Süperpar Supplier Quality Manual

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Izmir / Turkey

Prepared By	Control By	Approved By
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Supplier Quality Manual is updated on Superpar's website. Suppliers have to follow up-to-date Superpar Supplier Quality Manual.

HISTORY		
Edition Number	**Edition Date**	**Explanations**
Edition 1	21.03.2019	First Edition
Edition 2	10.06.2019	• "Supplier Audit Result" expression was changed as "Second-party audit result" in Escalation Criterias. (Page 14) • "Supplier Performance Score Card total points ≤ 60; supplier performance group is C" expression was added to Escalation Criterias (L-2). (Page 14) • "Supplier risk points ≥ 8" expression was added to Escalation Criterias (L2). (Page 14) • "If suppliers who contracted by Superpar and Superpar's suppliers have a major non-conformity in third-party audits or their quality management certificates are expired or suspended, they have to notify to Superpar." expression was added to Quality Requirements. (Page 6) • "Supplier have a major non-conformity in third-party audits" expression was added to Escalation Criterias(L-3). (Page 14) • "Level-2 and Level-3 suppliers are included in Superpar Supplier Development Process." expression was added to Escalation Process (L-2 and L-3) .(Page 14)
Edition 3	08.11.2019	• "Products and parts supplied to Superpar must be free of prohibited substances according to RoHS. Suppliers to Superpar should be aware of and fully comply to the RoHS regulations and updates of regulations." expression was added to RoHS (Legal Requirements) (Page 10) • "Recurrent customer complaints (Superpar Complaints to Supplier " expression was changed as "Recurrent (Recurring same problem in the same product because of same root cause in 12 months) customer complaints (Superpar Complaints to Supplier)" (Page 14) • Definition of recurrent complaints was added to Abbreviations. (Page 17)
Edition 4	23.02.2021	• "Unless otherwise agreed, the supplier is Superpar it is obliged to meet the pieces that it has agreed with with a tolerance of ± 15%." Expression was added to Delivery Schedule Performance (Page 6) • PPM target value is updated annually in line with the performance of the supplier during the year. The current PPM value can be followed from the Supplier Performance Card. (Page 7) • "Superpar unless otherwise stated by Superpar all documents (purchase contracts, PPAP files, measurement and test reports including mass production, etc.) will be kept by the supplier for a minimum of 15 years, and all documents related to safety parts for a minimum of 30 years. Documents in digital environment are included in this scope." expression was added to Quality Requirements.(Page 7) • "Superpar Social Responsibility and Ethic Policy" expression was changed as "Superpar Code of Conduct".(Page 16) • New three criterias was added to Supplier Monitoring part. (Page 7) • " Superpar expects its suppliers to report situations that are inconsistent with the Code of Conduct published on the Süperpar website. Notifications can be made anonymously. "Supplier Grievance Form" is available in "Annex" section of Supplier Quality Manual." added to "CODE OF CONDUCT REQIREMENTS FOR SUPPLIER" . (Page 16) • ANNEX was added to Page 18.
Edition 5	09.03.2022	• Criteria of terminating escalation are defined. • Covid-19 pandemic added to contingency plans. • ISO 45001 was added.
Edition 6	21.07.2022	• Legal Requirements side was revised.

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1 SUPERPAR

SUPERPAR is a supplier of high pressure die casting solutions for the global automotive industry and founded 1975 in Izmir/Turkey.
SUPERPAR specializing in the design, development and manufacturing of fuel pumps, fuel filters and aluminum components for powertrain and body structure applications.

1.1 SUPERPAR VISION, MISSION AND VALUES

OUR VISION

Being a sustainable power to drive worldwide brands by value added solutions for generations.

OUR MISSON

Producing aluminum casting parts and fuel systems which are sensitive to eco system and common profit of partners by using competent human resources and innovative technologies to the brands that easing modern life and adopting safety as life style.

OUR VALUES

"Happy Customer" is our reason for being. Serving with win-win principle is the reason of preference.

We are the happy employees who adopt team working, addict to job and company, adopt continuous improvement and job ethic as principle.
We look strategically, decide rapidly and manage the risk with fair, transparent and understanding management mentality.

We do the job right at once by caring eco system and profits of partners, using technology in accordance with health and safety at work and competent human resources.
With consciousness of the environment is a heritage to pass future generations, we use natural sources effectively and we care the projects that increase the life quality.

1.2 SCOPE

SUPERPAR Supplier Quality Manual outlines minimum (non-negotiable) requirements for all "Superpar Otomotiv San. Ve Tic. A.Ş." suppliers and provides guidelines that must be adhered to guarantee for the highest standards of supplies.

SUPERPAR Supplier Quality Manual describe Quality Requirements of Superpar for suppliers, who provide materials, products, processes(Casting, Machining, Painting, Coating, Assembly, Heat Treatment, System etc.) and other related services to Superpar plant/-s and its customers or directly provide to customers behalf of Superpar.

SUPERPAR Supplier Quality Manual specifies additional requirements for Superpar Suppliers and does not supersede customer drawings or specifications, which shall be reviewed and understood completely by suppliers, in addition to these requirements.
Direct suppliers are required to managed and implement "SUPERPAR Supplier Quality Manual Requirements" throughout the supply chain (Tier-1, Tier-2, Tier-3, Tier-4, ...).

Suppliers of Superpar must be compliant with IATF16949:2016 standard (Quality management requirements for automotive industry.)

If there is not any Customer Specific Requirements or written agreements, Superpar recommends that its Suppliers acquire and use five basic reference manuals (core tools) published by AIAG, that is:
- Advanced Product Quality Planning (APQP),
- Production Part Approval Process (PPAP),
- Failure Modes and Effects Analysis (FMEA)
- Measurement System Analysis (MSA),
- Statistical Process Control (SPC),

1.3 SUPERPAR CONFIDENTIALITY RULES

Suppliers who contracted by Superpar and Superpar's suppliers are not contacted or delivered any information to Superpar's customer directly, unless otherwise specific written authorization has been granted by the appropriate Superpar representative.

Any organizational changes that may affect quality, finance or both of them, must be reported in advance to Superpar. These changes include but, not limited to; company ownership, company name, manufacturing sites/locations, quality approvals, significant changes about processes or inspection methods.

Suppliers who contracted by Superpar and Superpar's suppliers have to protect the confidentiality of the Superpar and its customer's projects, information and property (Mold, Technical Specification, Technical Drawings, Tools, Inspection Methods, Manufacturing Technics etc.).

2 SUPPLIER SELECTION AND MONITORING

2.1 NEW SUPPLIER SELECTION

Superpar is using an Approved Supplier List for defining all official suppliers.

Superpar evaluate below criterias during the supplier selection process, collected whole data and make a decision;

1. Assessment of the selected supplier's risk to product conformity and uninterrupted supply of the organization's product to their customers
2. Relevant Quality and Delivery Performance
3. Evaluation of the supplier's quality management system
4. Multidisciplinary decision making
5. Assessment of software development capabilities, if applicable(supplied some software for electronic fuel pumps etc.)
6. Financial stability
7. Purchased product, material or service complexity
8. Required technology (product and process)
9. Adequacy of available resources (people, infrastructure etc.)
10. Design and development capabilities
11. Manufacturing capability
12. Change management process
13. Business continuity planning (disaster preparedness, contingency planning etc.)
14. Logistic process
15. Customer service

2.2 SUPPLIER MONITORING

Suppliers are evaluated with below six performance indicators as month base;

1. **Delivered product conformity to requirements.**
   ***ppm target must be agreed with Superpar. Otherwise, Superpar reserves the right to determine the ppm target itself.)

2. **Customer disruptions(claim etc.) at the receiving plant, including yard holds and stop ships(Because of Supplier).**
   ***Customer disruptions at the receiving plant, including yard holds and stop ships(Because of Supplier) **not acceptable**(Target is zero(0) Customer disruptions at the receiving plant). The supplier status is directly reduced to **LEVEL-2** and **8D** must be submitted for any occurred "Customer disruptions at the receiving plant, including yard holds and stop ships (Because of Supplier)". The supplier pays all the loss (Sorting Cost, Premium Freight Cost, Customer Line Stopage Cost, Recall Cost etc.).
3. **Delivery schedule performance.**
   ***Delivery Schedule Performance **≥ %95**. If there is not any other written agreement or customer specific requirements.
   ***Unless otherwise agreed, the supplier is obliged to meet the pieces that it has agreed with with a tolerance of **± 15%.**
4. **Number of occurrences of premium freight(Because of Supplier).**
   ***Number of Premium Freight **not acceptable**(Target is zero(0) premium freight). The supplier status is directly reduced to **LEVEL-2** and **8D** must be submitted must be submitted for any occurred premium freight because of supplier. The supplier pays all the loss (Sorting Cost, Premium Freight Cost, Customer Line Stopage Cost, Recall Cost etc.).
5. **Special Status Customer Notifications related to quality or delivery issues(Because of Supplier).**
   ***Special Status Customer Notifications related to quality or delivery issues **not acceptable**(Target is zero(0) Special Status Customer Notifications). The supplier status is directly reduced to **LEVEL-2** and **8D** must be submitted for any occurred customer notifications because of supplier. The supplier pays all the loss (Sorting Cost, Premium Freight Cost, Customer Line Stopage Cost, Recall Cost etc.).
6. **Dealer Returns, Warranty Claim, Field Actions and Recalls(Because of Supplier).**
   *** Dealer Returns, Warranty Claim, Field Actions and Recalls(Because of Supplier) **not acceptable**(Target is zero(0) Dealer Returns, Warranty Claim, Field Actions and Recalls(Because of Supplier). The supplier status is directly reduced to **LEVEL-2** and **8D**

must be submitted for any occurred “Dealer Returns, Warranty Claim, Field Actions and Recalls(Because of Supplier)”. The supplier pays all the loss (Sorting Cost, Premium Freight Cost, Customer Line Stopage Cost, Recall Cost etc.).

7. **IATF 16949 Certification Check**

   ***Suppliers who has not IATF 16949 certificate can not take point from this criteria.

8. **PSW Check (For New Projects)**
   ***Suppliers who is in Production Part Approval Process , if PSW is not signed at once by Superpar, can not take point from this criteria.
9. **Supplier Escalation Process**
   ***Suppliers who is in a escalation level process , can not take full point from this criteria.

3 QUALITY REQUIREMENTS

Suppliers who contracted by Superpar and Superpar’s suppliers must have minimum valid and accredited ISO 9001:2015 certificate but, which compliance to other customer-defined QMS requirements (such as Minimum Automotive Quality Management Systems Requirements for Sub-Tier Suppliers [MAQMSR] or equivalent) through second party audits.

If suppliers who contracted by Superpar and Superpar’s suppliers have a major non-conformity in third-party audits or their quality management certificates are expired or suspended, they have to notify to Superpar.

Supplier shall respect Superpar organization request on PPM value. The Superpar defined maximum PPM value being 50 PPM. In any case Supplier shall always meet the specific PPM requirement communicated by the assigned Buyer and always strive to deliver 0 defects. PPM target value is updated annually in line with the performance of the supplier during the year. The current PPM value can be followed from the Supplier Performance Card.

Superpar unless otherwise stated by Superpar all documents (purchase contracts, PPAP files, measurement and test reports including mass production, etc.) will be kept by the supplier for a minimum of 15 years, and all documents related to safety parts for a minimum of 30 years. Documents in digital environment are included in this scope.

3.1 AUDITS

3.1.1 General Requirements

Superpar perform an audit for evaluating supplier's QMS according to last valid version of IATF16949 for first evaluation (supplier selection) period. Mentioned audit can be able to required from the supplier.

Mentioned audit must be performed with Superpar's templates (Please required the template from the Superpar for your self audits).

Superpar determines the supplier audit period itself and informed to customer min. 10 working day ago. However, Superpar reserves the right to carry out unannounced audit.

If Superpar do not perform an audit for a supplier in a year, supplier must be required an audit template from the Superpar and perform a self audit in its plants and than share its audit results with NC closing evidences.

If there is not any big investment or long term supplies needs etc. in NC closing action, detected NC closing period maximum 15 working days.

If there is a big investment or long term supplies needs etc. in NC closing action(need more than 15 working days), a time schedule which shown mile stones must be submitted to Superpar.

If there is a CSR or special written agreement, different audit templates and questions can be used for supplier audits(include supplier self audits) according to mentioned requirements(VDA 6.3 etc.).

Suppliers for calibration of measurement equipment and measurement of products must have an accreditation according to ISO 17025 or national equivalent. (Calibration that is done by manufacturer of measurement equipment is acceptable provided that calibration chain is continued.)

The expiration of a certificate without a scheduled re-certification must be communicated to Superpar at least three months prior to the expiration date. New certificates are to be sent to the supply quality contact of Superpar without being prompted. Cancellation or Withdrawal of a certificate must be reported immediately to Superpar.

3.1.2 Quality Management System Audit

Suppliers who contracted by Superpar and Superpar's suppliers shall audit all quality management system processes over each three-year calendar period, according to annual program, using the process approach to verify compliance with Automotive QMS standard.

3.1.3 Manufacturing Process Audit

Suppliers who contracted by Superpar and Superpar's suppliers shall audit all manufacturing processes over each three-year calendar period to determine their effectiveness and efficiency using customer-specific required approaches for process audits. Where not defined by the customer, the supplier shall determine the approach to be used.

Within each individual audit plan, each manufacturing process shall be audited on all shifts.

The manufacturing process audit shall include an audit of effective implementation of the process risk analysis(such as PFMEA), control plan and associated documents.

3.1.4 Product Audit

Suppliers who contracted by Superpar and Superpar's suppliers shall audit products using customer-specific required approaches at appropriate stages of production and delivery to verify conformity to specified requirements. Where not defined by the customer, the supplier shall determine the approach to be used.

3.2 PPAP REQUIREMENTS

3.2.1 New Projects

For new projects, new sampling etc.; suppliers who contracted by Superpar and Superpar's suppliers must submit Level-3 PPAP file (Level-3 requirements must comply with last version of AIAG PPAP Hand Book) if there is not any special requirements or written agreement.

It is sufficient that suppliers which manufacture products like screws, bolt etc.(manufactured products have international standards) prepare level-2 PPAP file.

3.2.2 Changes

For any changes (No limit criteria for changes-Please see Part 8); suppliers who contracted by Superpar and Superpar's suppliers must submit Level-3 PPAP file (Level-3 requirements must comply with last version of AIAG PPAP Hand Book) if there is not any special requirements or written agreement.

4 CUSTOMER SPECIFIC REQUIREMENTS (CSR)

Supplier must comply all the specific requirements of OEM and Superpar.

CSR of Superpar available via Superpar official website. Superpar can be able to updated its CSR. The supplier will be responsible for verifying all customer specific requirements from related channels(website, email etc.).

CSRs must be checked and recorded a CSR Trackling List by suppliers once an each month at least. IATF membered Customer's CSRs can be checked via "iatfglobaloversight" website.

Superpar reserves rights to verify the satisfaction of the client's specific requirements during working visits or audits.

5 LEGAL REQUIREMENTS

It is the Supplier's duty to ensure that the supplied goods, process and services comply fully with the applicable national legal and regulatory requirements and the European Community. The Supplier must inform to Superpar without delay of any regulatory changes that may result in changes or disruptions.

RoHS

Products and parts supplied to Superpar must be free of prohibited substances according to RoHS.

Suppliers to Superpar should be aware of and fully comply to the RoHS regulations and updates of regulations.

DECLARABLE SUBSTANCES

Products and parts supplied to Superpar must be free of prohibited substances per GLOBAL DECLARABLE SUBSTANCES LIST (GADSL, see http://www.gadsl.org). The declarable substances in excess of the threshold limits defined in GADSL must be reported.

REACH

Suppliers to Superpar should be aware of and fully comply to the REACH regulations.

REACH stands for Registration, Evaluation and Authorization of Chemicals.

More information can be obtained at: http://www.acea.be/industry-topics/tag/category/reach

CONFLICT MINERALS

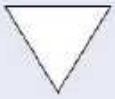
Even in cases of that the supplier uses Tantalum, Tungsten, Tin and Gold (3TG) minerals, supplier declares not to procure from any supplier in the current CMRT (conflict minerals reporting template) list which is listed below (see http://www.responsiblemineralsinitiative.org/conflict-minerals-reporting-template/)

6 SPECIAL(KEY) CHARACTERISTICS

Special (Key) Characteristics covers important elements of characteristics which are of crucial significance for the product quality or process capability indicators.

Special (Key) Characteristics which defined by Customer, Supplier, Superpar or defined in technical drawings, specifications or similar kind of documents must be agreed with Superpar with a documentation(Superpar Special Characteristic Agreement etc.).

Superpar Critical Characteristics as shown below table;

	SYMBOL	DEFINITION	EXPLANATION
☒		SAFETY	In case of deviation, the product may be dangerous(healthy and safety risk) to the user, the features that will prevent compliance with legal obligations.
☑		CRITICAL	In case of deviation, function, compliance, assembly and appearance are important features that will cause significant dissatisfaction in the customer.
☑		IMPORTANT	In case of deviation, even if there is no dissatisfaction with the customer, it is considered as important properties by SUPERPAR.
☑	SPC	STATISTICAL PROCESS CONTROL	«SPC» sign has marked that Statistical Process Control applied features on the control plan and operation cards.

All agreed Special (Key) Characteristics must be documented and monitored with SPC (Calculations must be complied with AIAG SPC Manual). If possible, automatic SPC stations, software should be used for calculation. Calculation software or tools must be validated with formulas from AIAG SPC Manual.

If there is not any defined Special (Key) Characteristics, Superpar and/or Suppliers define some characteristics (if necessary) and documented. After that Special (Key) Characteristics List must be approved to the Superpar by supplier.

Capability must be Cpk>1,33, Ppk>1,67 and also demonstrated and provided to Superpar on regular basis (if there is not any special requirements, period is once a month).

The agreed process parameters and product characteristics (Special (Key) Characteristics) will be indicated in the Control Plan and FMEA.

Measurement conformity of all agreed Special (Key) Characteristics must be documented and monitored with MSA (Calculations must be complied with AIAG MSA Manual). If possible, software should be used for calculation. Calculation software or tools must be validated with formulas from AIAG MSA Manual.

Ndc>5 and gage R&R%<10% are acceptable for serial production phase.

7 REQUIREMENTS FOR SPECIAL PROCESSES

Suppliers who provide special processes (Heat Treatment, Coating, Painting etc.) to Superpar or its suppliers must meet the requirements of the related number of AIAG CQI manual.

For Example;

Heat Treatment Suppliers / CQI-9

Plating Suppliers / CQI-11

Painting Suppliers / CQI-12

Welding Suppliers / CQI-15

This requirement applies to suppliers and sub-suppliers of the Superpar supply chain. Evaluation carried out annually by the Quality Departments of Superpar Suppliers.

8 CHANGE MANAGEMENT

The supplier must submit to Superpar a formal request for any changes (No limit criteria for changes);

For Example;

- Modification of Process / Product
- Request for Modification Supplier Product / Process
- Location Changes(Machine, Line, Plant(Facility), Supplier Location etc.)(No Limit Criteria)
- Sub-Supplier Changes
- Dimensional Changes
- Changes that might affect the information given in the IMDS
- Material Changes
- Packaging Changes

9 NON-CONFORMING PRODUCTS AND SERVICES

All products which are suspected or non-conforming Suppliers must have a strong written procedure for containment and control of non-conforming products.

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

The supplier must immediately informed to Superpar any issue as soon as the concern is found.

When any problem detected at the Customer, the supplier will be informed immediately and all suspect product must be contained at all locations including, parts on customer production line, customer warehouses, sub-suppliers, parts in transit to the customer or other locations.

The supplier have to provide a written description of the containment action plan, detection method (inspection method etc.) and appropriate product identification(Label info, OK parts batch number etc.).

Coordinate all aspects of the containment actions including identification and quarantine of suspect materials such as serial numbers for each suspect part, record of containment action results, identification of a clean point with specific traceability information of the first known good part or OK conditioned batch, etc.

All of the mentioned information(Under Non-Conforming Product Header) have to be communicated with Superpar Quality and Purchasing Teams as complaint is received.

It is expected that suppliers will perform all actions needed to return and replace suspect material and avoid, wherever possible, any interruptions at the customer facilities. Superpar reserves the right to charge back all costs associated with supplier caused non-conforming product, including return of material and loss of production including, labor and components, where applicable.

9.1 ESCALATION PROCESS

The Supplier Escalation Process defines the performance of a supplier is not in line with Superpar's requirements.

The aim of the process is to implement suitable actions at the supplier's so that the products, materials and services delivered meet Superpar's and requirements of its customers again. Depending on the duration and seriousness of the problems, they are classified in one of three escalation levels. Three stages can be classified depending on the duration and difficulty of the problems.

Level-2 and Level-3 suppliers are included in Superpar Supplier Development Process.

9.1.1 CLASSIFICATION OF ESCALATION CRITERIAS

LEVEL-1 (L-1):

- Minimum 2 or more supplier monitoring criteria not achieved two(2) consecutive months
- Second-party Audit Result (According to IATF 16949 or VDA 6.3) less than 70 points
- Recurrent *(Recurring same problem in the same product because of same root cause in 12 months)* customer complaints (Superpar Complaints to Supplier)

LEVEL-2 (L-2):

- Second-party Audit Result (According to IATF 16949 or VDA 6.3) less than 50 points
- Customer disruptions at the receiving plant, including yard holds and stop ships(Because of Supplier)
- Supplier Performance Score Card total points ≤ 60; supplier performance group is C
- Supplier risk points ≥ 8,
- Number of occurrences of premium freight(Because of Supplier)
- Special Status Customer Notifications related to quality or delivery issues(Because of Supplier)
- Dealer Returns, Warranty Claim, Field Actions and Recalls(Because of Supplier).
- No significant improvement of LEVEL-1 or degraded performances
- LEVEL-1 stage too long (more than 2 months)

LEVEL-3 (L-3):

- Second-party Audit Result (According to IATF 16949 or VDA 6.3) less than 40 points
- No significant improvement of LEVEL-2 or degraded performances
- LEVEL-2 stage too long (more than 5 months)
- Monthly Performance Score Card points ≤ 60 too long (more than 2 months)
- Healthy and Safety risk for supplied products and services

- Certification of the quality management system expired since more than six months or is invalid
- Supplier have a major non-conformity in third-party audits
- The supplier provides inadequate cooperation on the necessary corrective actions
- Security of supply is inadequate

***If the quality of three consecutive shipments is acceptable (If there is not any problem), the supplier is removed from the level and canceled level condition.

9.1.2 CONTROLLED DISPATCHING OF ESCALATION LEVELS

LEVEL-1 (L-1):

- Controlled Dispatching LEVEL-1 requires that the supplier initiates an offline %100 inspection process, separate to any existing in process inspection.
- LEVEL-1 quarantined control area must be defined and built up separately by supplier.
- Defined inspection process will be performed by additional personnel in supplier site.
- Sorting results must be maintained from each shift and reported to Superpar daily.
- The supplier will be responsible for all costs associated to the LEVEL-1 activities.

LEVEL-2 (L-2):

- Controlled Dispatching LEVEL-2 requires that the supplier initiates an offline %100 inspection process, separate to any existing in process inspection. Also, Superpar perform %100 inspection with its own employees or external sorting companies.
- LEVEL-2 quarantined control area must be defined and built up separately by supplier.
- Defined inspection process will be performed by additional personnel in supplier site.
- Sorting results must be maintained from each shift and reported to Superpar daily.
- Customers of Superpar need any sorting for transit parts or in their locations. All actions will be taken by Superpar and invoiced all cost to Supplier.
- The supplier will be responsible for all costs associated to the LEVEL-2 activities.
- Level-2 suppliers are included in Superpar Supplier Development Process.

LEVEL-3 (L-3):

- Controlled Dispatching LEVEL-2 requires that the supplier initiates an offline %100 inspection process, separate to any existing in process inspection. Also, Superpar perform %100 inspection with its own employees or external sorting companies.
- LEVEL-3 quarantined control area must be defined and built up separately by supplier.
- Defined inspection process will be performed by additional personnel.
- Sorting results must be maintained from each shift and reported to Superpar daily.
- Sorting operation start (For 3 Months) at the Customers locations of Superpar inhouse and also for transit parts. All related cost invoiced to Supplier.
  The supplier will be responsible for all costs associated to the LEVEL-3 activities.
  Level-3 suppliers are included in Superpar Supplier Development Process.

9.1.3 CRITERIA OF TERMINATING ESCALATION

- The items below are applied for terminating escalation, after escalation process begins and escalation criteria are applied;
- A summary of normal production controlling activities for control of nonconformity indicated in controlled transfer activities and data of controlling activities for 1 month. 1 month starts with the day of applying permanent corrective activities.
- Documents presenting that the root cause is defined and evaluated.
- Documents proving that the corrective actions are applied and evaluated.
- Copies of documents (Control Plan, FMEA, Process Flow Diagram, etc.) presenting the revisions.
- Documents presenting that all essential steps are taken to prevent defects.
- If it is appropriate, escalation can be terminated with the meeting of Quality Manager and Supplier Quality & Development Engineer.

10 CONTINGENCY PLANS

The supplier shall establish business continuity plans that identify, analysis, evaluate and decrease level of risks. Furthermore the supplier shall perform a risk assessment that include risk identification, analysis evaluation, treatment, monitoring and regular activities to ensure the effectiveness. When the supplier becomes aware of a production stop interruption, the supplier shall make every attempt to notify the Superpar receiving plant's Production Control and Logistics within 12 hours. The problem shall be communicated with the immediate actions taken to assure continuous supply of product. Production interruptions may include (but are not limited to) natural disasters, political unrest, war, capacity issues, quality issues, labor

strikes, pandemic (Covid-19 etc.) planned down time or other events that prevent the supplier from meeting the specified capacity volumes.The supplier shall advise Superpar of the plan for recovery and work toward minimizing its effect on the Superpar plant and final customer.

It is preferred that the supplier has ISO 27001 certification.

11 CODE OF CONDUCT REQIREMENTS FOR SUPPLIER

The supplier shall demonstrate compliance with the minimum standard of Business Ethics & Compliance, Environment & Product Safety, Human Rights, Working Conditions and Implementation and Compliance as specified in the “Superpar Code of Conduct” that located in official website for Superpar.

Superpar expects its suppliers to report any violations of the Code of Conduct published on the Superpar website. There is a "Supplier Complaint Form" in the "Annexes" section of the Supplier Quality Manual. You can send the completed form to "ethic@superpar.com". Notifications can be made anonymously.

12 ENVIRONMENTAL, HEALTH AND SAFETY REQUIREMENTS

Superpar is committed to ensuring that the impact of its activities on the environment is reduced to a minimum.

Superpar is recommended that its suppliers should be certified to the last version of ISO 14001 Environmental Management Standard.

Superpar expects from its suppliers an active commitment to environmental concerns and a reflection of this in all activities performed.

Purchasing decisions can only be made once the Supplier demonstrates environmental responsibility and engagement in environmental concerns.

Suppliers who contracted by Superpar and Superpar’s suppliers must be complied with Legal Requirements, CSR, Special Written Agreements, Radioactivity Standards and Rules, IMDS, REACH and ROHS etc.

Superpar promotes a safe and healthy work environment for its employees and expects that their suppliers provide the same for its employees.

It is encouraged that suppliers require its employees to accept responsibility for working safely.

Superpar is recommended that its suppliers should be certified to the last version of ISO 45001 Healthy and Safety Management Standard.

13 ABBREVIATIONS

QMS	: Quality Management Systems
MAQMSR Requirements	: Minimum Automotive Quality Management Systems
CSR	: Customer Specific Requirements
DFMEA	: Design Failure Mode and Effect Analysis
PFMEA	: Process Failure Mode and Effect Analysis
NTF	: Not Trouble Found
NC	: Non Conformity
RECURRENT COMPLAINTS	: Recurring same problem in the same product because of same root cause in 12 months

14 ANNEXES

ANNEX-1

Süperpar	Tedarikçi Şikayet Formu *Supplier Grievance Form*	First Release	01.03.2021
		Rev. No.	01
		Rev. Date	-

Talimatlar
Instructions

1. Bu döküman "Süperpar İç Etik Yönetim Sisteminin" bir parçasıdır. Tedarikçilerimizin www.superpar.com websitesinde yayınlanmış olan etik politikamıza uygun olmayan durum, davranış ve faaliyetleri bildirmeleri için oluşturulmuştur.
This document is a part of the "Superpar Internal Ethic Management System". It was created for our suppliers to report situations, behaviors and activities that do not comply with our ethical policy published on the website www.superpar.com

2. Doldurulmuş form, şikayete yol açan olay / eylemden itibaren 30 gün içinde ethic@superpar.com adresine iletilmelidir.
Completed form must be submitted to ethic@superpar.com within 30 days from the event / action leading to grievance.

3. Eğer gerekli destekleyici belgeler mevcutsa, form bu belgelerle birlikte her açından eksiksiz olacaktır.
The form shall be complete in all respect with necessary supporting documents, if any.

4. Bu formda ilk bakışta sağlanan kanıtlara dayanarak, Süperpar şikayet formunu kabul etme veya reddetme hakkını saklı tutar.
Based on prima facie evidence provided in this form, QF reserves the right to accept or reject the grievance form.

Aşağıdaki Bölümler Süperpar Otomotiv San. ve Tic. A.Ş. tarafından doldurulacaktır!
The sections below will be filled by Süperpar!

Seri Numarası *Serial number*	
Tarih: (gg/aa/yyyy) *Date: (dd/mm/yyyy)*	

*İletişim Bilgilerini doldurmanız size daha hızlı cevap verebilmemizi sağlayacaktır. Fakat bu kısmın doldurulması zorunlu değildir.

** Filling in the Contact Information will allow us to answer you faster. However, this part is not mandatory to be filled.*

İletişim Bilgileri *Contact Information*			
Tedarikçi / Teklif veren adı *Supplier/Bidder Name*		**Tedarikçi Kod** *Supplier Code*	
Tedarikçi Temsilcisi *Supplier Representative*			
Email		**Telefon** *Phone*	

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ANNEX-2

Süperpar	**Tedarikçi Şikayet Formu** *Supplier Grievance Form*	First Release	01.03.2021
		Rev. No.	01
		Rev. Date	-

Şikayet detayları (gerekli destekleyici belgeleri ekleyiniz) *Details of Grievance (attach necessary supporting documents)*

Sağlanan bilgilerin (bilgimiz dahilinde) gerçek ve doğru olduğunu beyan ederim.
Süperpar'ın sağlanan veya daha sonrasında elde edilecek bilgileri, bu şikayeti çözmek, araştırmak veya başka bir şekilde ele almak, gerekirse gerekli önlemleri almak için kullanabileceğini kabul ediyoruz.
I declare that the information supplied is true and correct to the best of our knowledge.
We acknowledge that Superpar may use information provided or later obtained to resolve, investigate or otherwise deal with the grievance, take necessary action (if required)

	İsim & Ünvan *Name & Title*	**İmza** *Signature*	**Tarih** *Date*
Tedarikçi / Teklif Veren Temsilcisi *Supplier/Bidder Representative*			

Kapanış Raporu (Sadece Süperpar kullanımı içindir)
Closing Report (For Superpar Use Only)

Şikayet Soruşturma Ayrıntıları. Destekleyici belgeleri ekleyin *(Grievance Investigation Details. Attach supporting documents)*

	İsim & Ünvan *Name & Title*	**İmza** *Signature*	**Tarih** *Date*
Şikayeti Soruşturan *Complaint Investigator*			

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