

# Supplier Quality Manual

[Version No. 1]



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# Introduction

At dormakaba our vision is to become the trusted partner worldwide for safe, secure, and sustainable places where people can move seamlessly. We reimagine access to enhance customer value and experience for a sustainable building lifecycle. This can only be achieved through our commitment to continual improvement and rigorous quality processes both internally, and externally through our trusted Supplier partnerships.

To ensure strong partnerships and the success of our Supplier quality, we have created this Supplier Quality Manual ("SQM") to serve as a robust guide and clear outline of dormakaba's quality expectations critical to our mutual success. These expectations are centred around the following guiding principles:

- Quality shall be built into the day-to-day processes through an integrated quality management system.
- Proactively communicate, validate, and approve all changes to components, Products or processes that may impact the end user experience and customer expectations.
- Development and improvement of Products and manufacturing processes following continual improvement programs, example such as advanced Product quality planning (APQP) framework.
- Factual and data-driven decision making focused on customer centricity and satisfaction.

We expect that you will make every effort to ensure the expectations detailed in this SQM, and in accordance with any purchase agreement, are reliably and consistently fulfilled with every shipment. If you have any questions or need any additional guidance, we are here to support you every step of the way. Please reach out to your key dormakaba contact.

Thank you for all of your efforts today and every day to meet and exceed our expectations and satisfy our mutual customers. It is through strong partnerships with aligned Suppliers that we will both succeed and outperform in the market. We look forward to working with you on fulfilling our vision...for every place that matters!

## Scope & Purpose

This SQM applies to all dormakaba manufacturing Suppliers, internal and external, who provide direct products, materials, or services including but not limited to finished goods, production parts, service parts, manufacturing services, sub-contract operations, assemblies, and packaging (collectively, "Products"). Individual dormakaba plants may have additional local and/or more specific requirements, and in that case a Supplier must adhere to both. In case of contradictions the stricter or more specific requirement prevails. If a Supplier is unable to adhere to the expectations outlined in this manual, the exception must be agreed upon and detailed in a separate addendum to this document and/or the respective transaction documents by both dormakaba and the Supplier.

The purpose of this SQM is to drive success for our Supplier partners and dormakaba, in meeting and exceeding our mutual customers' expectations. We aim to foster Supplier partnerships which are forward thinking, proactively address risk, and prove advantageous to all parties.

# Definitions

**8D report:** Standard Template to document and track a complaint through 8 phases until root cause is identified, and irreversible countermeasures are installed and evaluated, to avoid repetitive non-conformities.

**Suppliers:** Suppliers, at any tier level in the supply chain, are providers persons or organizations that provide Products to dormakaba for dormakaba's use in the production of goods, services, or other materials associated with dormakaba's manufacturing business.

**CAR:** Corrective Action Request. The process utilized to drive root cause and corrective action related to Products or process nonconformance. The CAR is issued by dormakaba to the Supplier, and will serve to track the activity from issuance to closure. The standard for documentation is the dormakaba 8D report template.

**Critical Characteristic:** Characteristic for which quality planning actions must be included in the control plan because it has a significant bearing on the quality of the Product. The designation for a Critical Characteristic shall be indicated on an engineering drawing. All safety characteristics are Critical Characteristics.

**dormakaba:** dormakaba means all companies, subsidiaries, entities, divisions, concerns, firms, affiliates, partnerships, groups, and business units directly or indirectly controlled by dormakaba Holding AG.

**Design Failure Mode and Effects Analysis (DFMEA):** Design Failure Mode and Effects Analysis: A preventive analytical technique to methodically study the cause and effects of potential failures in a Product or a process. The Product or process is examined for all the ways in which a failure can occur. For each potential failure, an assessment is made of its effect on the system and its seriousness, and a review is made of the action being taken (or planned) to minimize the probability of failure to minimize the effects of the failure.

**End of Life:** End of Life (EOL) refers to when products are removed from the market, whether through discontinuation, obsolescence, introduction of new technology, lack of profitability, lack of resources, or other factors causing the conclusion of the product's useful life.

**ISO:** International Organization for Standardization

**NCP:** Nonconforming Product. Any Product that does not meet dormakaba design and performance specifications. A Quality Notification (QN) record is generated to document the defect(s) and disposition of the nonconformance, best case an 8D report template is filled out at least for severe or more complex problems, where root cause and countermeasures are not evident.

**PD:** Product Development.

**dkPAP:** Production Part Approval Process. Structured approach to validate a Suppliers' processes to effectively produce dormakaba products repeatedly to specification. First Products out of final serial process are submitted to dormakaba for approval and to proceed with starting or ramping up deliveries.

**Process Capability (Cp):** The maximum amount of variation inherent in a manufacturing process: "Improving process capability," means taking steps to limit the amount of variation to defined acceptable limits and thus bring a process into statistical control.

**Process Capability Index: (Cpk)** Statistical measurements of the process capability in terms of its design specifications (limits) and performance (variability). Used in quality control, Cpk takes into account both accuracy (centring) and precision (dispersion) and helps determine the cause of failures and the need for changes in the product design, tooling, or the manufacturing process. Higher the Cpk value, greater the indication that the **process is consistently under control** (is within limits). A Cpk value of 1.33 is considered the minimum acceptable and as it nears 2.0 the process approaches the six sigma value meaning there are maximum 3.4 defective units out of one million produced.

**Purchase Agreement:** The individual contract agreement between Supplier and the dormakaba entity that establishes the terms and conditions of the sale and purchase of Products, including, as applicable, product specifications, statements of work, quantities, prices, payment terms, delivery terms, and other transactional details. , which can be a Purchase Order, Framework Agreement, Individual Contract under a Framework Agreement A Purchase Agreement can take the form of a purchase order, order confirmation, framework agreement, individual contract, letter agreement, blanket orders, and other agreements specifying the terms and conditions of a sale and purchase.

**Value-Added Production Process:** Activities or operations that improve the Product for which dormakaba is willing to pay, where given the option. Supplier should define this process flow, identify possible critical dimensions and reflect relevant critical points in FMEA and control plan.

## Health, Safety & Environment

At dormakaba, we are committed to ensuring a safe and healthy workplace for our employees and protecting the environment. We require our Suppliers to share this commitment and comply with all applicable laws and regulations regarding environmental protection and occupational health and safety. The Supplier's compliance with these regulations is a key factor in our long-term partnership. As part of our Supplier assessment, we analyse the measures taken by our Suppliers to promote environmental protection and occupational health and safety. Suppliers must ensure continual improvement in these areas and document their progress accordingly. Additionally, the Supplier must comply with all applicable regulations and laws regarding disclosure and information requirements related to conflict minerals. If there are non-conformities that could result in death, injury, or property damage, the Supplier must immediately provide a written notice to their applicable dormakaba contact. We believe that by working together, we can create a safer and more sustainable future for everyone. Upon dormakaba's request, Suppliers are expected to provide a list of all specified substances/materials of concern incorporated in the procured Products, the amount of such components and materials, and information concerning any changes in or additions to such ingredients and materials. The Supplier is expected to provide all requested material / substance declarations/information in such form and detail as requested enabling dormakaba to comply with all due diligence, disclosure and audit requirements dictated by the laws and regulations of the states and countries in which it operates. This includes, but is not limited to Europe's REACH, RoHS, and WFD, California Prop 65, US EPA TSCA, and Conflict Minerals Regulations (i.e. Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act (the "Dodd-Frank Act") / EU Conflict Minerals Regulation), and all similar, applicable statutes and regulations, including due inquiry of the Supplier's supply chain (and certifications/declarations by such Suppliers ) identifying substances / materials contained in each Product and

the country of origin of such conflict minerals (or, following due inquiry, why such country of origin cannot be determined).

## Sustainability Commitment / Supplier Code of Conduct

dormakaba is committed to very high standards of sustainability, business ethics and integrity as reflected in the Code of Conduct. The Supplier Code of Conduct was implemented with the goal of strengthening our mutual understanding of how sustainable business should be practiced on a day-to-day basis. We expect all of our Suppliers and their sub-contractors to adhere to equivalent strict working standards and business ethics and the Supplier Code of Conduct.

## Supplier Qualification and Onboarding

As part of the Supplier quality and onboarding process, Suppliers may be asked to complete a self-assessment and are expected to provide accurate information and relevant accompanying documents within a reasonable time. The Supplier agrees to allow dormakaba to conduct quality inspections, including but not limited to the Supplier's systems, procedures, products, processes, IT security and data protection. The quality assurance representatives, external experts, and dormakaba's experts may access the Supplier's production sites and facilities, and may request access to relevant documents, samples, tools, and instruments. dormakaba will give reasonable notice for inspections but may conduct them with shorter notice in case of unexpected issues. dormakaba may use its own checklists and will document the inspection findings, which will be discussed with the Supplier. If necessary, the Supplier will develop an action plan to ensure quality standards are met. dormakaba may take photographs of the facilities and Products for inspection purposes, and appropriate quality inspections may be conducted at the Supplier's subcontractors. The dormakaba Supplier selection process aims to help Suppliers achieve world-class quality goals through continual improvement and assesses the supplier's quality system and process control capability. See Appendix A. Summary of Supplier Requirements for additional information.

## Quality Standards and Requirements

dormakaba's quality requirements for our Suppliers is fully aligned with our own internal manufacturing and production quality standards. All Suppliers shall maintain a Quality Management System (QMS) suitable to the Products being provided to dormakaba, which is certified by an accredited third-party, comparable to ISO 9001. In the absence of third-party certification, depending on the Product, its application, value, criticality, and risk profile, the dormakaba supplier quality team may authorize the acceptance of other evidence of compliance. This may include a third-party certification to an alternative industry standard, a second-party (dormakaba) audit, or a self-assessment. Any changes to a Supplier certification status shall be notified to dormakaba within 10 business days.

The following sections clearly identify and detail our comprehensive quality standards and expectations we require our Suppliers to meet, applicable to the Products being supplied. These requirements are both initial and ongoing, and the particular circumstances surrounding the procurement of a given Product will be used to determine which requirements are applicable. Circumstances include, but are not limited to:

- New Part or Design
- New Supplier or Sub-Supplier

- New plant or manufacturing location of an existing Supplier
- Change in the fit, form or function of the purchased Products
- Standard versus non-standard production Products

Specific requirements for individual Product(s) shall be communicated to the Supplier via appropriate documentation that may include: drawings, engineering specifications, or the dormakaba Part Approval Process (dkPAP) package. These requirements shall be established by dormakaba and provided to the Supplier at the early stage of the procurement process, and it is the Supplier's responsibility to review the requirements and ensure understanding.

## Product Design

dormakaba follows a robust new product design (NPD) process with multiple approval gates. One of the key components to this process is understanding the Supplier's capabilities and leveraging design for manufacturability. There could be times we request the Supplier to assist in the NPD process. In the event this occurs, the Supplier is expected to deliver upon all action items by the designated due date and to fully contribute ensuring that we are designing a product that will exceed the expectations of our mutual customers. It is within this design process that the critical to quality specifications of the Product will be established.

A key component of the AIM Process is the documentation of the design potential failure modes effects analysis (DFMEA). It is expected that our Suppliers know and understand the potential failure modes of their processes and the impact it can have on our DFMEA. Imperative to the design process, is the Supplier maintaining accurate cost structure throughout the process. dormakaba expects that our Suppliers ascertain the appropriate information needed on their side throughout the design and quotation process to fully understand the requirements.

## Tooling

dormakaba may purchase tooling, fixtures or test equipment for the production of particular purchased Products. Unless otherwise agreed upon in writing, this equipment is owned by dormakaba, and it is our expectation that the Supplier takes responsibility for the maintenance, handling, and calibration of the tooling or other equipment. Maintenance, inspection and calibration records must be maintained and available to dormakaba upon request for our tooling. Supplier shall identify the tooling as dormakaba property, make regular inspection of tooling to ensure that production is not at risk of non-conformity due to unacceptable tooling. Advanced notification of the need for tooling replacement or major refurbishment shall be made to dormakaba in adequate time (at least 6 months) to allow for dormakaba to decide on the next steps without impact to production scheduling. Status of all tooling and anticipated repair/refurbishment based on run rates shall be provided to dormakaba at a minimum of once per year. In the event the Supplier has concerns about the condition of any tooling, fixtures or test equipment and the ability to produce Products within specification, they must notify dormakaba immediately prior to production and request approval for the production of the parts. Approval for continued production under these circumstances does not alleviate, minimize, or alter any warranty in any manner and any warranty on the subject production part remains in full enforceability and effect. The Supplier stays liable for any defects of the parts produced under this special approval. Any liability resulting from special approval under these circumstances remains with Supplier.

## dormakaba Part Approval Process (dkPAP)

Following the design process, or in the event of key specification or process changes that could impact the form, fit or function of a material (including establishment of a new source), the dormakaba part approval process

(dkPAP), must be followed. This process serves to reduce the risk of failure prior to the release of Products or Value-Added Processes into our production. The purpose of the process is that our Suppliers present evidence that they are able to produce serial Products within the specification while maintaining a stable production process. dormakaba will also validate through this process that the design record and specification requirements are properly understood and fulfilled by the manufacturing process. Supplier should be able to prove that their manufacturing process can produce serial Products that consistently meet all agreed upon requirements during the actual production run at the quoted production rate with all applicable controls in place.

The following should be used as a guide for determining when dkPAP is required for customized, direct materials, and which level shall be submitted:

Type of Change	Level of dkPAP
New or additional tooling	Level 3
Modified tooling	Level 1, focus on changes
Tooling, production, or equipment transfer	Level 2
Change of supplier, or non-equivalent materials	Level 3
Product when tooling has been inactive for >12 months	Level 1
Product/process changes on components of a product	Level 3
Change in test or inspection method	Level 2 with a focus on the change/impacts from change
Bulk Material: New source of raw material	Level 3
Change in product appearance attributes	Level 1
Change in production process or method	Level 3

The complete details of the dkPAP process will be shared with applicable Suppliers. It is the expectation by dormakaba that when requested, our Suppliers submit the requested forms within the dkPAP packet, and that Products meet the specification with the first-time submission. Failure to gain approval during dkPAP will cause significant delays in our customer expectations and cause for concern in Suppliers' ability to maintain the quality standards we expect. We rely on our Suppliers to notify us of any of the changes listed above proactively so that we may initiate the dkPAP process. Failure to do so will lead to adverse events if it is determined that changes occurred without due process. Unless agreed by dormakaba in writing, the Supplier must obtain approval prior to the release of production Products.

## Process Capability

As a measure of a Supplier's process quality capabilities, dormakaba's engineering team may review the process measurements utilized by the Supplier. To prove the stability of a process, the output of an individual process, or group of processes should be measured and tracked. The Supplier is expected to work and align with dormakaba to select the most appropriate metrics. These metrics could be process capability studies (Cp, Cpk, Pp, Ppk) or other measurements such as yield. The Cp and Cpk indices are the primary capability indices. Cp shows whether the distribution can potentially fit inside the specification, while Cpk shows whether the overall average is centrally located. If the overall average is in the center of the specification, the Cp and Cpk values will be the same.



	Stable Process Under Statistical Control	Unstable Process NOT Under Statistical Control
Process is Centered	Cp	Pp
Process is Not Centered	Cpk	Ppk

dormakaba's engineering team will define the characteristics for which the Supplier needs to provide capability data. dormakaba may also designate critical product or process characteristics beyond those formally identified on engineering drawings and specifications. These additional requirements may be based on known process issues, production problems, or field problems.

For Critical Characteristics, dormakaba requires for a capable process a minimum Cpk of 1.33, unless otherwise specified or agreed upon. A distinct notation for Critical Characteristics will be noted on dormakaba drawings.

Capability Index			
Capable?	Cp	Z value	DPMO
Not	0.33	1	317311
Capable	0.67	2	45500
Capable	1	3	2700
with	1.1	3.3	967
tight	1.2	3.6	318
control	1.3	3.9	96
	1.33	4	63
	1.4	4.2	27
	1.5	4.5	6.8
Capable.	1.6	4.8	1.6
	1.67	5	0.57
	1.8	5.4	0.067
	2	6	0.002

Process Capability Studies must be completed using production tools and processes.

The initial capability analysis shall be available prior to the first production of new Products and will be evaluated at the time of Production Part Approval. Production processes that cannot meet the above criteria require a corrective action plan.

Suppliers shall implement 100% inspection to screen out non-conforming Products at all processes that do not meet the Cpk threshold. Process improvement actions should be taken immediately, and 100% inspection shall be continued until the above levels of long-term capability are demonstrated.

Since 100% inspection is not cost effective and is often ineffective at screening out 100% of non-conforming Products, it should be considered an emergency measure, rather than a standard step of the process. The overriding quality focus should be on defect prevention, not corrective action to screen or inspect.

Where a particular Product or process does not lend itself to discrete measurements (for example, PCB boards tested as "Go/No-Go"), the Supplier shall propose, and request approval from dormakaba, an effective method for evaluating process capability.

## Quality Planning

Suppliers shall produce and inspect the Products in accordance with the approved production processes and procedures in line with a quality inspection schedule that satisfies their quality management system requirements. dormakaba may request a copy of the control plan and inspection schedule, which the Supplier will be expected to disclose.

The Supplier must keep a record of all performed inspections which are always available and identifiable as part of the Supplier's ' standard record retention policy.

The Supplier shall request approval from dormakaba before changing the quality control plan of the purchased Products.

## Measurement & Inspection

dormakaba expects its Suppliers to maintain measuring equipment that is calibrated, suitable, and capable of testing all quality features detailed in the specification. These devices must be monitored at defined intervals and undergo capability inspections to ensure they are fit for purpose. Calibration protocols and supplements must be managed and archived by the Supplier, with access granted to dormakaba upon requires. dormakaba requires its Suppliers to maintain controls on their measurement devices that meet internationally recognised standards such as ISO 9001 and ISO 17025. All devices specific on the control plan for inspection or control must have their capability verified, with proof of verification submitted as part of the dkPAP process.

## Product Identification & Labelling

Each container, rack, box, or pallet of material shipped to dormakaba shall be identified to permit traceability back to specific Supplier manufacturing and inspection records. This information should provide traceability back to the raw materials used in manufacturing.

Labelling must include, at a minimum, the Supplier identification, country of origin, dormakaba part number, engineering level/revision, quantity and batch / lot number, manufacturing date code, and Supplier name on the Product if feasible. These Labels must be clearly legible. Also, use of a brightly coloured sheet of paper for Product identification is strongly recommended. Labelling should provide for quick identification of manufacturing dates to facilitate First In/First Out (FIFO) processes. The labelled information must also match to the delivery note or packing slip.

Suppliers are must label boxes / containers in both readable and bar-coded form. All bar codes must be scanned by the Supplier to verify readability.

Where there are country specific requirements for labelling, these are to be articulated in the PD process up front. Supplier should remain informed and notify dormakaba in the event of labelling requirement changes.

## Storage & Transportation

The Supplier is obliged to store, package and transport all Products, delivery Products, services and raw materials correctly and in line with quality standards, so as to ensure that there is no change or damage. The containers used for transport have to be marked in a way that allows for identification. The Supplier shall undertake to work with dormakaba on the possible use of circulation containers as well as alternative ways of transport for the purpose of protecting the environment.

## Product Non-Conformity

The Products delivered to dormakaba have to be conforming to the agreed-upon specification. Identification of non-conformity through incoming inspection, in-process identification, or from dormakaba's customers shall be effectively addressed by the following methods.

## Notification of Non-Conformance

As referenced in in the section Quality Planning, Supplier shall monitor the quality of Products within their manufacturing in order to ensure conforming Products that meet the specification are being produced. If errors or non-conformities occur in the Supplier's process and are identified prior to shipment, dormakaba must be notified immediately of desired deviation (see Deviation Process), or the Supplier must scrap/rework the Products and ship

conforming Products on time. In the event that dormakaba or its customer identifies NCP, the purchased Products in question will be identified and segregated per our quality hold procedures. Dormakaba will decide the next steps through evaluations and based on this dormakaba will either scrap, return, rework, or request a deviation. The Supplier is responsible for the costs incurred due to non-conforming material. Any local regulations or contracts prevail.

## Deviation Process

dormakaba may consider the approval of a deviation as a vehicle to address NCP that is of urgent need to be used if it is reviewed and deemed useable in customer Product without the risk of Product safety, quality, and customer satisfaction. Suppliers must submit a written request for deviation, detailing the nature of the deviation, impacted specification, as well as the planned recovery and removal of the deviation (i.e. quantity, time frame, etc). All deviation requests must be approved by both quality assurance and engineering with signatures (electronic approval is considered acceptable). If the non-conformity is identified prior to shipping, it is required that Suppliers obtain the deviation approval prior to delivery and attach the deviation approval with the packing slip in order to ensure Product acceptance upon receipt.

In effort to minimize the expense or loss incurred due to deviations, the Supplier should take the following actions:

- Supplier shall specify a contact person and substitute contact person within their company who has the required expertise and sufficient authority with regard to implementation of remedial action and preventive measures.
- When deviations are found, the cause of the fault must be immediately identified, and suitable containment and corrective measures must be defined and undertaken within a reasonable timeframe to minimize risk.
- Effective Corrective Action efforts to identify root cause and preventative measures must begin immediately.

The approval of a deviation under these circumstances does not alleviate, minimize, or alter any warranty in any manner and any warranty on the subject production Product remains in full enforceability and effect. Supplier stays liable for any defects of the Products produced under the grant of a deviation. Any liability resulting from a deviation under these circumstances remains with Supplier. Any deviation approval given does not mean a waiver of warranty. The Supplier stays fully liable for any defects of the Products produced under this deviation approval.

## Corrective Action

dormakaba expects our Suppliers to thoroughly investigate, using effective problem-solving and techniques (8D or equivalent methodology), the root cause of failures (5-Why, Ishikawa, etc.). Once identified, every effort must be made to implement effective corrective and preventative actions to avoid repetition of the failure mode with future production runs. dormakaba may work with the Supplier through the corrective action process to provide approval or input to the corrective action, as well as verification of the effectiveness of proposed actions after implementation of changes is complete. The Supplier must provide all requested documents and evidence as requested by dormakaba through the corrective action process.

dormakaba may issue a CAR to a Supplier for any potential or realized impact to quality Products delivered on-time, every time. Containment action(s) shall be communicated to dormakaba within 1 business day of receipt of CAR. Root cause identification and correction CAR action implementation shall be completed within a reasonable time period as agreed by the dormakaba site. Supplier will provide dormakaba with daily status updates until proposed corrective and preventative action(s) are complete.

## Non-Performance Impact

Most dormakaba Suppliers operate at the highest levels of quality and delivery performance, in order to meet the high demands of our customers. Unfortunately, when Supplier non-performance issues do occur, the greatest damage is to the dormakaba brand and customer experience. In the event a Supplier causes a significant disruption to dormakaba operations, and the non-performance was a Supplier -responsible issue, Supplier will ensure that dormakaba is made whole for any incurred costs associated with resolving the issue and re-establishing supply of timely and conforming Product. Such impacts may include, but are not limited to, sorting, containment, scrap, rework, repair, returns, line downtime, shop order rescheduling, increased inspection, issue analysis and expedited shipments.

As a standard, dormakaba expects that the supplying organization shall provide 36 months warranty coverage calculated from the date of delivery to dormakaba, unless longer statutory limitation periods apply or the parties have agreed to deviating warranty period in the respective Purchase Agreement.

## Communication and Collaboration

### Continual Improvement

dormakaba relies on our Supplier partners to work collaboratively with dormakaba in identifying continual improvement opportunities that are beneficial to dormakaba and its mutual customers. It is through the identification and partnered implementation of such improvements that dormakaba will reimagine access to enhance customer value and experience for a sustainable building lifecycle. If a Supplier identifies a Product or process which should be changed, it is necessary to contact dormakaba **before implementing the change** and obtain approval from dormakaba to begin the change management process. We will partner with you through the improvement process and support that appropriate dkPAP level is selected.

### End of Life (EOL)

Supplier is required to provide dormakaba a minimum of 18 months before electing to EOL a Product. 1. Upon notification of the EOL of a Product, dormakaba reserves the right and shall have priority to procure additional quantities of the EOL Product above and beyond customary purchasing quantities. Supplier shall provide feasible replacement solution for any EOL Products and dormakaba, at its sole option, may elect to procure a replace Product elsewhere in the market.

### Communication

dormakaba is a global company with design center locations spanning many continents and cultures. In the event the Supplier receives documentation (purchase orders, specifications, etc.) in a language which is not legible to the Supplier, it is imperative that clarification is requested by the Supplier, and no assumptions are made. Our global standard business language is English, however certain Purchase Agreements may be in other languages that may require clarification.

### General Provisions

Amendments and additions to this SQM must be made in writing and agreed upon by both parties. This manual does not exempt the Supplier from their liability for claims arising from breaches of duty and their Product liability vis-à-vis dormakaba and dormakaba's customers in the event of faulty deliveries. Should any provisions of this manual become invalid or infeasible, in whole or in part, the validity of the remaining provisions will remain unaffected. In addition to the conditions laid out in this SQM, and agreed upon by the Supplier, additional issues of liability obligations are addressed in separate Purchase Agreements.

## **Effectivity**

This SQM will apply to all dormakaba purchase orders in scope as defined under "Scope and Purposes" issued on or after January 1, 2024. As a business partner to dormakaba, it is important that you become familiar with this SQM, and that you evaluate your processes to ensure full compliance and notify dormakaba immediately of any deficiencies that would prevent you from performing work in accordance with this SQM.

## Appendix A. Summary of Supplier Requirements

Material Type	Ongoing Requirements					
	Supplier Self-Assessment	Code of Conduct	Supplier Quality Audit	Sample Approval	Self-Assessment every 3 years	Supplier Quality Audit Every 3 years
Machined Components	X	X	X	X		X
Castings	X	X	X	X		X
Fasteners	X	X	X	X	X	
Stampings/ Forge	X	X	X	X		X
Installation Manual	X	X		X	X	
Packaging Material	X	X	X	X	X	
Glass	X	X	X	X		X
Transformer	X	X	X	X		X
Motors	X	X	X	X		X
PCBA	X	X	X	X		X
Anodizing	X	X	X	X		X
Heat Treating	X	X	X	X		X
Powder Coating	X	X	X	X		X
Plating	X	X	X	X		X