEM outlines Schindler's business requirements which apply to all existing and potential Schindler suppliers of production materials and components **to** Schindler Supply Chain Europe Ltd. Locarno Branch **manufacturing and assembly site.**

1.2 Mission / Vision

The SSC-EU LOC-SEM is designed to support a vision of creating supplier partnerships which generate value along the entire supply chain. Value is accomplished by establishing a pro-active, zero-defect, supply base that provides world class performance in (SQDC) safety, quality, delivery, and costs.

1.3 Language

Schindler has adopted English as the official language for business purposes.

1.4 How to use this Manual

The SSC-EU LOC-SEM should be considered a supplement to any contract or purchase order with Schindler. However, if any conflict exists between the terms and conditions of this manual and a job-specific contract or purchase order, the terms and conditions of the contract or purchase order shall govern. It is the responsibility of the Schindler Supply Chain Europe Ltd. Locarno Branch "Supplier Quality" to inform the supplier of the latest documents within LOC process.

1.5 ISO 9001

Schindler Suppliers shall operate a certified quality management system based on the international standard ISO 9001. ISO 14001 is in principle required (exceptions are granted at Schindler Procurement discretion)

All the ISO 9001 requirements shall be fully implemented in the Supplier organization.

In this guideline are highlighted some ISO 9001 keys requirements and are explained more specific Schindler-LOC requirements that the Supplier shall fulfill accordingly.

1.6 Safety

Safety is a Fundamental value at Schindler. It is implicit in our products and services and in the way that we work. We do not compromise on the safety and health of those who work for our business Our safety culture is based on prevention, hazard awareness, continuous improvement and compliance with carefully developed procedures. We expect that our supplier partners share our same values for safety. Through this culture, we will make rapid progress in our performances.

1.7 Schindler Responsible Sourcing Policy

As a Schindler supplier, suppliers are required to maintain the highest standards of professional conduct and integrity in their business dealings. Not only regarding their dealings with Schindler, but also the supplier's relations with other customers, vendors, employees, competitors, and communities. Suppliers that agree to do business with Schindler will be required to formally acknowledge understanding and compliance to the Schindler Responsible Sourcing Policy (see attachment **AT0-14150-04_last revision**)

2 Basic Supplier Quality System Requirements

2.1 Sub-Tier Supplier Control

Schindler suppliers shall flow down requirements to their sub-tier suppliers so that Schindler product print, specification, quality expectations, and any contractual agreements are met. In the case of Schindler-directed sub-suppliers, it remains the Schindler supplier's responsibility to manage sub-supplier performance.

2.2 Lot Traceability

Suppliers shall establish a traceability system that tracks components throughout the value stream from raw materials through the shipment to Schindler. This includes all process steps including inspection and test procedures, rework, and sub-tier supplier operations.

PCB and electronic component traceability:
The specification about the traceability of the PCBs and electronic components are detailed described into the document **FI1000104E_last revision**.

2.3 Drawing and Change Management

The supplier's quality system must ensure that the latest engineering drawings and specifications are available at the manufacturing, test, and inspection location.

- The written procedure(s) should indicate the method used for receipt, review or distribution of all changes, and the method of recalling and disposing of an obsolete component or assembly.
- A review process must be established in that system to confirm that applicable drawings and specifications are at the latest revision level with the issuing source.
- Supplier shall define the drawing control process for non-standard PO.

If Schindler contract/PO is for purchase of previous revision, then the supplier must ensure the applicable prior revision documentation is available for manufacturing, test, and inspection; in this case, additional care must be exercised to ensure correct revision is produced.

Schindler requires all suppliers to submit and obtain change request approval in writing prior to any change being implemented. Schindler may elect to require formal validation activities such as First Part Approval and PPAP. In these cases, suppliers shall not ship products to Schindler sites prior to approval. Conditions requiring Schindler notification include, but are not limited to the following:

- Change of material.
- New or modified production tooling.
- Production parts produced at a new facility.
- Product or process changes (internal or externally by sub-suppliers).
- Change of raw material suppliers or sub-supplier for outside services (heat treat, plating, Non-Destructive testing, etc.).
- Change in test/inspection methods (techniques).
- Shipping to additional Schindler facilities (approval at one Schindler facility does not constitute approval at other facilities).
- Change in engineering drawings or specifications.

Failure to inform Schindler and obtain formal approval prior to implementing changes ***to the manufacturing process, the specifications, components and materials of the contractual products, or similar matters,*** *may result in* ***immediate termination of the agreement(s) with Supplier and claims by Schindler for any costs and damages incurred by Schindler due to such unauthorized change. Supplier may also be rated as "****New Business Hold****" for the development of new products and business with Schindler until corrective and effective remedies have been implemented to prevent such unauthorized changes****. If the supplier cannot execute to the defined contract for any reason (incorrect document, Schindler requirements are not following acceptable best practice, etc.), the supplier* ***must*** *notify Schindler* ***immediately*** *in writing.*

Based on the changes, Schindler reserves the right to perform checks for the acceptance (according to an internal Risk Analysis).

3 Schindler Product Creation Process

3.1 Overview

The Product Creation Process (PCP) is the Schindler project model that guides the development of programs, systems, subsystems and component projects. This cross-functional process focuses on delivery of on-time project goals within specified project targets. The PCP is further intended to:

- Design that meets all specified and agreed requirements (market, function, quality, performance, cost, reliability, modularity, etc.)

- Sourcing process of the product (procurement, industrialization, production, logistics) executed along the supply chain across the Group and in the Zones.

- Sales and fulfillment processes of the product (training, installation, maintenance, processes) executed in the KG's.

- Secure continuous improvement of the products and processes by incorporating feedback from the earlier projects and from the field.

As a rule, new products are introduced by new programs or upgrades of programs. Programs need system engineering, new or adapted subsystems and components and accompanying processes and tools for offering, selling, configuring, ordering, manufacturing / sourcing, installation and maintenance of the product.

3.2 Supplier Assessment and Qualification

Schindler incorporates several tools as part of the evaluation of its suppliers:

Supplier Assessment (SA)	Used as an early/initial evaluation of potential new suppliers.
Supplier Qualification Audit (SQA)	Evaluates whether a potential supplier fulfills the basic requirements to become a Schindler vendor. The SQA supports qualifications of new suppliers or new production sites of existing suppliers. The SQA is based upon the requirements as defined in ISO 9001.
Supplier Consistency Audit (SCA)	Conducted to verify the continual compliance by the supplier to Schindler requirements. The SCA is used to Re-qualify existing suppliers.

In the case where the Suppler Assessment (SA) or Supplier Qualification Audit (SQA) are not passed with the desired score, or critical issues remain open and the supplier does not have acceptable corrective action plans, the supplier will not be considered and thus cannot supply production material to any Schindler organizations or to customer sites.

3.3 Contracting

Before signing a contract, all suppliers must demonstrate their feasibility (cost of production, incl. logistics) and capability to manufacture and comply with the desired quantity, quality, and delivery requirements. All contracting between Schindler and selected suppliers must be standardized.

Suppliers are required to sign a Confidentiality Agreement. The Confidentiality Agreement will be set up in relation to the contemplated cooperation with third parties regarding specific components or system solutions where it might be necessary to disclose certain proprietary information to enable development, manufacturing or the supply of products within the scope of the project. The Agreement defines how the exchange of information shall be treated and for whom it will be valid.

Following the Supplier Selection, the Quality Assurance Agreement (QAA - **AT014150_last revision**), is presented to the selected supplier. The QAA is part of the MSA. By signing the MSA (Manufacturing

and Supply agreement), the supplier accepts also the QAA. At discretion of Schindler Procurement, the supplier could be asked to sign only the QAA.

The QAA describes Schindler Quality requirements and regulates the rights and obligations with respect to the quality of the products to be supplied, as well as the escalation rules and penalties in the event the requirements are not fulfilled. Additional requirements, besides those stipulated in the QAA, can be defined and agreed between Schindler and the supplier. It also needs to be determined and documented whether a supplier has development responsibility (R&D) or if industrialization is responsibility of Schindler.

It is the responsibility of the supplier to know and understand all Schindler requirements placed upon the supplied product, part and/or component. Unclear product requirements, questions or disagreements must be discussed between the supplier and Schindler.

3.4 First Part Approval Process

FPA is applicable only to Schindler component with a **specification.**

Catalogue component (LQP: List of Qualified Product) **are out of scope**.

A FPA procedure shall apply to any new products and/or new version of existing products delivered for the first time.

The scope of a FPA is:

- the verification of the congruence between the parts received and all the applicable documents.
- to approve the first batch (minimum quantity, ordered with an official PO) produced by the supplier with the definitive production line (ZERO SERIE). FPA also validate the required packaging (see attachment **FI1000106E_last revision**).

In special cases an FPA could be agreed with the supplier to validate a first part (ordered always with a PO) **before** to start with a Zero Serie (PRE SERIE ex. validation of a mold, a label, a complex new product). In this case the packaging could be not in the scope (to be agreed).

When the ID is not new (ex.: revision change), the Supplier just continue normally (in terms of no. of pieces in the delivery) with the next delivery after the change (no FPA required), unless the change is **important/critical**, case in which Schindler can request to the supplier to send a ZERO SERIE (FPA required, minimum quantity, ordered with an official PO).

The Supplier is responsible for the complete conformity of the part(s) delivered according to Schindler technical documentation.

The supplier must be able to always prove that the pieces delivered as part of any series production batch are of the same level of quality as the FPA sample pieces.

3.4.1 FPA required documentation:

Supplier is alerted when a PO (Purchase Order) shall apply the FPA procedure from the sentence written in the PO itself:

"*To proceed with the approval of the FPA related to the ordered material; please provide the datasheet(s) and/or the homologation certificate(s) in electronic format for each raw material contained. They must be completed and well readable.*

Please send all documents to: cembox.locarno.ch@schindler.com"

Setting as mail subject "Materialcode_PurchOrder" (E.g., 55511222_712345678) and the attached file names as "Materialcode_PurchOrder_n" (E.g. 55511222_712345678_1.xxx)

You will receive feedback about the check result with dedicated email from cembox.locarno.ch@schindler.com

In case of material not conforming the same documentation will be requested for the next delivery.

The Supplier is responsible to send to Schindler on electronic support via mail cembox.locarno.ch@schindler.com, the document "Product Declaration of Conformity" **FO-ACQ-04_last revision** completed and signed, including the following evidence:

- **ISIR** (Initial Sample Inspection Report) or **Dimensional report** (100% of dimensions when the ID and/or supplier and/or process is new or only affected dimensions in case of change in the release/drawing version).
- For ***KPCs** (Key Product Characteristic), the supplier shall ensure a compliant dimension by carrying a 100% measurement check, a 100% usage of Poka-Yoke, or other similar secure methods. Alternatively, the supplier can apply a reduced frequency of check provided it is supported by a proven positive capability study (Cpk/Ppk value agreed with Schindler). As evidence of compliance with the required KPCs marked on the drawings, the respective inspection report must be shipped with the delivery of parts by the supplier. The standard test protocols of the supplier may be used (e.g. from production tests, 3D measuring machines, etc.).
- **Quality Control Plan:** Supplier shall always have in place a Quality Control Plan for a Product or Product Family. In case is explicitly required the supplier shall provide to Schindler the QCP (Full QCP when the ID and/or supplier and/or process is new, or simply an amendment (if applies) of the existing QCP when we have a release/drawing change).
  If there is a KPC (Key Product Characteristic) shown in the drawing, it is mandatory that the KPC is included in the QCP.
- **PFMEA** in case is explicitly required by Schindler (in critical components, new parts, or an update of the release, if applies) the supplier shall provide the PFMEA.

***KPC**: Key Product Characteristics (KPC) are defined as material or part features whose variation has a significant influence on product fit, performance, service life or manufacturability. KPC's may include selected geometric features, material properties, functional features and/or cosmetic features. KPC's

are measurable and implemented where full compliance is necessary to meet customer requirements, governmental standards, or product safety standards.

KPC's are determined by Schindler Corporate R&D and will be checked during part inspections.

For mechanical parts:

- **Product Declaration of conformity (FO-ACQ-04_last revision)**
- **For any methods used to ensure compliance with the KPCs,** evidence of the sustainability of the method must be provided as agreed with Schindler.
- **Capability studies when applied as support for a reduced frequential check of a KPC,** must be provided and updated on a frequential basis as agreed with Schindler.
- **Datasheet** (technical documentation of the parts)
- For welded parts (and considered functionally/safety critical), **evidence of destructive test** to assess penetration of welding / inner defects in the seams. For any later welding process change during the series production, the supplier must provide again evidence of destructive tests which confirms the adequacy of the change in terms of penetration of the welding.
- **Sharp edge** test according to ISO13715 last release, when applicable.
- **Properties tests,** if applies.
- **Functional tests,** if applies.

For electrical and electromechanical parts:

- **Product Declaration of conformity (FO-ACQ-04_last revision)**
- **Datasheet** (technical documentation of the part)
- **Test report,** if applies.

For Cables

- **See FI 1000440E_last revision "**Test cables requirements."
- **Datasheet** (technical documentation of the part)

For Packaging and material identification

- **See FI 1000106E_last revision "**Delivery Packaging and Identification Specifications"
- **Datasheet** (technical documentation of the part)

The supplier is fully responsible to update all the involved internal processes and documents whenever there is a change in Schindler drawing revisions and any kind of Schindler standards.

3.5 SDHS Certificate

Once a year the supplier must send to Schindler the **SDHS Certificate (TE 0-09268) valid for all the IDs delivered.**

Please notice that the supplier is responsible for sending an updated SDHS documentation if there are changes from the previously sent certificate. If the certificate is not included in the FPA documentation, Schindler Supply Chain Europe | Locarno Branch, considers the previous certificate valid.

3.6 Production Part Approval Process

The Production Part Approval Process (PPAP) is linked to safety and safety relevant components and other known critical components. PPAP is a standardized process that helps Schindler and its suppliers communicate and approve production designs and processes before, during, and after manufacture. The purpose of the Production Part Approval Process (PPAP) is:

- To ensure that a supplier can meet the manufacturability and quality requirements of the parts supplied to the customer.
- To provide evidence that the customer engineering design record and specification requirements are clearly understood and fulfilled by the supplier.
- To demonstrate that the established manufacturing process has the potential to produce the part that consistently meets all requirements during the actual production run at the quoted production rate.

PPAP requirements will be established and agreed upon early in the development process. In general, the use of PPAP applies to the following cases:

- A New part/component or product that are safety components, safety relevant components or critical parts (see attachments for more detailed description). For all other parts, a PPAP is optional and is decided on a case-to-case basis.
- A change in the design of the part, the process, the requirements, or material specifications.
- A change of supplier or manufacturing facility.

3.7 Production Readiness Review

The capability and capacity of every manufacturing facility of a supplier, where a component is to be industrialized according to Schindler requirements, must be reviewed, and approved. This must be done before the start of production. The readiness is checked with the Product Readiness Review process (PRR).

Production Readiness Reviews are divided into a PRR1 (zero-series) and a PRR 2 (series production). During the PRR, all workstations and manufacturing facilities are reviewed for compliance with planned manufacturing specifications. Only manufacturing facilities, which pass the PRR, are ready to manufacture and ship parts and components for Schindler. The data is taken from one operating run under real manufacturing conditions. Variations detected in the manufacturing process (material, method, personnel, machines, tools, wear, calibration, and environmental influences) are recorded.

The PRR will be carried out:

- For new part/component based on Industrialization procedure.
- For critical processes.
- For suppliers where critical processes have been altered.
- When the capacity of the contracted volume is modified (increased or decreased), but only when the volume increases significantly and beyond the original forecast volume.
- For suppliers who moved tools and/or equipment to a new manufacturing site.

- For design changes relevant to the manufacturing process, but only for critical change, not feasible to apply for all changes.

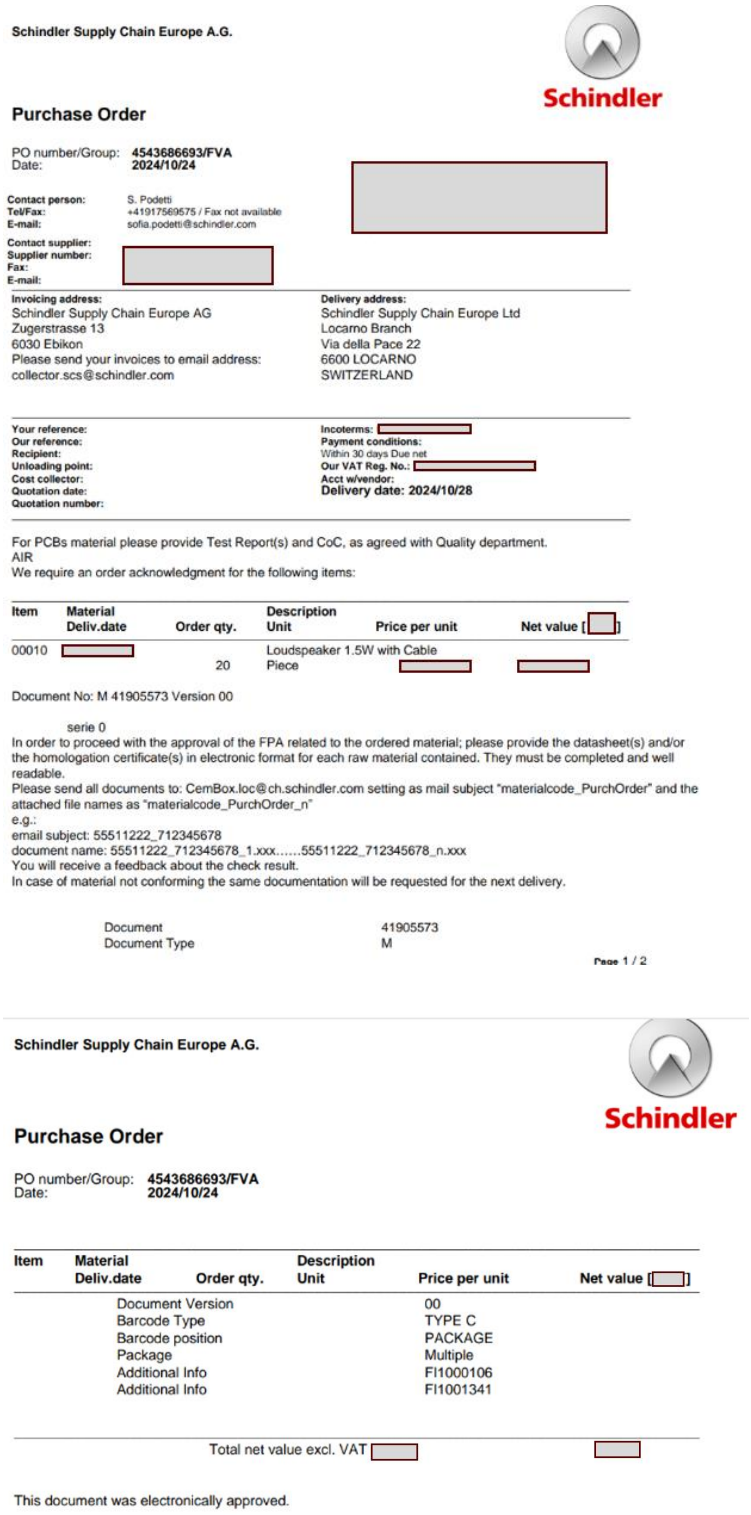
4 Operation

4.1 Contracts and Purchase Orders

In case MSA is in place (see chapter and individual purchase orders are the documents defining the transactional requirements of both Schindler and the supplier. In case is signed a contract (MSA), it defines the general rules of engagement and takes precedence over the individual purchase orders. The purchase order defines the tactical execution, specifying what we want, how we want it, and when we want it. The purchase order also specifies both the amount and terms of payment. Furthermore, the **SSC-EU LOC-SEM** is listed in the PO and is valid in addition to the general **term and conditions** (see attachment **GTCs**).

It is necessary that suppliers understand and follow the terms and conditions of the purchase orders. Electronic purchase orders are preferable, and all suppliers are urged to obtain this capability. If you have any questions concerning the information provided on your purchase order, please contact your purchasing representative.

The supplier receives the PO by Supply On (YAXI) or by email (YACX), to the address/addresses provided.
The supplier who receives the PO by Supply On (YAXI), displays a string which contain all the information needed (ID, Quantity, FPA/NO FPA, etc...)
The supplier who receives the PO by email will receive an attachment with a pdf, which contain all the information needed (ID, Quantity, FPA/NO FPA, etc...)
Example Schindler Order:



Schindler Supply Chain Europe A.G.

Schindler

Purchase Order

PO number/Group: **4543686693/FVA**
Date: **2024/10/24**

Contact person: S. Podetti
Tel/Fax: +41917569575 / Fax not available
E-mail: sofia.podetti@schindler.com

Contact supplier:
Supplier number:
Fax:
E-mail:

Invoicing address:
Schindler Supply Chain Europe AG
Zugerstrasse 13
6030 Ebikon
Please send your invoices to email address:
collector.scs@schindler.com

Delivery address:
Schindler Supply Chain Europe Ltd
Locarno Branch
Via della Pace 22
6600 LOCARNO
SWITZERLAND

Your reference:
Our reference:
Recipient:
Unloading point:
Cost collector:
Quotation date:
Quotation number:

Incoterms:
Payment conditions:
Within 30 days Due net
Our VAT Reg. No.:
Acct w/vendor:
Delivery date: 2024/10/28

For PCBs material please provide Test Report(s) and CoC, as agreed with Quality department.
AIR
We require an order acknowledgment for the following items:

Item	Material Deliv.date	Order qty.	Description Unit	Price per unit	Net value [ ]
00010		20	Loudspeaker 1.5W with Cable Piece		

Document No: M 41905573 Version 00

serie 0
In order to proceed with the approval of the FPA related to the ordered material; please provide the datasheet(s) and/or the homologation certificate(s) in electronic format for each raw material contained. They must be completed and well readable.
Please send all documents to: CemBox.loc@ch.schindler.com setting as mail subject "materialcode_PurchOrder" and the attached file names as "materialcode_PurchOrder_n"
e.g.:
email subject: 55511222_712345678
document name: 55511222_712345678_1.xxx.....55511222_712345678_n.xxx
You will receive a feedback about the check result.
In case of material not conforming the same documentation will be requested for the next delivery.

Document 41905573
Document Type M

Page 1 / 2

Schindler Supply Chain Europe A.G.

Schindler

Purchase Order

PO number/Group: **4543686693/FVA**
Date: **2024/10/24**

Item	Material Deliv.date	Order qty.	Description Unit	Price per unit	Net value [ ]
	Document Version			00	
	Barcode Type			TYPE C	
	Barcode position			PACKAGE	
	Package			Multiple	
	Additional Info			FI1000106	
	Additional Info			FI1001341	

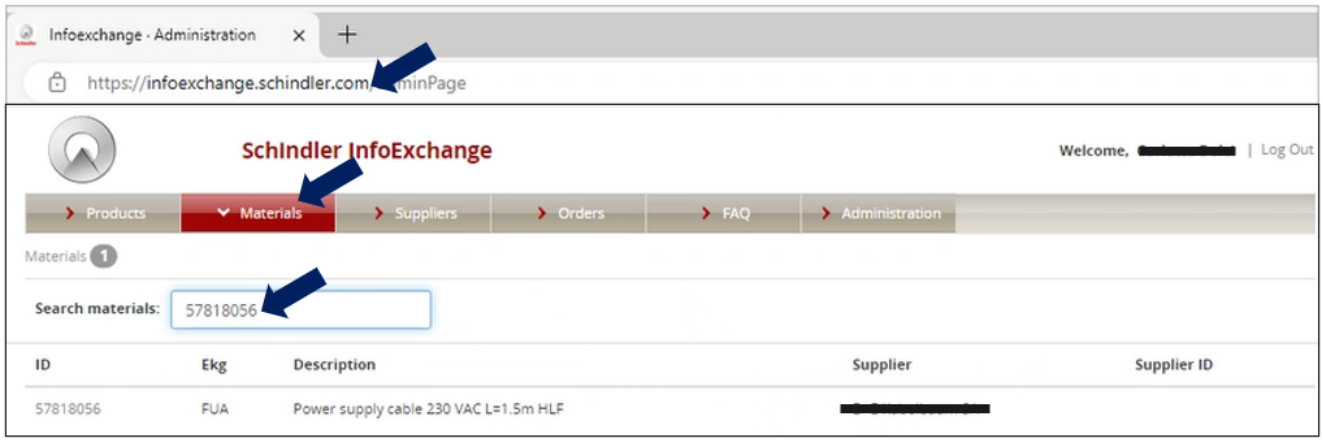
Total net value excl. VAT

This document was electronically approved.

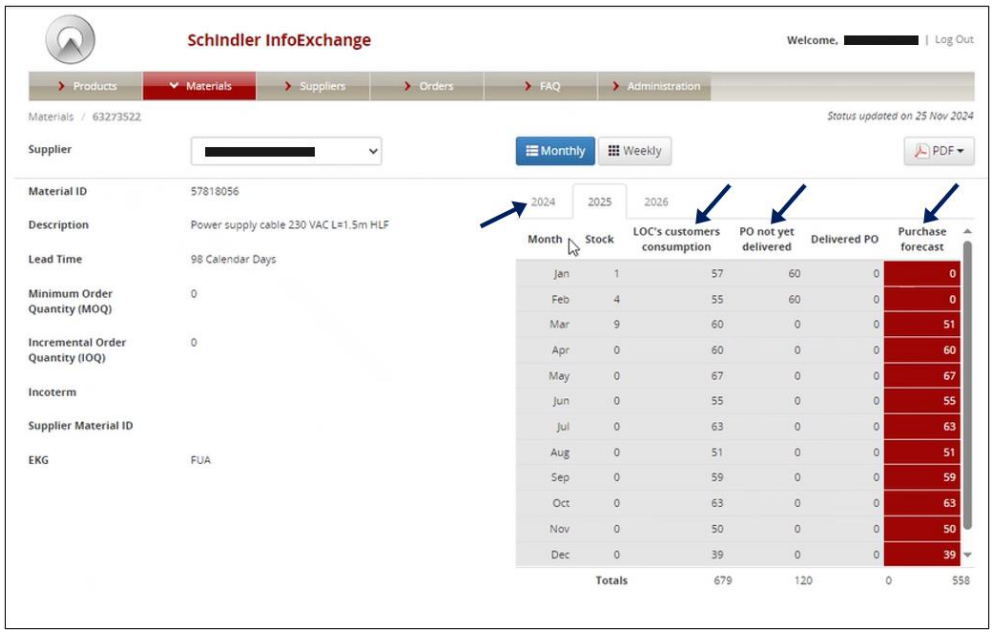
4.2 Forecast

The forecast can be displays on portal “Info Exchange”, precisely:

- The supplier will receive the "*user*" and the initial "*password*" to access to the link: https://infoexchange.schindler.com/login
- At the first log-in, the system will ask to change the password.
- On "Info Exchange" the supplier can display the forecast for each ID.
- How to search an ID on "Info Exchange"



- How to search the forecast on "Info Exchange



The request to send "*user*" and "*password*" to the supplier must be triggered from Locarno Material Planning employee by service portal.

4.3 Minimum documentation requirements for each delivery

For each delivery it is mandatory to provide the customer with

- Delivery documents (Packing list, Delivery note)
- Certificates of Conformity (CoC) in case of safety/safety relevant components
- Test Report(s) and Certificates of Conformity (CoC) if requested by the Quality department.
- KPC Inspection report

4.4 Incoming Inspection

Upon receipt of incoming production material, the material will be inspected according to check instructions and will be measured with calibrated and maintained measuring equipment. Parts are inspected depending on their category. Following the inspection, Schindler will categorize parts into "accepted material" and "not able to process" material.

Suppliers should also have a structured incoming material inspection process to allow for a systematic identification of non-conforming parts. This process should allow only conforming parts to be processed by production assembly.

Reference documents:

- Drawings and technical Specification
- **FJ198255E_last revision** UL Traceability Requirements
- **I1001493E_last revision** Stud welding quality requirements
- **FI1001504E_last revision** Acceptance Criteria Plastic Mechanical Glass

4.5 General Statement for Requirements at Any Time

Schindler SC-EU Quality reserves the right to request the supplier evidence of compliance and conformity" at any time with no extra costs charged to Schindler, such as asking for the dimensional controls during series production, calibrations, pictures of poka-yokes, evidence of 3D checks of a golden sample, or measurements of the golden sample, 3D measurements of fixtures, jigs, SPC studies, etc.

4.6 General Inbound Packaging Requirements

Specifications are described in the document FI1000106E_Last revision.

FPA, Standard controls and free pass material shall apply also on the packaging matter, as well as QN notification.

For LOC, the following documents are available:

- **FI 1000106E_last revision** Delivery Packaging and Identification Specification
- **FI 1000104E_last revision** Specifications for the supply of Printed Circuits Boards.

4.7 Quality Notification

Schindler LOC provides its suppliers through the QN (Quality Notification) with feedback of all non-conforming products.

Refer to **FI1001341E_last revision** "Supplier Non-Conformity Management Process."

5 Performance

5.5 Targets

The Supplier shall continuously improve his performance.
The Supplier shall set a zero-defect objective.
The Supplier shall prove and document that the product is defect-free in all relevant features and procedures.

5.6 Quality Targets

The NC (Non-conformities) of delivered products are measured monthly in ppm (parts per million) and are based on the incoming inspection results, defective parts found in production **(**See attachment sP6.03.AT.00010_last revision)

All NC will be reported to the Supplier with a QN (Quality Notification).

PPM target is set yearly and communicated (if there are changes compared the previous year) to the suppliers by Schindler's buyer reference contact.

Supplier performance is reviewed jointly monthly and assessed based on yearly agreed objectives.

If SUPPLIER underperforms with respect to one or more Key Performance Targets at any point in time, SCHINDLER initiates at its own discretion the Escalation Process (as defined in the Quality Assurance Agreement)

5.7 Delivery Performance Expectations

On-time delivery performance from our suppliers is crucial to meeting the demands of our customers. This means delivered to our dock by the date agreed to in the Purchase Order. A delivery performance target is set as an On-Time Delivery percentage (OTD) within the Quality Assurance Agreement (QAA).

Our detailed expectations are:

- Strive for 100% on-time delivery. As soon as you become aware you will not meet a delivery date, notify your Purchasing representative in writing.

- Be pro-active in resolving delivery issues.

To achieve the customer expectations in terms of service level, Schindler shall ensure that all the Supply Chain is monitored with specific KPIs.
Deliveries in advance outside the agreed window are also considered as bad performance.

Because of deviations related to the above mentioned KPIs Schindler may request action plans to get back on the required service level.
(See attachment sP6.03.AT.00011_last revision)

5.8 Performance Scorecard

Quality and delivery performances are Schindler's basis for supplier performance.
Suppliers are expected to take immediate and appropriate action to address any performance shortcomings that are identified through the performance metrics. The Supplier Escalation Process will be used to address under-performing suppliers.

The reporting system among SC-LOC is based on a monthly Supplier Performance Monitoring (SPM).

Recovery plans could be requested to underperforming suppliers to get back at the soonest to the required and agreed targets. Suppliers are expected to take immediate and appropriate actions to address any performance shortcomings that are identified through the performance metrics, related either to quality or service level. The Supplier Escalation Process will be used to address under-performing suppliers.

6 Continuos Improvement

6.1 SupplyON

As a supplier for Schindler, it is recommended to purchase a service for supply chain management. This third-party software links our SAP systems together. Please contact your purchasing department contact at Schindler for more details. Once you accept this process at Schindler, a Schindler representative will introduce you to the SupplyOn software. SupplyOn originates as a common vision of several automotive industry suppliers: instead of having many individual portals, one shared online platform was created. This platform enables electronic handling of all processes in the customer-supplier relationship. This includes processes from purchasing, logistics and quality that are difficult to manage by fax, Excel and e-mail. To this day, SupplyOn has pursued one objective: to enable efficient collaboration between buying companies and their suppliers via one central Web platform. To learn more please contact you Schindler representative or click on: https://www.supplyon.com/en/.

7 Changes to SSC-EU LOC-SEM

Schindler Supply Chain Europe Ltd. Locarno Branch reserve the right , at its sole discretion, to amend or modify this Policy at any time. Schindler Supply Chain Europe Ltd. Locarno Branch will notify Supplier sufficiently in advance of such changes taking effect.

8 References

Document number	Document name	Revision
FI1000104E	Specifications for the supply of Printed Circuits Boards	04
FI1000106E	Delivery Packaging and Identification Specification	10
FI1001341E	Supplier Non Conformity Management	3
FO-ACQ-04	Product Declaration of Conformity	7
FI1000440E	Test cables requirement	5
AT-014150-01	Quality Assurance Agreement	3
AT0-14150-04	Schindler Responsible Sourcing Policy	June 2023
FJ198255E	UL Traceability Requirements	1
FI1001504E	Acceptance Criteria Plastic Mechanical Glass	0
I1001493E	Stud welding quality requirements	0
TE 0-09268	SDHS	12
sP6.03.AT.00010	PPM Calculation	0
sP6.03.AT.00011	OTD Calculation	0
n/a	Schindler Purchasing GTs (Global Terms and Conditions)	09.11.2023

9 Acknowledgement and Agreement

Unless otherwise acknowledged and agreed by Supplier (e.g.as part of an agreement), the SSC-EU LOC-SEM must be signed by duly authorized signatories of the respective Supplier company and returned to sender within 15 working days of receipt. Therefore, by signing below, Supplier confirm receipt of a copy of SSC-EU LOC-SEM and agrees to comply with its terms (included all the attachments reported in “Chapter 8 References”) henceforth.

Supplier Company Name:

Supplier Company Address:

Authorized Signatory 1:

Authorized Signatory 2 (if required):

10 Schindler Acronyms

OTD	On Time Delivery
PCP	Product Cycle Process
PPAP	Production Part Approval Process
PRR	Production Readiness Review
SA	Supplier Assessment
SC	Supply Chain
INDU	Supply Chain Industrialization
SCA	Supplier Consistency Audit
SCC	Safety Component Check
SDI	Supplier Development Industrialization
SQA	Supplier Qualification Audit
CoC	Certificate of Conformity
PO	Purchase Order
QAA	Quality Assurance Agreement
FPA	First part Approval
LQP	List Qualified Product
QCP	Quality Control Plan
SDHS	Supplier Declaration Hazardous Substances
PRR1/PRR2	Production Readiness Review
KPC	Key Product Characteristics
MSA	Manufacturing and Supply Agreement
GTCs	Global Terms and Conditions

Old Revision Level	***New Revision Level***	***Page #***	***Description of Change***
00	17.01.2025	ALL	Initial release