

# Guidelines for Winkhaus Group suppliers

No.	Date	Name	Changed
0	22/08/2019	Marcus Garthe	Initial creation

## 1 General Information

### 1.1 Purpose and layout

This guide for optimising supplier relations applies to the entire Winkhaus Group (hereinafter referred to as Winkhaus).

The following German companies are part of the Winkhaus Group:

Aug. Winkhaus GmbH & Co.KG

with plants in Telgte, Meiningen, Münster, Kettering (England), Rydzyna (Poland), Grödig (Austria), Gava (Spain) and Paris (France) as well as the central warehouse at Rhenus, Dortmund.

The locations of the German and foreign factories can be found on the website

[www.Winkhaus.com](http://www.Winkhaus.com). These guidelines help optimise supply relations between Winkhaus and its suppliers (hereinafter referred to as the “supplier”).

The guideline lists the requirements that Winkhaus of the Winkhaus Group places on its suppliers. It is also intended to serve as a reference work.

Winkhaus has made the current version of the supplier guidelines available for download at [www.winkhaus.de](http://www.winkhaus.de). If you have any questions on this topic, please contact the respective contact person in the purchasing department of Aug. Winkhaus.

### 1.2 Other existing specifications add documents

These guidelines on optimising supplier relations constitute an addition to the existing purchasing conditions

(<https://www.winkhaus.com/en/company/procurement/downloads%20procurement>) and individual agreements between the Winkhaus and its suppliers.

The more specific agreements take precedence over the general arrangements and Winkhaus factory standards. If necessary, these must be requested from the supplier.

## 2 Basic principle

### 2.1 Supplier self-assessment

A supplier self-assessment serves as the basis of a close strategic partnership between Winkhaus and the supplier and contains questions on general information about the company, quality control, production, products, logistics and the environment. This self-assessment is to be filled out at the request of Winkhaus, which grants access to the Winkhaus supplier portal. Parts of the supplier self-assessment are also included in a supplier evaluation, which is carried out with selected suppliers on a regular basis. (see Point 7.1)  
The supplier can also use the Winkhaus supplier portal to view and manage electronic enquiries and offers it has issued. (see Point 3).

## **2.2 Contact person and representation**

The supplier shall name a fixed contact person for Winkhaus. This includes the following information:

- Name
- Position
- Telephone number
- Email address
- Website

## **2.3 Availability**

The supplier's contact persons must be available during main business hours (i.e. from 8:00 am to 4:00 pm on working days). In addition, it is desirable for the supplier to establish an emergency number to ensure virtually 24-hour availability.

## **2.4 Language for communication**

The communication language between Winkhaus and supplier is German. In the case of a foreign supplier, German or English.

## **2.5 Transfer of information**

The standard means of communication between the supplier and Winkhaus is email.

Orders:

- are sent to the supplier by email or electronically

Order confirmation:

- Ideally created by the supplier in the supplier portal
- Other options include confirmations via EDI, Idoc, or email

Invoices

In order to be able to assign incoming invoices to the respective factories and thus to the booking offices, we have set up factory-dependent email addresses for PDF invoice receipt:

- Deliveries to the German factories with VAT ID DE126046759 to: [invoice21@winkhaus.de](mailto:invoice21@winkhaus.de)
  - Aug. Winkhaus GmbH & Co. KG, Telgte
  - Aug. Winkhaus GmbH & Co. KG, Münster
  - Aug. Winkhaus GmbH & Co. KG, Meiningen
- Deliveries to Poland (Aug. Winkhaus GmbH & Co. KG, Rydzyna) with VAT ID PL5263021143 to: [invoice2210@winkhaus.pl](mailto:invoice2210@winkhaus.pl)
- Deliveries to England (Aug. Winkhaus GmbH & Co. KG, Kettering) with VAT ID GB198442859 to: [invoice4310@winkhaus.co.uk](mailto:invoice4310@winkhaus.co.uk)
- Deliveries to Austria (Aug. Winkhaus GmbH Co. KG, Grödig) with VAT ID ATU69986214 to: [invoice4410@winkhaus.at](mailto:invoice4410@winkhaus.at)

## 2.6 Non-disclosure agreements

Suppliers are generally obliged to maintain the confidentiality of all information on Winkhaus that is not public knowledge.

The misuse of data and the transfer of data to third parties are strictly prohibited and subject to prosecution.

At the start of a business relationship between Winkhaus and a supplier, the individual agreements on confidentiality are agreed in a non-disclosure agreement.

## 2.7 Communication duty

Winkhaus and its suppliers undertake to exchange information with one another openly. This includes the general annual coordination meetings and disclosure duty (i.e. any queries must be answered without delay).

If any problems regarding deadlines quality and/or quantity occur, the supplier must inform Winkhaus without delay (self-disclosure duty).

Winkhaus must also be informed of any operation-free days as well as changes to processes, procedures, or materials without delay. This also includes that the supplier must inform the Winkhaus Group of any changes to re-procurement times and/or delivery times.

## 3 Enquiries and bidding

Enquiries from Winkhaus are transferred electronically and set up for processing through the Winkhaus supplier portal. Offers from suppliers are always to be processed and sent via the Winkhaus supplier portal.

Detailed information on processing can be found in a user guide for suppliers which is available in the download area on the Winkhaus homepage or can be sent by the purchaser in charge at the supplier's request.

See <https://www.winkhaus.com/de-de/unternehmen/einkauf/downloads%20einkauf>

## **4 Order process**

Winkhaus handles purchasing with various order processing systems. This includes the order, contract release order, and the ordering portal.

### **4.1 Ordering**

Orders are transmitted as explained in the "Transfer of information" section.

### **4.2 Contract**

A contract is a general requirement between the Winkhaus Group and the supplier. The agreed quantity is called off in individual orders within the defined period of time. The price agreed in the quantity contract shall be deemed to have been agreed for the contract period. A contract is issued to establish primary material approvals, shortened delivery times, capacity reservations and price-optimised bundling of requirements.

### **4.3 Supplier portal**

Winkhaus grants select suppliers access to its Internet-based ordering portal. In this portal, the orders are made available to the supplier online for inspection. The supplier records its confirmation in this medium.

## **5 Order confirmation**

Based on the offer sent, Winkhaus expects an order confirmation within three business days. This should contain the following information:

If the order confirmation is not carried out in the supplier portal, the following specifications shall apply:

The order confirmation must contain the following contents:

- Order confirmation number
- Deadline confirmation
- Document header with the supplier's contact information
- Order number and item
- Quantity
- Price confirmation
- Payment conditions
- Delivery address
- Contract reference (if a contract has been concluded)

Deviations from quantities and deadlines must be agreed upon with the ordering party.

If there are any deviations from the order which do not relate to quantity or delivery deadline, then the purchaser in charge must be contacted.  
It is important to make sure that the order number and items are always listed on all documents.

## 6 Packaging and shipping

### 6.1 General packaging requirements

Poolable packaging according to VDA standards are used for better handling. These include VDAC KLT 4321 and KLT 6421 and the related securing plates.  
Wooden push-on frames and steel pallets are used for long goods.  
Winkhaus specifies the reusable packaging to be used in detail in the material-related packaging regulations.

More detailed information on the process can be found on the homepage at <https://www.winkhaus.com/en/unternehmen/einkauf/nachhaltigkeit>

The goods should be arranged on the load carrier so that the components can be handled as easily as possible on the way from goods receipt to use in production. When the mini-load containers are being filled, attention must be paid to make sure that the maximum permissible weight of 15 kg per mini-load container is not exceeded.

### 6.2 Labelling the load carriers

The supplier must mark each package with a label so that it can be identified clearly. The label should include the following information:  
Winkhaus item number, Winkhaus designation in German, quantity, time of manufacturing/lot identifier.  
The label can be in the form of a tag or punch card.

### 6.3 Delivery note

The supplier must deliver at least one delivery note for each connected delivery. The delivery note provides information on the parts supplied with a deliver which arrives together. The supplier ensures that connected deliveries are connected when they arrive at Winkhaus. The following specifications are mandatory and must be on every delivery note:

- Name, factory, and address of the Winkhaus factory
- Delivery note number
- Delivery note date and delivery date
- Name, factory, and address of the supplier
- Contact person for delivery at the supplier
- Supplier number allocated by the Winkhaus Group
- Winkhaus order number and items
- Delivery quantity with unit of measure
- Winkhaus material number of the material delivered and material text
- Number and type of the packaging container
- Gross/net weight of the goods delivered

## 6.4 Shipping methods

Winkhaus prefers the DAP (delivered at place) shipping method (i.e. the supplier delivers the goods released for shipping via the customs dispatcher determined by Winkhaus at the specified location). A routing order which may be specified on the orders lets the supplier know the forwarding agent who handles the transport and any potential import processing for Winkhaus. If the delivery takes place at the supplier's location, then the supplier will be responsible for loading. In the process, attention must be paid to ensure that the order's delivery date is defined as the date the goods are received at Winkhaus. Additional costs incurred by the supplier (such as special trips due to scheduling delays) will be at the supplier's expense.

## 6.5 Delivery

The precise delivery locations (Winkhaus factory and goods receiving at the halls in question) and delivery times are marked on the order, and are thus binding.

## 6.7 Default with delivery

If the delivery is delayed (i.e. if the delivery date is not met), the supplier will be in default with delivery, even without being officially notified by Winkhaus. Winkhaus may then deduct a penalty.

In case of default with delivery, Winkhaus refers to Section 376 of the German Commercial Code.

## 7 Quality

### 7.1 Supplier evaluation

Winkhaus conducts a software-assisted supplier evaluation. In such case, the supplier will be evaluated in several fields:

To do this, the performance figures listed under 7.2 are determined.

The supplier evaluation is conducted at least once a year. The result of the supplier evaluation is discussed with the supplier in a personal meeting and forms the basis for agreeing upon specific improvement goals.

Selected suppliers receive access to the supplier portal and are requested to follow the regularly updated supplier evaluation.

### 7.2 Determining performance figures

Winkhaus determines the following figures (among others) for evaluating the supplier's performance:

Delivery reliability and PPM.

The key figures can be viewed in the supplier portal.

The calculation logic can be found in a user guideline for suppliers, which is provided by the purchaser in charge upon request.

### **7.3 Technical conditions of delivery / plant standards**

Requirements which Winkhaus places on the quality and characteristics of particular materials or material groups are formulated in the technical conditions of supply/factory standards. Reference is made to these technical conditions of supply in contracts or in individual orders. The supplier is responsible for making sure it has the valid version of the technical conditions according to the order/quality contract. The current value can be requested from the purchaser in charge at any time.

### **7.4 Emergency plan**

If the supplier experiences disruptions in the delivery (i.e. delivery quantity, deadline, or quality cannot be met), Winkhaus will conduct a priority check. Further steps will be taken as necessary based on this check. In addition, the supplier is required to compile an emergency plan which contains measures and schedule planning to rectify the disruption and introduce corrective as well as preventative measures.

### **7.5 Reworking / repairs**

Rework/repairs approved by Winkhaus must be carried out by the supplier immediately upon approval. If a delay occurs for an important reason, then the responsible contact person at Winkhaus must be informed immediately.

### **7.6 Complaint handling**

Winkhaus reserves the right to charge the supplier for costs incurred in the processing of complaints because of defective materials and for downtimes of Winkhaus employees or machines because of complaints..

## **8 Invoice/payment conditions**

The order number or contract number and the individual items must be specified in the invoice. If the invoice does not contain all of the required information, then it cannot be paid. Copies of invoices must be marked as duplicates.

The decision on the form of payment processing will be agreed upon ahead of time with Purchasing on an individual basis. The standard payment conditions of the Winkhaus Group can be found in the Winkhaus Conditions of Purchase. The proper fulfilment of the contract as well as the receipt of the invoice are prerequisites for payment.

## **9 Code of conduct**

The main principles and basic rules of our actions and conduct towards business partners and the public are summarised in the Code of conduct. It offers employees and business partners alike an orientation framework on the following topics:

- Corruption
- Antitrust law
- Force labour

- Child labour
- Human rights
- Discrimination
- Health protection
- Fair working conditions
- Environmental protection
- Business secrets
- Behaviour towards competitors (antitrust law)

Suppliers and business partners of Aug. Winkhaus are called upon to comply with the requirements of the code of conduct and confirm this to the purchasing department of Aug. Winkhaus, and demonstrate their compliance if necessary. The result is that suppliers of Aug. Winkhaus must also bindingly require their suppliers and business partners to comply with the code of conduct and demonstrate this as well.