# Introduction

OPI AB (below mentioned as OPI) produces injection moulded thermoplastic components for demanding industrial customers.

OPI aims at long-term relationships with customers and suppliers. We welcome and promote suppliers that have skills and ambition to take an active role in our projects and who generously share their excellence in their areas.

The routines and demands of this document are valid for all suppliers to OPI. Other agreements with OPI and the Supplier overrules this document, unless otherwise is stated. As this is a generic document, parts of it can be non-applicable. When in doubt, please contact your OPI contact person.

# Fundamental Requirements

As OPI is a value-driven company, we strongly advise our Suppliers to inform themselves about the OPI Values.

OPI require our Suppliers to work according to our Supplier Code of Conduct.

Suppliers should have a documented quality and environmental management system.

* The quality management system should be certified to ISO 9001 at minimum. When applicable, the quality management system should also be compliant with to other customer requirements
* The environmental management system should be certified according to ISO 14001, but exceptions can be made.

In our pursuit of zero defects, we demand that our suppliers have sufficient process and product controls in place, to ensure that OPI receive products and raw materials according to the agreed specification.

# Supplier Agreements

Between OPI and Suppliers there are two levels of agreements.

1. **Agreement**

An agreement made between OPI and a Supplier

1. **Accepted Quote**

This is the minimum requirement for any purchases made by OPI. The accepted quote should always include a price and lead-time/time to perform the service. The quote should always be accepted in writing prior to delivery. A formal Purchase order is considered as a written approval, but also other documents can be sufficient.

No purchases whatsoever are allowed without level 2 Accepted Quote.

# Project and Approval

All new parts need to be written approved by OPI.

For raw material e.g. plastic granulates a Technical Data Sheet and in applicable cases a Material Safety Data Sheet (MSDS) can be sufficient.

# Communication

OPI strive towards an active communication and a pro-active approach in our relationship with all Suppliers.

For urgent issues, we require our Suppliers to call us (telephone or Teams). If the contact person at OPI can’t be reached within the same business day, e-mail should be sent.

For any activities that could affect OPI’s deliveries to customers (i.e., but not limited to, problems with delivery and quality) any verbal communication should be confirmed in an e-mail.

It is the Supplier’s responsibility to ensure information has been received by OPI.

Any changes at the Supplier that influences the management systems should without delay be communicated to OPI via e-mail. Examples of such changes are new owners, loss of certificates and major organisation changes, but the need for communication is not limited to these changes.

Any price changes whatsoever should be approved by OPI before delivery and invoicing. Wish for price change should be communicated via E-mail to commercially responsible person well in advance.

No price changes can be done on already put orders unless an agreed price mechanism is at place.

If extra freight/express freight has been necessary to deliver to OPI in time, the Supplier should without delay inform their regular OPI purchasing contact. The information should contain which material/raw material/parts that have been involved, as well as weight and cost of shipment.

# Deliveries/Supply chain

## 4.1 Purchase orders

OPI sends purchase orders via e-mail or EDI. The Supplier is required to keep OPI informed about any changes in contact persons and/or internal procedures that could affect the efficiency of this communication.

When agreed, OPI could also work with delivery plans, forecasts and/or frame-orders. This is agreed in every single case by Supply Chain and/or Purchasing Department at OPI and the supplier.

## 4.2 Order confirmation

OPI require Suppliers to send order confirmation within 48 hours/ two working days. If no order confirmation is received, OPI will presume that the order is accepted in full as it was sent, including all conditions.

To be considered valid, the order confirmation should contain information about delivery date and price.

By sending the order confirmation to OPI the Supplier also accepts to work according to this document and related documents.

## 4.3 Procurement without purchase order

For certain categories procurement without formal purchase order can be accepted. However, the conditions in this document are still valid.

Procurement without formal purchase order can never be accepted for direct material.

## 4.4 Delivery precision

If no other agreement has been made, OPI consider a delivery delivered correctly 5 (five) days before and 0 (zero) days after confirmed delivery date.

The Supplier should measure delivery precision towards OPI, and should also, at request and with a reasonable time frame, be able to present these measurements to OPI.

## 4.5 Warehouses and storage

For any components or raw material bought for OPI FIFO should be applied on warehousing. Material owned by OPI and stored at the Supplier's premises must be safely stored and warehoused under the Supplier's responsibility

# Deviations from Requirements

In case of non-conforming products or deliveries a claim will be raised. The claim will be monitored through an 8D report, and the first answer with short term actions is requested within 24h/ one working day. Report with root cause and long-term actions to be sent at the latest after 14 days. Both OPI and the Supplier should strive for a continuous dialogue during the whole deviation process.

All costs that occurs in conjunction with the claim, e g sorting, adjustments, extra freight, costs from end customer etc will be claimed from the supplier and in addition an administrative fee.

For extra freights, the supplier will get the possibility to choose whether to use their freight forwarder, or the freight forwarder of OPI.

Administrative fee: SEK 1.500

Sorting/adjustments: SEK 600/h

Quality and delivery performance are monitored and evaluated.

# Process or Product changes

Changes in process or product initiated by OPI is communicated by ”Design Change Notification” or ”Termination of order” and followed by a new order with updated specifications.

Any changes in product or process that influences the raw material/material/part procured by OPI needs to be communicated and approved by OPI before implementation.

# Traceability

All material shall be traceable if nothing else has been agreed upon order. Incoming deliveries to OPI should be traceable towards delivery date and batch number.

# Rules and Regulations

All products delivered to OPI is required to meet applicable rules and regulations for the country where they are produced. If applicable, all products should be REACH-registered.

The Supplier should be able to without delay and added cost present certificates and validation of Management Systems, REACH, RoHS, Conflict minerals and other certificates that can be considered a part of standard business procedures in his kind of business.

The Supplier should also do his best to assist OPI with other certificates and testimonials needed to fulfil demands from OPI’s customers.

# Supplier development.

OPI’s ambition and goal is to build long time relationship with our Suppliers.

All direct material Suppliers are measured quarterly. For Suppliers that are not selected suppliers, but where performance is significantly below requirement, individual and special measurements will be taken.

OPI and selected partners to OPI should be allowed to do audits on the supplier’s premises.