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		Revizyon No <i>Revision No</i>	07
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REVİZYON TARİHÇESİ <i>REVISION HISTORY</i>			
Revizyon No <i>Revision No</i>	Revizyon Açıklaması <i>Revision Description</i>	Revize Eden <i>Revised By</i>	Revizyon Tarihi <i>Revision Date</i>
01	First Issue	Quality Manager	21.03.2019
02	<ul style="list-style-type: none"> "The Supplier Audit Result has been changed to 'Audit Result from Both Parties' (Page 13). A clause has been added to Escalation Level 2: 'If the Monthly Calculated Supplier Performance Score \leq 60 and the supplier belongs to Group C' (Page 13). Another clause has been added to Escalation Level 2: 'If the Risk Score is 8 or higher' (Page 13). A paragraph has been added to Quality Requirements: 'Süperpar and Süperpar's suppliers' subcontractors, in case of a major non-conformance found in the 3rd Party audits or a situation that invalidates the document, must report it to Süperpar without fail' (Page 6). As the 7th item in Escalation Level 3, the following clause has been added: 'In case of a major non-conformance in the 3rd Party QMS audit or the certificate is invalid' (Page 13). <p>The statement 'Level-2 and Level-3 suppliers are included in the Süperpar Supplier Development Process' has been added to the Escalation Process (Page 12)."</p>	Quality Manager	10.06.2019
03	<ul style="list-style-type: none"> In the section on Legal Requirements, the RoHS part has been updated to say: ". Products and parts supplied to Süperpar must be free of prohibited substances according to RoHS. Süperpar suppliers should be aware of and comply with RoHS guidelines and updates" (Page 9). In the Escalation Classes Criteria, in Level 1, the phrase "in case of recurring customer complaints" has been replaced with "(reoccurrence of the same error with the same root cause in the same product within 12 months)" (Page 13). <p>A definition for "Recurring Errors" has been added to the Abbreviations section (Page 16).</p>	Quality Manager	08.11.2019
04	<ul style="list-style-type: none"> In the Delivery Program Performance section, the statement has been added: "Unless otherwise agreed, the supplier is obliged to meet the quantities agreed with Süperpar Otomotiv San. ve Tic. A.Ş. with a tolerance of $\pm 15\%$" (Page 6). In the Quality Requirements section, the following statement has been added: "The PPM target value is updated annually based on the supplier's performance throughout the year. The current PPM value can be tracked from the Supplier Performance Card. Unless otherwise stated by Süperpar Otomotiv San. ve Tic. A.Ş., all documents related to Süperpar Otomotiv San. ve Tic. A.Ş. (purchase contracts, PPAP files, all measurement and test reports, including serial production, etc.) will be retained by the supplier for a minimum of 15 years, and all documents related to 	Supplier Quality Engineer	23.02.2021

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	<p>Safety parts for a minimum of 30 years. Digital documents are also included in this scope." (Page 7).</p> <ul style="list-style-type: none"> The term "Social Responsibility and Ethical Requirements for Suppliers" has been changed to "Code of Conduct for Suppliers" (Page 16). 3 new criteria have been added to the Supplier Monitoring Criteria (Page 7). The statement "Süperpar expects its suppliers to report situations that are contrary to the Code of Conduct published on the Süperpar website. Reports can be made anonymously. The Supplier Complaint Form is included in the Suppliers' Quality Handbook in the "Attachments" section" and has been added to the Social Responsibility and Ethical Requirements for Suppliers section (Page 16). <p>An "Attachments" section has been added (Page 18).</p>		
05	<ul style="list-style-type: none"> "Exit conditions from escalation were defined for suppliers subject to escalation." "Covid-19 was added to the Emergency Response Plan." "ISO 45001 was added." 	Supplier Quality & Development Engineer	09.03.2022
06	5. Legal Requirements section has been revised	Supplier Quality & Development Engineer	21.07.2022
07	<p>The new document format has been switched to. It has been generally updated according to the Supplier Sustainability Policy.</p> <ul style="list-style-type: none"> Added retaliation. (Page 6) Compliance with Environmental Regulations and Compliance with Occupational Health and Safety Regulations have been added. (Page 6) ESG Criteria added. (Page 5) Economic sanctions have been added to Escalation levels. (Page 13) Superpar Code of Conduct has been added. (Page 14-15) Reprocessing, Recycling, Noise issues have been added to the Environmental side. (Page 15) ISO 50001 Energy Management System requirement has been added. (Page 15) ISO 27001 Information Security Management System expectation has been moved from the "Emergency Plans" article to the "Superpar Privacy Rules" article. 	Supplier Quality & Development Engineer	16.10.2023

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1. PURPOSE

This Supplier Handbook, Süperpar Otomotiv San. And Trade. It was created to inform suppliers of products and services about the requirements and management systems defined by A.Ş.

2. SCOPE

The SÜPERPAR Supplier Handbook outlines the main principles of SÜPERPAR Otomotiv San. Ve Tic. A.Ş. and provides the rules that must be followed to guarantee the highest material standards in the supplied materials.

The SÜPERPAR Supplier Handbook defines the quality requirements for suppliers providing materials, products, processes (casting, machining, painting, coating, heat treatment, etc.), and related services to SÜPERPAR and its customers.

The SÜPERPAR Supplier Handbook sets forth additional terms for SÜPERPAR suppliers, and these terms do not replace the customer drawings or specifications, which will be reviewed and understood by the suppliers in addition to these terms.

If there are no customer-specific requests or written agreements, Süperpar recommends its suppliers to acquire and use the five core reference handbooks published by AIAG:

- Advanced Product Quality Planning (APQP)
- Production Part Approval Process (PPAP)
- Failure Modes and Effects Analysis (FMEA)
- Measurement Systems Analysis (MSA)
- Statistical Process Control (SPC)

3. RESPONSIBILITY

Superpar Otomotiv San. is responsible for the creation and updating of this document. And Trade. A.Ş. Quality Directorate manages all raw materials, materials and subcontracted labor processes for manufacturing, and other services that directly affect quality (Transportation, Calibration, Training, Consultancy, Laboratory, Maintenance, Product and system certification) and investment goods (Molds, apparatus, benches). etc.) the suppliers from whom it was purchased are responsible.

4. DEFINITIONS AND ABBREVIATIONS

QMS: Quality Management System

MAQMSR: Automotive Quality Management System Minimum Requirements

CSR: Customer Specific Requirements

DFMEA: Design Failure Modes Effects and Analysis


PFMEA: Process Failure Modes Effects and Analysis

NTF: Unidentifiable, Non-Reproducible Error" or "Non-Reproducible Error"

REPEATITIVE FAILURES: Reoccurrence of the same error with the same root cause in the same product within 12 months

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5. APPLICATION

5.1. ABOUT SUPERPAR

"SÜPERPAR supplies high-pressure castings to the global automotive industry and was established in Izmir, Turkey, in 1975.

SÜPERPAR specializes in the design, development, and manufacturing of fuel pumps, fuel filters, and aluminum components for powertrain and body applications."

5.1.1. VISION, MISSION AND VALUES

Our Vision; To be a sustainable force that shapes world-leading brands with solutions that create value for generations to come.

Our Mission; To produce aluminum cast parts and fuel systems that are environmentally sensitive and in line with the common interests of the ecosystem and stakeholders, using innovative technologies with a competent workforce, for brands that embrace modern life as a lifestyle, making it easier and safer.

Our Values:

"Our existence is driven by the 'Happy Customer,' and our preference is to serve with a win-win principle.

We are a team that embraces teamwork, dedicated to our work and institution, and committed to continuous improvement and ethical conduct.

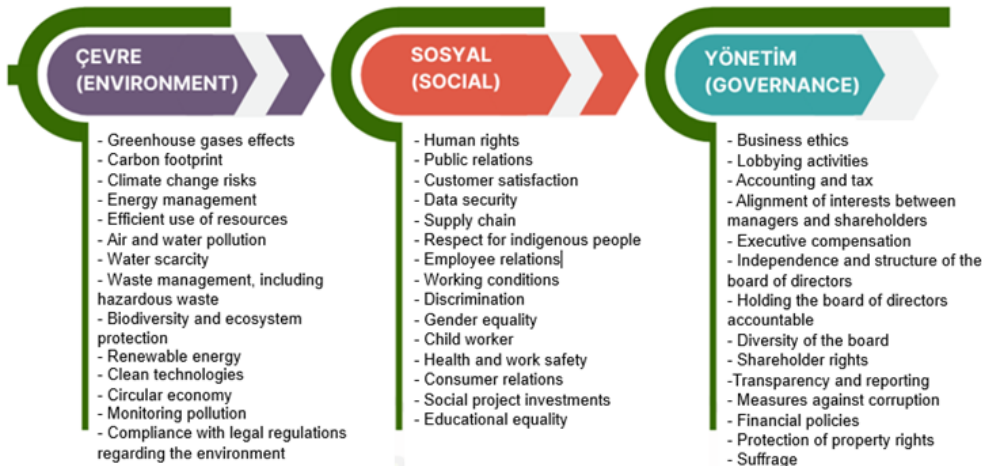
With a fair, transparent, and empathetic management approach, we strategically assess, make quick decisions, and manage risks.

We do the job right the first time, considering the ecosystem and the common interests of stakeholders, using technology effectively while adhering to worker health and safety with competent human resources.

We use natural resources efficiently, knowing that the environment we use is a legacy to be passed on to future generations, and we prioritize projects that enhance the quality of life.


We expect all organizations in our supply chain to act in compliance with ESG (Environmental, Social, and Governance) standards. We also encourage them to conduct their own ESG assessments using interfaces like SAQ, Ecovadis, and share the results with Süperpar."

ESG CRITERIA



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5.1.2. SÜPERPAR PRIVACY POLICIES

Süperpar and the subcontractors contracted by Süperpar, unless granted written permission by the relevant Süperpar representative, shall not directly communicate with or disclose any information to Süperpar's customer.

Any organizational changes that may affect quality, finance, or both must be communicated to Süperpar in advance. These changes can include significant alterations related to company (intellectual) ownership, company name, production facilities, quality approvals, processes, or inspection methods, among other possibilities.

Subcontractors contracted by Süperpar and Süperpar are obligated to maintain the confidentiality of Süperpar and the customer's projects, information, and goods (Molds, Technical Specifications, Technical Drawings, Tools, Inspection Methods, Manufacturing Techniques, etc.).

Süperpar is committed to providing the healthiest framework to its suppliers and assures protection against any form of retaliation for whistleblowers. Retaliation is typically the harm suffered by a whistleblower after making a report. Such retaliation can lead to material or emotional damage to the whistleblower. The company endeavors to prevent such harm and commits to taking the necessary legal actions if such behavior is exhibited.

Superpar expects its suppliers to be certified in the latest version of the ISO 27001 Information Security Management System.

5.2. SUPPLIER SELECTION AND MONITORING

5.2.1. SELECTION OF NEW SUPPLIERS

Süperpar uses an Approved Supplier List to identify all official suppliers. During the supplier selection process, Süperpar evaluates the following criteria, collects all relevant data, and makes decisions;

- Risk Assessment for Product Compliance and Continuous Supply of the Organization's Product to the Customer.
- Relevant Delivery and Quality Performance.
- Evaluation of Supplier Quality Management System.
- Multi-functional Decision Making.
- Evaluation of Software Development Capability if applicable (e.g., software supplied for electronic fuel pumps, etc.).
- Financial Stability.
- Complexity of Purchased Products, Materials, or Services.
- Required Technology (product or process).
- Adequacy of Existing Resources (e.g., personnel, infrastructure, facilities).
- Design and Development Capability (including project management).
- Manufacturing Capability.
- Change Management Process.
- Business Continuity Planning (e.g., Disaster Preparedness, Emergency/Unexpected Situations).
- Logistic Process.
- Customer Service.
- Compliance with Environmental Regulations.
- Compliance with Occupational Health and Safety Regulations.

5.2.2. SUPPLIER MONITORING


Suppliers are monitored monthly using the following indicators:

a. Conformity of shipped products to specifications

The ppm (parts per million) target should be agreed upon with Süperpar. In the absence of an agreement, Süperpar reserves the right to determine the ppm target itself.

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b. Customer issues at the receiving factory, including field complaints and shipment stoppages, related to the product and/or service

Customer interruptions at the receiving facility, including field complaints and shipment stoppages, due to the supplier are unacceptable (the target for customer interruptions at the receiving facility is 0). The supplier's status is immediately downgraded to LEVEL-2, and an 8D report is initiated for any occurrence of "customer issues at the receiving factory, including field complaints and shipment stoppages." The supplier bears the full cost of this process (Sorting Cost, Expedited Freight Cost, Customer Line Stoppage Cost, Recall Cost, etc.).

c. Delivery Schedule Performance

In the absence of a specific agreement or customer-specific request, the delivery schedule performance should be $\geq 95\%$.

Unless otherwise specified, the supplier is obligated to meet the quantities agreed upon with Süperpar Otomotiv San. ve Tic. A.Ş. within a $\pm 15\%$ tolerance.

d. Number of Freight Fulfillments

Excessive freight costs are **unacceptable** (the target for excessive freight is 0). The supplier's status is immediately downgraded to **LEVEL-2**, and an 8D report is initiated for all excessive freight costs caused by the supplier. All damages are to be paid by the supplier (Sorting Cost, Excessive Freight Cost, Customer Line Stoppage Cost, Recall Cost, etc.).

e. Special customer notifications regarding quality or delivery issues

Special customer notifications regarding quality or delivery issues are unacceptable (the target for special customer notifications is 0). The supplier's status is immediately downgraded to LEVEL-2, and an 8D report is initiated for any customer notification resulting from the supplier. All damages are to be paid by the supplier (Sorting Cost, Excessive Freight Cost, Customer Line Stoppage Cost, Recall Cost, etc.).

f. Vendor Returns, Warranties, Field Activities, and Recalls

Vendor Returns, Warranties, Field Activities, and Recalls (due to the supplier) are unacceptable (the target for Vendor Returns, Warranties, Field Activities, and Recalls due to the supplier is 0). The supplier's status is immediately downgraded to LEVEL-2, and an 8D report is initiated for any Vendor Returns, Warranties, Field Activities, and Recalls due to the supplier. All damages are to be paid by the supplier (Sorting Cost, Excessive Freight Cost, Customer Line Stoppage Cost, Recall Cost, etc.).

g. IATF 16949 Certificate Performance

Suppliers without IATF 16949 quality certification cannot score in this section.

h. First Time True PPAP Approval Performance

If there are PPAPs worked on during the calculated performance month, Süperpar evaluates the performance of single submittal approval (FTT) of the PSW. If the PSW is not approved on the first submittal, the supplier cannot score in this section.

i. Escalation Status


If the supplier is at a special level during the performance calculation month, the performance score will be influenced according to its escalation level.

5.3. QUALITY REQUIREMENTS

Süperpar and subcontractors contracted by Süperpar must have at least a verified and accredited ISO 9001:2015 certification, but compliance with automotive quality management systems' minimum requirements and, if applicable, customer-specific quality system requirements, must be proven through second-party audits.

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Subcontractors contracted by Süperpar and Süperpar are obliged to report any major nonconformities encountered during third-party audits and any conditions that invalidate the document to Süperpar.

Süperpar has defined a maximum PPM (parts per million) value of 50 PPM for suppliers. Unless another PPM target is agreed upon with Süperpar, the supplier must adhere to the 50 PPM target and provide defect-free products with a zero-defect goal. The PPM target is updated annually based on the supplier's performance throughout the year. The current PPM value can be tracked from the Supplier Performance Card unless otherwise specified by Süperpar.

Unless specified otherwise by Süperpar, all documents related to Süperpar (purchase contracts, PPAP files, measurement, and test reports, etc., including in-series production) will be retained by the supplier for a minimum of 15 years, and documents related to safety-critical components will be retained for a minimum of 30 years. Digital documents are also included in this requirement.

5.3.1. AUDITS

5.3.1.1. GENERAL REQUIREMENTS

Süperpar conducts an audit to evaluate its suppliers according to the IATF 16949:2016 initial assessment (supplier selection) criteria. This audit may also be requested from the supplier.

The audit must be conducted using the Süperpar audit template (if the supplier is conducting the audit themselves, they should request the audit template from Süperpar). Audit periods are determined by Süperpar, and the supplier is informed of the audit at least 10 days in advance. However, Süperpar reserves the right to perform unannounced audits.

Suppliers that Süperpar has not audited during the year are obligated to conduct their own audits using the audit template provided by Süperpar. They must rectify any non-conformities and submit the results with evidence to Süperpar.

If there are no non-conformities that require investment or an extended lead time, any non-conformities identified during the audit must be closed within a maximum of 15 days.

If there is a non-conformity that requires an investment or an extended lead time (more than 15 days), an action time plan that includes all stages must be approved by Süperpar. If there is a customer-specific request specified in the agreement, a different audit template and questions for supplier audits can be used based on the requirements mentioned in the agreement (e.g., VDA 6.3).

Suppliers responsible for product measurement and calibration of measuring equipment should be accredited according to ISO 17025 (calibration of measuring equipment can also be performed by the manufacturer if the continuity of the calibration chain is maintained).

If the certificate expires without a planned recertification, the supplier must notify Süperpar at least 3 months in advance of the certificate's expiration date. The new certificate should be sent to Süperpar without requesting it. Canceled or suspended certificates should be promptly reported to Süperpar.

5.3.1.2. QUALITY MANAGEMENT SYSTEM AUDIT

Subcontractors contracted by Süperpar and Süperpar itself must audit all Quality Management System processes using a process approach to verify compliance with the Automotive Quality Management System at a frequency of every 3 years, as part of an annual program.

5.3.1.3. PRODUCTION PROCESS AUDIT


Subcontractors contracted by Süperpar and Süperpar itself must audit all production processes within a 3-year calendar period using an approach based on customer-specific requests to determine their efficiency and effectiveness. If there is no defined approach from the customer, the approach to be used will be determined by the supplier.

In all audit plans, the audit must be conducted for all shifts of the production processes.

Process audits should be conducted to measure the effectiveness of practices coming from process risk analysis (such as PFMEA), control plans, and other relevant documents.

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5.3.1.4. PRODUCT AUDIT

Subcontractors contracted by Süperpar and Süperpar itself must inspect their products using an approach based on customer-specific requests, ensuring compliance with production steps and special delivery requirements. If there is no defined approach from the customer, the approach to be used will be determined by the supplier.

5.3.2. PPAP REQUIREMENTS

5.3.2.1. NEW PROJECTS

For new projects, new samples, etc., Süperpar and subcontractors contracted by Süperpar are required to prepare a Level-3 PPAP (Production Part Approval Process) file, unless there is another specific request in the agreement with Süperpar. The Level-3 PPAP requirements should conform to the latest version of AIAG's PPAP Handbook.

Suppliers producing products with international standards, such as screws and bolts, are only required to prepare a Level-2 PPAP file.

5.3.2.2. CHANGES

For any changes (there are no restrictions on criteria - see Section 8).

Süperpar and subcontractors contracted by Süperpar are required to prepare a Level-3 PPAP file, unless there is another specific request in the agreement, which should conform to the latest version of AIAG's PPAP Handbook.

5.4. CUSTOMER SPECIFIC REQUIREMENTS (CSR)

Suppliers must comply with all the special requests of the OEM, Süperpar, and Süperpar's specific requirements. Süperpar's Master Operating Instructions (CSR) are available through the official Süperpar website. Süperpar may update the CSR. Suppliers are responsible for verifying all customer-specific requirements through relevant channels (website, email, etc.).

CSRs must be checked and recorded by suppliers using the CSR Monitoring List at least once a month. CSRs of an IATF member customer can be checked on the "iatfglobaloversight" website. Süperpar reserves the right to verify the satisfaction of the customer's specific requirements during business visits or audits.

5.5. LEGAL REQUIREMENTS

Suppliers are responsible for ensuring that the products, processes, and services provided to Süperpar fully comply with national legal and regulatory requirements. Suppliers must promptly notify Süperpar of any legal changes that could lead to changes or disruptions.

A. RoHS (Restriction of Hazardous Substances)

Products and parts supplied to Süperpar must be free of prohibited substances in accordance with RoHS regulations.

Süperpar suppliers must be aware of RoHS guidelines and updates and comply with these guidelines.

B. DECLARABLE SUBSTANCES


Products and parts supplied to Süperpar must be free of prohibited substances as per the Global Declarable Substances List (GADSL, see <http://www.gadsl.org>). Reporting is required for substances that exceed the threshold limits defined in GADSL.

C. REACH

Süperpar suppliers must be aware of and comply with REACH regulations. REACH stands for the Registration, Evaluation, Authorization, and Restriction of Chemicals. You can find more information at the following link: <http://www.acea.be/industry-topics/tag/category/reach>

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D. GREENHOUSE GAS

Suppliers within the scope of the Regulation on Monitoring Greenhouse Gas Emissions are expected to comply with their legal obligations.

Suppliers are responsible for decarbonization and the assessment and reporting of greenhouse gas emissions annually under ISO 50001.

Süperpar encourages their supplier to implement ISO50001 Energy Management System in their facility and to be certified by 2025.

Until 2025:

Süperpar is searching for opportunities to build a solar energy power plant to produce min. 50% of fossil free electricity requirement in its facility.

Süperpar works with related aluminum suppliers to encourage them to produce their own electricity.

Until 2030:

Süperpar will enlarge solar energy plant capacity to meet all electricity requirements of its facility.

Süperpar will work with aluminum ingot suppliers which only have fossil free electricity.




E. CONFLICT MINERALS

The supplier declares that even when using Tantalum, Tungsten, Tin, and Gold (3TG) minerals, they will not source from any supplier listed in the current Conflict Minerals Reporting Template (CMRT) available at the following link: <http://www.responsiblemineralsinitiative.org/conflict-minerals-reporting-template/>

5.6. SPECIAL CHARACTERISTICS

Special Characteristics encompass important attributes for product quality or process capability indicators. Special Characteristics, as defined by the customer, supplier, or Süperpar, and as specified in technical drawings, specifications, or similar documents, should be clearly understood through documentation, such as the Süperpar Special Characteristics Agreement, among all relevant parties.


Süperpar's Special Characteristics are as shown in the table below:

	SYMBOL	DEFINITION	EXPLANATION
✘		SECURITY	These are features that may endanger the product user in case of deviation and prevent compliance with legal obligations.
✔		CRITICAL	It is a feature that, in case of deviation, will cause significant customer dissatisfaction in terms of function, fit, assembly and appearance.
✔		IMPORTANT	In case of deviation, these are features considered important by SUPERPAR, even if the customer does not become dissatisfied.
✔	SPC	STATISTICAL PROCESS CONTROL	<SPC> statement is placed on the control plan and operation cards for the features to which statistical process control will be applied.

All agreed Special Characteristics must be documented and monitored using Statistical Process Control (SPC) methods (complying with AIAG SPC Handbook for calculations). Whenever possible, automatic SPC stations and calculation software should be used. The calculation software or tools must be verified against the formulas in the AIAG SPC Handbook.

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In cases where defined Special Characteristics are not available, Süperpar and/or suppliers may define and document some characteristics if necessary. Subsequently, the Special Characteristics List should be approved by Süperpar through the supplier.

Competence, as indicated by Cpk > 1.33 and Ppk > 1.67, must be maintained and regularly reported to Süperpar (unless otherwise specified, reporting should be done monthly).

The process parameters and product characteristics (Special Characteristics) agreed upon with Süperpar will be specified in the Control Plan and Failure Modes and Effects Analysis (FMEA).

The measurement capability of all accepted Special Characteristics should be documented and monitored using Measurement System Analysis (MSA) methods (complying with AIAG MSA Handbook for calculations). Whenever possible, software should be used for calculations, and the software or tools should be verified against the formulas in the AIAG MSA Handbook.

Süperpar's acceptance criteria include ndc > 5 and R & R% < 10% for the serial production phase.

5.7. SPECIAL PROCESS REQUIREMENTS

Suppliers providing special processes (Heat Treatment, Plating, Painting, etc.) to Süperpar or its suppliers must comply with the requirements of the relevant AIAG CQI manuals. For example:

- Heat Treatment Suppliers / CQI-9
- Plating Suppliers / CQI-11
- Painting Suppliers / CQI-12
- Welding Suppliers / CQI-15

These requirements apply to all tiers of Süperpar's supply chain, including sub-tier suppliers. Süperpar's supplier quality departments conduct annual assessments of Süperpar suppliers to ensure compliance.

5.8. CHANGE MANAGEMENT

Suppliers are required to formally request any changes to Süperpar, and there are no restrictions on the types of changes that should be reported. These changes may include, but are not limited to:

- Changes to processes or products
- Relocations (machinery, production lines, facilities, supplier location, etc.)
- Changes in sub-tier suppliers
- Dimensional changes
- Changes that may affect information provided in the International Material Data System (IMDS)
- Material changes
- Packaging changes

It's essential for suppliers to promptly notify Süperpar of any such changes.

5.9. NON-CONFORMING PRODUCTS AND SERVICES

Suppliers must have a robust procedure for the control of suspect or non-conforming products and for preventing non-conformities.


All management and employees must be trained to understand the procedure and its importance.

The supplier must immediately inform Süperpar if a suspect situation is detected.

When a problem is detected at the customer's end, the supplier is immediately notified, and all parts on the customer line, parts in storage, parts at sub-suppliers, in transit, and at other locations become suspect product status.

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The supplier must provide a written output of the corrective action plan, the containment method (quality control method, etc.), and the identification of the acceptable product (label information, proper part lot number, etc.).

All headings for urgent corrective-preventive actions, including the identification and quarantine of suspect products, must be organized to include information such as the serial number of each suspect part, records of the results of corrective-preventive actions, the identification of the first acceptable lot in a traceable manner, and so on.

All the information mentioned under the Non-Conforming Product heading must be shared with Süperpar's Quality and Procurement departments from the time a complaint is received.

Suppliers are expected to take all necessary actions to return and replace suspect material and prevent any disruptions at customer facilities if required. Süperpar reserves the right to recover all expenses incurred due to non-conforming products caused by the supplier, including material returns and production loss, when necessary, including labor and other components.

5.9.1. ESCALATION PROCESS

The Supplier Escalation Process defines when the supplier's performance is not in compliance with Süperpar's requirements. The purpose of this process is to ensure that suppliers take appropriate actions to meet Süperpar's and Süperpar's customers' requirements for the delivered products, materials, and services. Suppliers are categorized into one of three levels based on the duration and severity of the problems. Level-2 and Level-3 suppliers are included in the Süperpar Supplier Development Process.

5.9.1.1. ESCALATION CLASSIFICATION CRITERIA

LEVEL-1 (S-1):

- When a minimum of 2 or more consecutive months fail to meet the supplier's performance measurement criteria.
- If the 2nd Party Audit result (according to IATF 16949 or VDA 6.3) is less than 70 points.
- When there are recurring errors (reoccurrence of the same error related to the same root cause in the same product within 12 months) as reported by Süperpar to the supplier

LEVEL-2 (S-2):


- If the 2nd Party Audit result (according to IATF 16949 or VDA 6.3) is less than 50 points.
- If there are inventory issues, including production stoppages at the customer's end (complaints, line stoppages, etc.) due to Süperpar's supplier (causing disruptions at Süperpar's customer).
- When the monthly calculated Supplier Performance Score is ≤ 60 , and the supplier is in the C group.
- If the supplier's risk score is 8 or higher.
- When there is excessive freight costs incurred (due to Süperpar's supplier causing excessive freight costs at Süperpar's customer).
- If there are Special Situation Customer Notifications related to quality or delivery issues (Süperpar's supplier causing Süperpar to receive notifications from its customer).
- Dealer Returns, Warranty, Field Activities, and Recalls are occurring (caused by Süperpar's supplier at Süperpar's customer).
- If the supplier remains at LEVEL-1 or exhibits poor performance and takes no action.
- If the supplier remains at LEVEL-1 for an extended period (more than 2 months)

LEVEL-3 (S-3):

- If the 2nd Party Audit result (according to IATF 16949 or VDA 6.3) is less than 40 points.
- If the supplier remains at LEVEL-2 or exhibits poor performance and takes no action.
- If the supplier remains at LEVEL-2 for an extended period (more than 5 months).
- When the monthly calculated Supplier Performance Score is ≤ 60 for three consecutive months, and the supplier is in the C group for three consecutive months.
- If there is a health and safety-related risk in the supplied products and services.
- When the validity of the quality management system certificate has expired, and it has been more than 6 months.
- If there are major non-conformities or an invalid certificate in the 3rd Party QMS audit.

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- If the supplier does not provide adequate cooperation for corrective actions.
- If the security of the supply cannot be ensured.

***If the quality is acceptable for three consecutive lots (no issues), the supplier's escalation level is lifted, and the escalation level conditions are removed.

5.9.1.2. CONTROLLED SHIPMENT OF ESCALATION LEVELS

LEVEL-1 (S-1):

- Level-1 requires the supplier to initiate a 100% inspection control system separate from the existing control system.
- The Level-1 quarantine control area must be defined and created separately by the supplier.
- The defined control process is carried out by separate personnel at the supplier's facility.
- Inspections must be conducted for each shift and reported to Süperpar daily.
- The economic sanctions for Level-1 processes are charged to the supplier, and the supplier is responsible for all associated costs.

LEVEL-2 (S-2):

- Level-2 requires the supplier to initiate a 100% inspection control system separate from the existing control system. Additionally, Süperpar conducts 100% sorting with its own employees or an external sorting company.
- The Level-2 quarantine control area must be defined and created separately by the supplier.
- The defined control process is carried out by separate personnel at the supplier's facility.
- Inspections must be conducted for each shift and reported to Süperpar daily.
- Parts in transit or within the customer's premises will be sorted by Süperpar. All activities will be carried out by Süperpar and charged to the supplier.
- The economic sanctions for Level-2 processes are charged to the supplier, and the supplier is responsible for all associated costs.

LEVEL-3 (S-3):


- Level-3 requires the supplier to initiate a 100% inspection control system separate from the existing control system. Additionally, Süperpar conducts 100% sorting with its own employees or an external sorting company.
- The Level-3 quarantine control area must be defined and created separately by the supplier.
- The defined control process is carried out by separate personnel at the supplier's facility.
- Inspections must be conducted for each shift and reported to Süperpar daily.
- Süperpar arranges sorting for all parts in transit, at the customer, and in its own inventory for a period of 3 months. The entire cost of this process is charged to the supplier.
- Parts in transit, at the customer, and within Süperpar's premises will be sorted by Süperpar. All activities will be carried out by Süperpar and charged to the supplier.
- The economic sanctions for Level-3 processes are charged to the supplier, and the supplier is responsible for all associated costs.

5.9.1.3. EXIT CRITERIA FROM ESCALATION

- Eskalasyon sürecinin başlaması ve eskalasyon koşullarının devreye alınmasının ardından eskalasyondan çıkış için aşağıdaki maddeler uygulanır;
- Kontrollü sevkiyat faaliyetlerinde belirtilen uygunsuzluğun kontrolü için normal üretim kontrol faaliyetlerinin etkili olduğunu gösteren bir özet ve 1 ay boyunca süren kontrol altına alma faaliyetlerine ait veriler. 1 ay için başlangıç tarihi, kalıcı düzeltici faaliyetlerin uygulanmaya başladığı günden itibaren sayılır.
- Kök sebebin tanımlandığını ve değerlendirildiğini gösteren dokümanlar,
- Düzeltici faaliyetlerin uygulandığını ve değerlendirildiğini kanıtlayan dokümanlar,
- Dokümanların (Kontrol Planı, FMEA, Proses Akış Şeması vb.) revize edildiğini gösteren kopyaları
- Hata önleme amacıyla tüm gerekli işlemlerin yapıldığını gösteren dokümanlar,
- Uygun görüldüğü takdirde Kalite Müdürü & Tedarikçi Kalite ve Geliştirme Mühendisi'nin organize edeceği toplantılarla eskalasyondan çıkış kararı verilebilir.

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5.10. EMERGENCY ACTION PLANS

The supplier should establish business continuity plans that determine, analyze, evaluate, and mitigate the supplier's risk levels. Additionally, the supplier should perform a risk assessment that includes risk identification, analysis, evaluation, risk mitigation, monitoring, and regular actions to ensure effectiveness. When a supplier identifies a production stoppage risk, they should make every effort to inform Süperpar's receiving plant Production Control and Logistics units within 12 hours. The problem should be communicated with the emergency actions taken to ensure uninterrupted product supply. Production interruptions may include events such as natural disasters, political unrest, war, capacity issues, quality problems, labor strikes, outbreaks of diseases (e.g., Covid-19), planned work durations, or other incidents that prevent the supplier from meeting specified capacity volumes (among others). These events require recovery efforts to minimize their impact on Süperpar's facility and the end customer.

5.11. BEHAVIORAL RULES FOR SUPPLIERS

The supplier must comply with the minimum Business Ethics and Compliance, Environmental and Product Safety, Human Rights, Working Conditions and Practices, and Compliance standards outlined in the "Süperpar Code of Conduct" available on the official website. Süperpar A.S. is aware of its responsibility to its customers, shareholders, employees, and the communities in which it operates. In this context, the Süperpar Code of Conduct defines internationally and nationally recognized social, environmental, and ethical responsibilities. Süperpar A.S. expects its suppliers to also embrace the principles and practices it has adopted.

Süperpar expects its suppliers to report any situations that violate the Code of Conduct published on the Süperpar website. The Supplier Quality Manual contains a "Supplier Complaint Form" in the "Appendices" section. You can submit the completed form to the email address "ethic@Süperpar.com". Reports can be made anonymously.

The Süperpar Code of Conduct covers the following principles:

A. General Principles, Laws, and Regulations

Social responsibility should be upheld in all business relationships. Compliance with applicable laws and other relevant provisions should be maintained for all activities and decisions.

B. Prohibition of Corruption and Bribery

Any practice such as corruption, embezzlement, or abuse should not be allowed, and such behaviors should not be tolerated. Unethical conduct, including offering illegal bribes or gifts to influence business transactions, should be avoided.

C. Respect for Basic Human Rights of Employees

Süperpar expects all its business partners to not only comply with the legal regulations of the countries in which they operate or have business relationships but also to adhere to Süperpar's Ethical Principles. Employees should be treated equally and fairly in line with ethical rules. Every supplier should take the necessary care in this regard. Hiring should be done in accordance with Ethical Principles. Respect for internationally recognized human rights should be observed and adhered to. All forms of forced or compulsory labor should be eliminated. Human trafficking should never be tolerated. No one falling under the child labor class specified in applicable laws as being below the minimum age should be employed. The principle of equal opportunity in recruitment and promotion should be applied and supported. Employees cannot be subject to discriminatory treatment based on age, disability status, race, ethnic origin, skin color, gender, pregnancy, sexual identity, nationality, religion, marital status, or other characteristics. Discrimination and sexual harassment are not tolerated. Employees' rights to freely form associations and join associations should be respected in accordance with valid legal regulations.

D. Working Hours, Holidays, and Salary Payments


Working hours, paid holidays, salary payments, and other benefits should comply with official legislation and regulations.

E. Protection of Health, Safety, and the Environment

All adverse factors that affect the health and safety of employees should be eliminated, systematic measures should be taken, and regular training on occupational health and safety should be provided to all employees. Efforts should be

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made to combat climate change, preserve air quality, and keep greenhouse gas emissions at appropriate levels. The consumption of natural resources such as water and natural gas should be controlled. Responsible chemical management should be implemented to minimize harmful waste and protect water quality. High-energy efficiency equipment and practices should be preferred to reduce energy consumption. In addition, efforts should be made to reduce energy consumption by using renewable energy sources.

F. Competition and Conflict of Interest

Fair competition should always be maintained, and conflicts of interest should be avoided. Employees in the organization should have the freedom to organize in accordance with national and international regulations.

G. Information Security

Trade and business secrets, along with all confidential information, should be carefully protected and not disclosed to third parties without authorization. The privacy of personal data should be maintained in commercial transactions, and the security of this information should be guaranteed.

5.12. ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

Süperpar is committed to minimizing the impact of its activities on the environment.

Süperpar expects active commitment and awareness from its suppliers regarding environmental issues, and it hopes to see this attitude in all their practices. For example, it anticipates that suppliers will engage in practices related to recycling and reuse. (Reuse is defined as giving a new life to a product that has become obsolete with a similar or completely different and creative approach. Reuse does not involve the transformation of the obsolete product back into raw materials and creating a new product from it. In this respect, it differs from recycling.)

Suppliers should take measures to protect individuals from high-level noise, especially in environments where noise reduction is not feasible. Any noise emanating from external or internal sources within buildings that spreads to individuals inside the premises should be controlled. Action should be taken in accordance with the Regulation on the Assessment and Management of Environmental Noise.

Procurement decisions can only be made when the supplier demonstrates environmental responsibility and concern.

Süperpar and its suppliers, as well as the subcontractors with whom contracts are made, are obligated to comply with Legal Requirements, Customer Specific Requirements, Special Written Agreements, Radioactivity Standards and Rules, IMDS, REACH, ROHS, and similar requirements.

Süperpar provides a safe and healthy working environment for its employees and expects its suppliers to do the same for their employees. Suppliers are supported in accepting responsibility for ensuring the safety of their employees.

Superpar expects its suppliers to be certified in the latest version of the ISO 14001 Environmental Management System Standard, ISO 45001 Occupational Safety and Worker Health Standard and ISO 50001 Energy Management System Standard.

6. RELATED DOCUMENTS

Relevant document;

- SPR-KLT-FR-238-Supplier Grievance Form

7. ATTACHMENTS

Document attachment;

- SPR-KLT-FR-238-Supplier Grievance Form

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