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1. Purpose

FlexLink suppliers are essential to our development activities, our sustainable goals and success in delivering customer value. Alongside our Suppliers Handbook, this manual is intended to be a guideline for all suppliers working with us either on a global or local level.
It outlines how we select our suppliers, how orders are placed, our product quality and packaging requirements; and how communication and collaboration between suppliers and FlexLink can be used to improve the relationship between both parties.
The purpose of this manual is to provide uniform standards that FlexLink requires from its suppliers and describe procedures which need to be followed as a qualified FlexLink supplier.
This document does not supersede any written statements in existing contracts, orders, drawings or specifications. This manual shall be used together with the Supplier Handbook.

2. Supplier and part qualification

Supplier qualification and part qualifications are designed to provide an appropriate level of confidence that suppliers can supply consistent quality components in compliance with regulatory requirements and within the delivery schedule.

2.1. Supplier screening process

During the screening process, a potential supplier can be approached by a FlexLink employee to provide information which includes, but is not limited to, commercial, financial, legal, and technical aspects to help determine the feasibility of potential future business. To start this activity, it is mandatory to sign a FlexLink Non-Disclosure Agreement (NDA). Furthermore, before proceeding with the next step (the initial supplier audit), the supplier is expected to complete the Supplier Assessment Sheet.
The Supplier Assessment Sheet contains questions concerning the entire company, its organization, and needs to be filled out upon request before on-site audit. Its construction is divided into 3 different levels, and all mentioned evidence needs to be fulfilled to achieve described level.
During supplier screening process a potential supplier can be asked to provide master dummy parts, which will be used for supplier manufacturing possibilities assessment and stored for future reference purposes, never to be used within FlexLink product.

2.2. Supplier audit (FACT – FlexLink Audit and Compliance Tool)

If the initial supplier assessment is deemed acceptable, a preliminary audit will be conducted on-site or on-line. Prior to the audit, more detailed questions connected to the company, its organization and processes are prepared and shared. One or more visits may be made to the supplier's production facilities to verify previously exchanged information and to provide further questions and/or answers. From the quality side, FlexLink will focus on processes, document and records management, production & product quality, sustainability, work instructions, handling of

non-conformities and claims, supplier management, order flow (planning and capacity), lean management (e.g. 5S, MUDA analysis, continuous improvement).
In case of need, based on previous audit results or business case periodic audit can be conducted on-site or with cooperation with Supplier Quality Engineer on-line, based on self-assessment.

2.3. Quality onboarding

For all new suppliers quality onboarding will be provided by strategic purchasers with supplier quality engineer support, most likely in on-line format. During quality onboarding process trainers will go through order, new parts approval, claim handling and evaluation processes.

2.4. Supplier Frame Purchasing Agreement (FPA), Commercial Contract (CC) and others

A prerequisite for FlexLink and its strategic suppliers' relation is to sign a Frame Purchasing Agreement (FPA) or Commercial Contract (CC), depending on the size of the business. The FPA is the larger version, including several topics, but not limited to, the scope of business, prices and payment, warranty, general and product liability, confidentiality, intellectual property, terms, and termination, business continuity plans. The shorter version, the CC, is where basic terms of business are stated, such as Incoterms, product list and pricing conditions, as well as the validity period.
In addition to the Frame Agreement the supplier is required to sign the following two specific contracts.

2.4.1 Quality Agreement

A Quality Agreement defines the quality standards, responsibilities, and obligations between FlexLink and the supplier. It covers requirements such as process stability, capability studies, part approval processes, deviation handling, and measurement system validation. The purpose is to ensure consistent product quality and compliance with FlexLink specifications throughout production.

2.4.2 Tooling Agreement

A Tooling Agreement applies when FlexLink-owned tooling is used at the supplier's premises. It specifies ownership, marking, storage, maintenance, calibration, and return conditions. The supplier is responsible for proper care, maintenance logs, and notifying FlexLink of any issues that may affect deliveries. Tooling may only be used for FlexLink products and must be stored and handled according to defined standards.

2.5. FPAP process

The FlexLink Part Approval Process [FPAP] outlines how FlexLink operates to ensure that suppliers' manufacturing processes are appropriately set-up to produce any part(s) and meet our quality requirements. The purpose of the process is to ensure that all requirements have been appropriately communicated to the supplier as well as providing evidence that this has been understood and acted upon. The process shall demonstrate that the supplier is able to consistently deliver on the requirements for the part(s).
FlexLink uses a modified version of TS16949 affiliated FPAP with some elements from aviation industry to secure that our products adhere to the requirements stated in our specifications.
FPAP requirements are communicated by PSW that suppliers are expected to fill out as part of their production part set-up.
For more information about the FPAP process and detailed requirements please visit FSA portal (front page). For suppliers with no FSA access with each FPAP request, requirements and instruction will be communicated with PSW.
All referenced standards shall be understood to mean the latest valid edition, including any amendments or revisions, unless otherwise explicitly stated.
Tolerance and technical requirements must meet or exceed those defined in the latest edition. In case of conflict between documents, tighter tolerance applies. Any deviations must be approved in writing by FlexLink.
In case of any questions regarding part approval and FPAP or a training need, please contact global.supplier.quality@flexlink.com

2.5. Drawings distribution

Drawings are distributed in different ways. FlexLink AB uses the FlexLink Supplier Archive (FSA) for drawing distribution and FlexLink Systems Polska Sp. z o.o. distribute drawings via e-mail.
All suppliers shall use the latest version of documents provided by FlexLink, according to versions mentioned in the orders. The supplier is responsible for keeping documents confidential; any distribution outside the supplier's company is prohibited.
Accepting the order and submitting documents in FSA is equal to confirming the ability to meet technical specifications of these parts and their understanding. As a rule, any specification attached to an item overwrites the item drawing. To read more about FSA instruction and submit process for FlexLink AB refer to Appendix 5 in this document.

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3. Purchasing

The FlexLink Purchasing department is the first contact point for suppliers, providing support in fulfilling order process and meeting quality requirements; the supplier is always responsible for on- time delivery and quality of products.

3.1. Orders

Each supplier which permanently cooperates with FlexLink shall receive Purchase Order (PO) via Vendor Portal. The supplier is responsible for confirming the order within 48 hours after having received it. Moreover, the supplier is responsible for being on- time and shall immediately notify the Material Management department of any downtime which has an influence on the schedule of shipments, to guarantee continuity of production at FlexLink. For more details related to PO's refer to Appendix 1 for suppliers handled directly by FlexLink AB and Appendix 2 for suppliers handled by FlexLink Systems Polska Sp. z o.o.

3.2. Incoterms

FlexLink refers to Incoterms; the most used are EXW, DAP or DDP. Incoterms are specified both in the contract and in the PO. To read more about Incoterms refer to Appendix 3.

3.3. Order confirmation

The supplier is responsible for confirming the order by using Vendor Portal, within 48 hours. In case of delay of an order, FlexLink should be informed by email or via the Vendor Portal. Changes of quantities ordered shall also be noticed. If the lead time cannot be achieved, the supplier shall contact the FlexLink Purchaser or material planner to agree a new lead time.

- General email address for FlexLink AB suppliers: logistics@flexlink.com
- General email address for FlexLink Systems Polska Sp. z o.o. suppliers: ec2.purchase@flexlink.com

To read more about order confirmation and Vendor Portal refer to Appendix 6.

3.4. Deviation from Specification Detected by Supplier

When a deviation from specification is detected by the supplier during inspection (after the production of a complete batch of products), a Deviation Approval Request (DAR) shall be submitted to the FlexLink Purchaser or Supplier Quality Engineer, using the following email address: global.supplier.quality@flexlink.com .

1. **When a DAR Is Required.** A DAR must be raised when products do not meet FlexLink specifications after batch production and inspection.
2. **Mandatory Information in a DAR**. Each DAR shall include the following details:
   - Purchase Order (PO) number
   - Item number
   - Supplier name
   - Number of non-conforming (faulty) products.
3. **Description of the Deviation.**The DAR must clearly describe:
   - FlexLink requirements (state according to specification)
   - Actual deviation (what is wrong / how the product deviates from the specification)
   - This description must be clear enough to ensure full understanding by the DAR approver prior to approval.

4. **Proposed New Limits or Tolerances.** If the supplier is unable to meet the original specification:
   - Proposed new tolerances or limits must be clearly stated in the DAR
   - FlexLink may request a capability study before DAR approval.
5. **Corrective and Preventive Actions.** The DAR shall include a list of identified improvements, including:
   - Corrective actions
   - Preventive actions.

   These actions must be implemented before the next production run to prevent recurrence of the deviation.
6. **Validity of a DAR.** A DAR is not valid for all orders. It applies only to:
   - A defined period, or
   - A specific batch, or
   - A specific PO number.

   A Permanent Deviation Approval (PDA) is allowed only in specific cases and must be explicitly agreed with FlexLink.
7. **Communication of Approval**. The FlexLink Purchaser is responsible for:
   - Communicating DAR approval
   - Confirming when the delivery may be shipped to FlexLink.

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4. Delivery standards

- Quantities on the delivery document shall be equal to physical delivery.
- Information stating that inbound process is at gate T4, shall be entered on the documents provided to the forwarder.
- Non-traceable materials, without labels, will not be processed and the supplier will be asked to identify items in the delivery.
- Items cannot be delivered more than 2 days earlier than the agreed delivery date, without approval from FlexLink.
- Orders delivered in collective pallets shall be in separate loading units (e. g. in separate cartons); each order should be marked with a label from the Vendor Portal, so that the verification process is not hindered and that the goods acceptance process runs smoothly.
- The delivery of all oversized shipments shall be arranged directly with the FlexLink International Distribution Centre and agreed on the purchase order level.

4.1. Packaging sustainability and material prevention

FlexLink promotes the use of materials that are made from renewable resources and offer high recycling potential. This approach supports sustainability and reduces environmental impact throughout the product lifecycle.

- Within the package, in boxes, a min 80% volume should be consumed by material, the rest by filling material (items should not move inside the box).
- The outer packaging of the delivered products should be adapted to the size of the components.

- All packaging material used should be recyclable and possible to sort into specified waste streams.
- Packaging material made of renewable resources are preferred.

4.2. Product securing and safe procedures (or similar)

- All edges inside the box should be additionally secured to avoid breakage of the box.
- The outer packaging must be made of suitable quality material, which is resistant to damage during transport (cartons, boxes, pallets).
- The packages delivered to FlexLink must not weigh more than the strength of the package.
- Pallets that cannot be stacked shall be marked with a sticker providing this information.
- It is mandatory for the supplier to use the appropriate type of pallet or material during transport.
- Transport of ordered items shall be organized in such a way to guarantee safety of FlexLink employees during mechanical unloading. Standard euro of half euro pallets are preferred. Special pallets can be used if the goods exceed the size of euro pallets. Each item should be secured by wrapping it with a material that protects against damage (e. g. shrink wrap).
- Items in the package should be arranged in such a way that they do not touch each other and do not touch exposed areas of other items.
- The packages should contain a filler without leaving any spaces, so that the material does not shift during transport of the pallet.
- The maximum size of parcels delivered in cardboard boxes should not exceed 40x60 cm and a weight of 20 kg.
- The maximum size of parcels delivered on pallets should not exceed the dimensions of 120x80x115 cm and the weight of 600 kg.
- Material delivered on pallets shall not protrude beyond the outline of the pallet.
- Shipments should be shipped on fumigated pallets that meet EU standards to ensure safe storage.

4.3. Filling materials

Fiber-based options such as paper and cardboard should be prioritized over plastic materials whenever possible. These materials not only come from renewable sources but also have better recyclability, aligning with our commitment to circular economy principles.
To ensure that the products do not move within the cardboard, filling material shall be used with the following restrictions:

Allowed	Not allowed
Recyclable materials	Mixed materials (corrugated board with a foam sheet surface) Mixed materials (corrugated board with a foam sheet surface)
Wood	Chips
Plywood	Small cut paper, foam
Hardboard	

Types of materials for packing and securing shipments:

Preferred	Allowed	Not allowed
Paper	Bubble foil	Cardboard hips
Carton	Styrofoam	Cardboard shavings / shredded
-	Stretch foil	Styrofoam chips
-	Tapes	-

5. Quality

5.1. Supplier responsibility

FlexLink refers to the Supplier Handbook: qualified suppliers should be certified to ISO 9001 as a minimum. The supplier is fully responsible for the quality of the product and shall ensure that each non-conformity is analyzed with a structured process of root cause detection; and that corrective and preventive actions are defined, verified and their effectiveness is properly checked.

5.2. Claims handling

When FlexLink or FlexLink's customers detect a non-conformity (in a product produced by a supplier functional and/or visual) according to specification and technical drawing, FlexLink Product Quality & Testing department will report the claim to the supplier. The supplier is responsible for:

- Acknowledging a claim, and replying within 48 hours confirmation of claim acceptance, results of the stock verification (if applicable) or inform about any other items affected.
- Identifying and analysing the root cause of the claim, prepare the correction and prevention plans within 14 days.
- Check effectiveness of implemented actions.

Implemented actions can be checked by Supplier Quality Engineer during the meeting at the supplier factory.

5.3. Credit notes and returns

In case of returns of goods, the supplier shall inform FlexLink if they will organize the pick-up or if FlexLink should organize the delivery at the supplier's expense. In case of the pick-up option, FlexLink Logistics department will provide the document number (return PO and delivery), which shall be provided to the forwarder (to be able to pick up goods) and size and weight of the package to be picked up.

- In case of returns under the responsibility of FlexLink AB, FlexLink Logistics department will create the Return Purchase Order (RPO) and the return delivery. A credit note will be issued to the supplier. FlexLink Logistics department will also create a new PO (or accelerate the existing next PO1). It is not allowed to send parts back to the supplier without a credit note to

FlexLink. All credit notes shall be sent to: supplier.invoice.se1@flexlink.com and in CC copy global.supplier.quality@flexlink.com

- For FlexLink Systems Polska Sp. z o.o., the replacement order shall be sent to FlexLink marked with the old PO number and complaint number. No credit note is required.
- In specific cases where the supplier intends to rework the material or cannot issue a credit note, the claim handler must be informed. The Logistics Department will then issue an RPO FOC (Return Purchase Order – Free of Charge). The supplier will either rework the parts or produce new ones and send them to FlexLink under a new PO FOC (Purchase Order – Free of Charge). Logistics will provide the new order number, and the supplier must clearly mark the delivery with the corresponding PO FOC number.

5.4. Traceability of material

All materials shall be traceable within the supplier's system. In case of any quality issue, the supplier shall be able to identify the purchase order with defective batch. Moreover, all items produced from raw material, need to be traceable in the supplier's system, to be able to check raw material quality, if required.

5.5. Visual requirements

Visual inspection shall be made according to notes specified in the drawings or in the general instructions for inspection.
When there is no class specified on the drawing, class B should be taken as alleged one.
General inspection instructions for the following parts are published in FSA with numbers (for parts produced by suppliers):

- Aluminium ⇨ no. 6755766
- Stainless steel ⇨ no. 6757105
- Painted elements ⇨ no. 6755768
- Welding specification, if there is no statement on the drawing, ISO 5817 class C should be taken as alleged.

Suppliers are required to follow these instructions and assemblers shall be trained according to them. These documents will be available in the supplier assembly area. In case of doubt, pictures of visual defects shall be sent to global.supplier.quality@flexlink.com with a request for assessment and approval, when required.
For suppliers without access to FSA, visual standards are detailed in Appendix 11.

5.6. Quality assurance at supplier

The supplier is responsible for maintaining any quality assurance plans, which define:

- Methods to provide continuous compliance of requirements within a production process.
- Methods of preparing quality inspection and product testing in an efficient way.
- Process of handling non-conformities.
- Methodology for problem solving and evaluation of implemented actions
- Process describing supplier management.

5.7. GMP supplier requirements for plastic materials intended for direct food contact

Some items in the FlexLink portfolio are intended for direct food contact. For these items additional specifications are published together with an item.
Suppliers delivering plastic materials or components intended for direct food contact must comply with all applicable EU food-contact regulations, including Regulation (EU) 10/2011 and GMP Regulation (EU) 2023/2006. All raw materials used in production must have documented specifications and meet the safety requirements of Regulation (EC) 1935/2004, ensuring that no substances migrate above legally defined limits. Suppliers must confirm in writing that supplied products are intended for direct food contact and therefore require strict regulatory control. Each batch of incoming material must be verified, traceable, and supported by certificates from raw-material manufacturers. During production, suppliers must maintain a control plan that defines key characteristics, inspection frequencies, acceptance criteria, and documentation of all verification activities. Critical process parameters affecting product conformity must be monitored and recorded continuously. A valid Declaration of Compliance (DoC) must be provided and updated whenever materials, processes, or legislation change, and supporting evidence must be maintained. Suppliers must ensure clear labeling, full batch traceability, and proper documentation management throughout the production process. All personnel involved in manufacturing must be trained in GMP principles and food-contact requirements. Additionally, suppliers must uphold cleanliness, equipment maintenance, and non-conformance procedures to ensure continuous compliance and product safety.

5.8. FlexLink Key Performance Indicators (KPI's)

FlexLink assess their supplier in relation to quality and on time delivery.

- Quality is measured as the number of monthly non- conformities in relation to number of PO lines; for years 2026-2028 target is set on the 1,2% maximum level with 10% drop each year.
- Logistics performance is measured monthly as follows:
  For supplier handled by FlexLink Systems Polska Sp. z o.o.:
  - OTD[1] 1: number of lines delivered on time according to the 'First Confirmed Delivery Date' by supplier, per total number of delivered lines by supplier.
  - OTD 2: number of lines delivered on time according to 'Requested Delivery Date' in PO per total number of delivered lines by supplier.
  - OTD 3: number of lines delivered on time according to 'Last Confirmed Delivery Date' by supplier per total number of delivered lines by supplier.

  For supplier handled by FlexLink AB:
  - Number of COO[2] where one order line is delayed / number of sales orders in period this indicator shows how many lines were delayed for FlexLink customers in percentage versus all lines within a set period of time (usually a month) which was caused by supplier.
  - Agreed lead time between purchaser and vendor from order date to order dispatch/delivery (depending on agreed Incoterms).

[1] OTD means On Time Delivery
[2] COO means Change on Order

- OTD: number of order lines delivered within agreed lead time/number of purchase order lines in set period (usually a month).

5.9. Meetings at supplier's factory

FlexLink reserves the right to visit the supplier's premises when necessary to address critical issues. These visits may relate to quality concerns, logistics challenges, or the status and condition of FlexLink-owned tooling. Meetings can include on-site inspections, process audits, and reviews of corrective actions. Suppliers are expected to provide full access to relevant areas, documentation, and personnel during such visits. These activities are aligned with best practices in supplier management and ensure compliance with agreed standards and contractual obligations.

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6. Compliance

Suppliers must commit to full compliance with all applicable laws, regulations, and industry standards, including but not limited to:

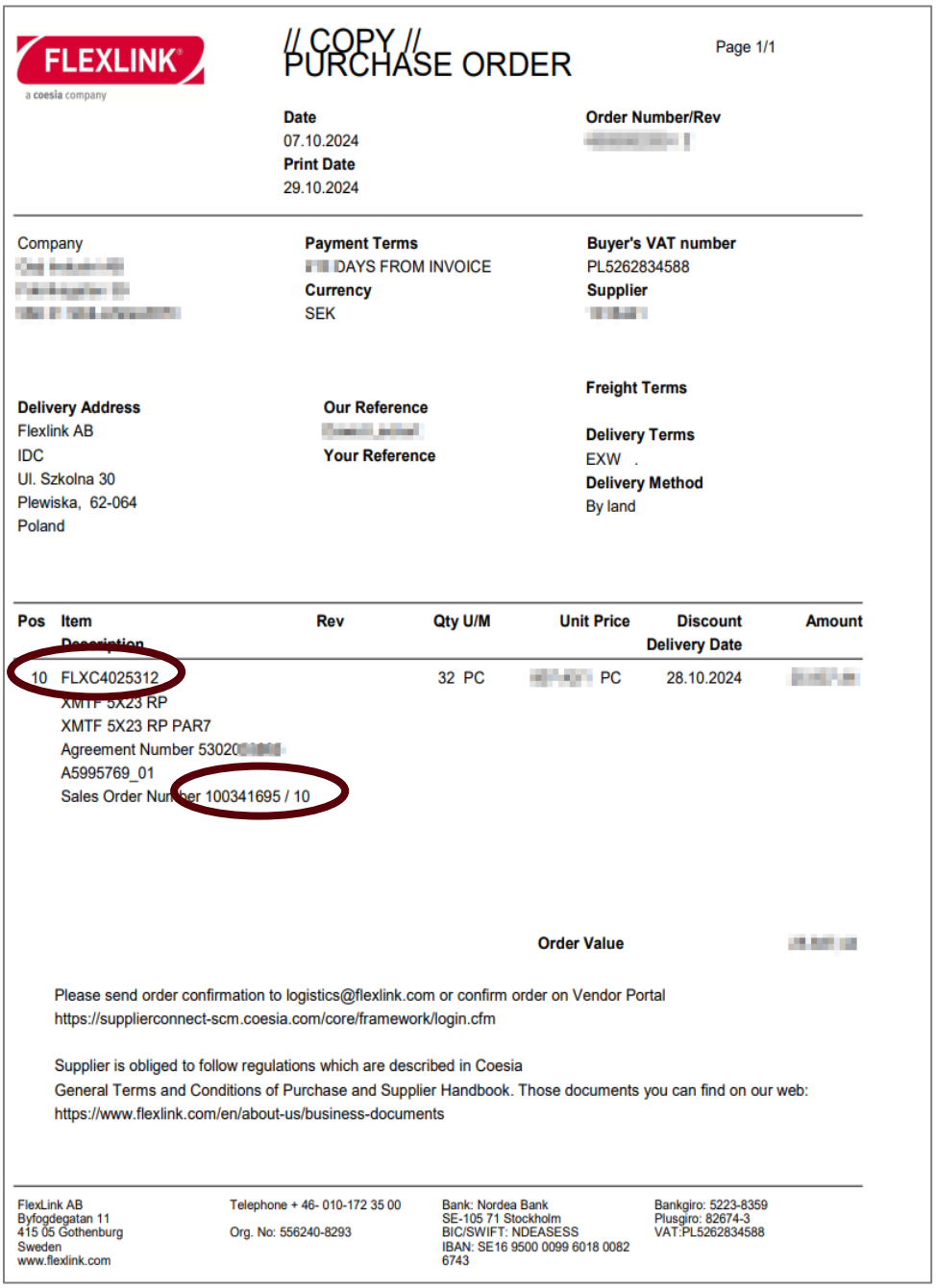
- Environmental (ISO 14001), Occupational Health & Safety (ISO 45001), Quality (ISO 9001) and Energy (ISO 50001) standards.
- Applicable international, national, and local regulations (e.g. REACH, ROSH, Conflict Minerals, EUDR, etc.)

Suppliers are expected to maintain a robust management system that ensures continuous improvement, proactive monitoring, and timely updates when regulations evolve. Suppliers are responsible for ensuring that their sub-suppliers also comply with these requirements and that relevant requirements are cascaded throughout the supply chain.
In addition, all suppliers are expected to perform an EcoVadis self-assessment on a yearly basis, maintaining a minimum EcoVadis score of 45, and are also expected to strive toward receiving a bronze medal or above.

****

Appendix 1 - Orders from FlexLink AB

For FlexLink AB orders, follow the delivery address, terms and conditions / methods, item(s), quantity and delivery date confirmation as presented below. Circled data are important details for the supplied products labels. More information is available in Appendix 7.



// COPY //
PURCHASE ORDER

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Date
07.10.2024
Print Date
29.10.2024

Order Number/Rev

Company

Payment Terms
DAYS FROM INVOICE
Currency
SEK

Buyer's VAT number
PL5262834588
Supplier

Delivery Address
Flexlink AB
IDC
Ul. Szkolna 30
Plewiska, 62-064
Poland

Our Reference
Your Reference

Freight Terms

Delivery Terms
EXW .
Delivery Method
By land

Pos	Item Description	Rev	Qty U/M	Unit Price	Discount Delivery Date	Amount
10	FLXC4025312 XMTF 5X23 RP XMTF 5X23 RP PAR7 Agreement Number 5302 A5995769_01 Sales Order Number 100341695 / 10		32 PC	PC	28.10.2024	

Order Value

Please send order confirmation to logistics@flexlink.com or confirm order on Vendor Portal
https://supplierconnect-scm.coesia.com/core/framework/login.cfm

Supplier is obliged to follow regulations which are described in Coesia
General Terms and Conditions of Purchase and Supplier Handbook. Those documents you can find on our web:
https://www.flexlink.com/en/about-us/business-documents

FlexLink AB
Byfogdegatan 11
415 05 Gothenburg
Sweden
www.flexlink.com

Telephone + 46- 010-172 35 00

Org. No: 556240-8293

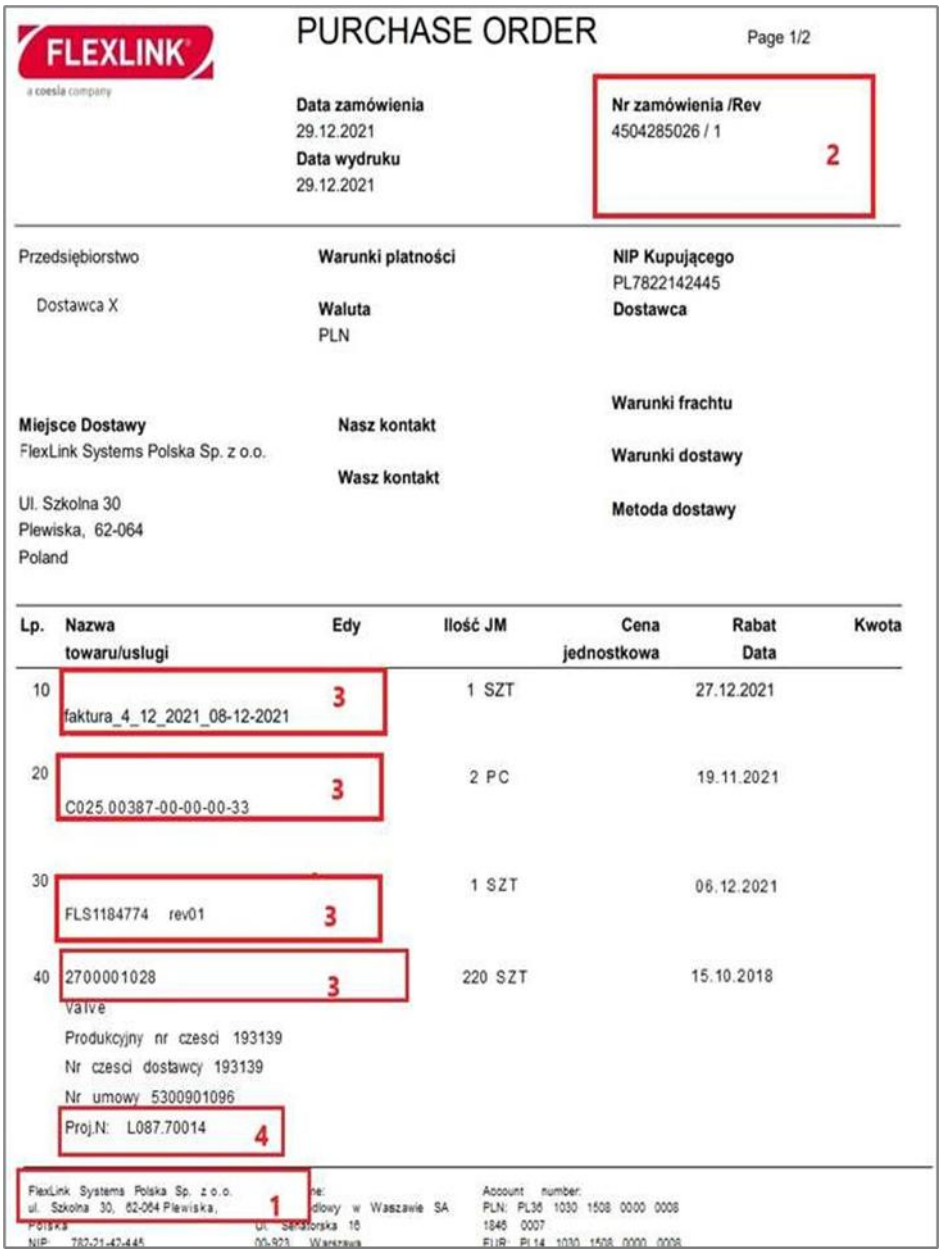
Bank: Nordea Bank
SE-105 71 Stockholm
BIC/SWIFT: NDEASESS
IBAN: SE16 9500 0099 6018 0082 6743

Bankgiro: 5223-8359
Plusgiro: 82674-3
VAT:PL5262834588

Appendix 2 - Orders from FlexLink Systems Polska Sp. z o.o.

Relevant information is described below:

1. Original order source: FlexLink Systems or FlexLink AB
2. Purchase Order number
3. FlexLink part number (beginning, for example, with 270~ / FLS~/ or other numbering)
4. Project number



PURCHASE ORDER

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Data zamówienia
29.12.2021
Data wydruku
29.12.2021

Nr zamówienia /Rev
4504285026 / 1
2

Przedsiębiorstwo
Dostawca X

Warunki płatności
Waluta
PLN

NIP Kupującego
PL7822142445
Dostawca

Warunki frachtu
Warunki dostawy
Metoda dostawy

Miejsce Dostawy
FlexLink Systems Polska Sp. z o.o.
Ul. Szkolna 30
Plewiska, 62-064
Poland

Nasz kontakt
Wasz kontakt

Lp.	Nazwa towaru/uslugi	Edy	Ilość JM	Cena jednostkowa	Rabat Data	Kwota
10	faktura_4_12_2021_08-12-2021 (3)		1 SZT		27.12.2021	
20	C025.00387-00-00-00-33 (3)		2 PC		19.11.2021	
30	FLS1184774 rev01 (3)		1 SZT		06.12.2021	
40	2700001028 (3) Valve Produkcyjny nr czesci 193139 Nr czesci dostawcy 193139 Nr umowy 5300901096 Proj.N: L087.70014 (4)		220 SZT		15.10.2018	

FlexLink Systems Polska Sp. z o.o.
ul. Szkolna 30, 62-064 Plewiska,
Polska
NIP: 782-21-47-445
1

Account number:
PLN: PL36 1030 1508 0000 0008 1846 0007
EUR: PL14 1030 1508 0000 0008

Appendix 3 – Incoterms

To help in the import and export of trade, the International Chamber of Commerce (ICC) introduced International Commercial Terms (Incoterms®), which act as the world's essential terms of trade for the sale of goods. The latest edition, Incoterms® 2020, came into effect on 1 January 2020 and should be referred to going forward.

The Incoterms® rules feature a series of three-letter trade terms, which all have very precise meanings for the sale of goods around the world. In the Incoterms rules, the equivalent of the seller's obligation to "deliver the item" is the obligation to "deliver the goods", specifying the method and place of its performance (depending on the selected Incoterms rule):

- By placing the goods at the disposal of the buyer or the carrier in a designated place
- By loading the goods onto the means of transport at a designated place
- By handing over the goods to the carrier at a designated place.

Incoterms consist of 11 rules that interpret the most frequently used delivery conditions in contracts for the sale of goods, i.e. clearly define the obligations of the parties, the allocation of costs and the transfer of the risk of loss or damage to the goods. Each rule has 3 letters (e.g. EXW, CIF, DAP) and only "works" when a specific location / point or port is given. Incoterms are not a contract of sale; they become part of it by explicitly incorporating them in the contract; Incoterms are an international standard of universal character.

Incoterms are general conditions for the delivery of material goods and are the so-called Uzans. Uzans is a custom interpreted in writing by an international organization and recommended for use:

- Rules for any mode or modes of transport: EXW, FCA, CPT, CIP, DPU, DAP, DDP
- Rules for sea and inland waterway transport: FAS, FOB, CFR, CIF

Appendix 4 – FPAP process

In this appendix FlexLink describes the FlexLink Part Approval Process for FlexLink suppliers – [FPAP] and provides instructions on FlexLink Part Approval Process.

FPAP forms

To be able to correctly visualize the features of the FPAP templates, please open it with Adobe Acrobat Reader, in case of not having this software installed, click on the link to download the free version. Get Adobe Reader

Key Points

Suppliers are expected to fill out the PSW file for any individual Part Approval. Other files may or may not be used based on the FPAP requirements. FlexLink uses a version with TS16949 affiliated with PPAP as a base, to secure that our products adhere to the requirements stated in our specifications. FlexLink Part Approval Process [FPAP] requirements are communicated by PSW that suppliers are expected to fill out as part of their production part set-up.

Scope

The FlexLink Part Approval Process [FPAP] outlines how FlexLink operates to ensure that suppliers' manufacturing processes are appropriately set up to produce any part(s) and meet our requirements. The purpose of the process is to ensure that all requirements have been appropriately communicated to the supplier as well as providing evidence that this has been understood and acted upon. The process shall demonstrate that the supplier is able to consistently deliver on the requirements for the part(s).

PSW document

PSW is intended to provide a full scope of what is included in the FPAP for any individual part number and has precedence over any other related documentation that carries similar information (ex. Purchase Order, e-mail etc.). In the PSW you will find detailed information about item numbers and revision numbers to which we refer in the Purchase Order for FPAP. The same revision you will find published in FSA by the responsible purchaser. The PSW form shows the reason for submission (design change, tool update, etc.), you will find also detailed information about required documentation of FPAP to be submitted with description if needed. There is a section that asks for "results meeting all drawing and specification requirements: yes/no" refers to the whole package. If there are any deviations the supplier should note on the warrant or inform FlexLink that FPAP cannot be submitted. To see more details on how to fill PSW refer to "PSW Instruction".

Requirements details

The 14 elements that may be requested can be found in the PSW. In case of additional information, you will find it in the” Details section on the PSW form. On the instructions "Element definition" there is a description of FlexLink requirements for each element of FPAP with examples.

Comments

Forms (e.g., Dimensional Results, Appearance Approval Report) can be found on FSA main page with their respective names to fill in, your company may use your own templates for form sheets, they must include as minimum the same information as FlexLink forms. The PSW will be pre-filled by FlexLink with all the elements required for the part approval. For support documentation required in the PSW (for e.g., Material certificates, Tests results, Control plan, Process FMEA etc.), these submission requirements need to be attached all together with the signed PSW and filled templates. All documents need to be saved as one PDF file, if it is not possible to merge all the documents into the same file, they can be sent as individual files in PDF format to the Purchaser responsible.

Appendix 5 - FlexLink Supplier Archive - FSA

Drawings and other specifications archived in FSA

On the initial page, the supplier will find instructions on how to use the FSA, how to prepare the initial sample and its mandatory documents, the declaration of material and information about using 8D methodology along with instructions about part submission warrant.
'Submit item specification', is equal to accepting all requirements, specifications and confirm the possibility to produce according to drawing within the required tolerance, material and surface treatment, if applicable. Additionally, 'Submit item specification', means that the supplier can repetitively produce items from batch to batch.
Before first delivery, the item needs to be signed in FSA. Delivery without signing the item in FSA means acceptance of the specification from supplier. If the supplier chooses not to accept the changes, or if the supplier has any other issues that are not acceptable, the supplier shall select 'decline button' and will be transferred to a new page. On this page, the supplier will have the opportunity to make comments, describing the reasons for declining the changes.
Not all published items should be manufactured by the supplier but might be used by them. BOM items for which supplier is responsible are published through FSA. FlexLink strongly recommends following the changes related to these items, as in case of their changes/revisions, FlexLink might request the supplier to scrap the old existing stock.

General specifications

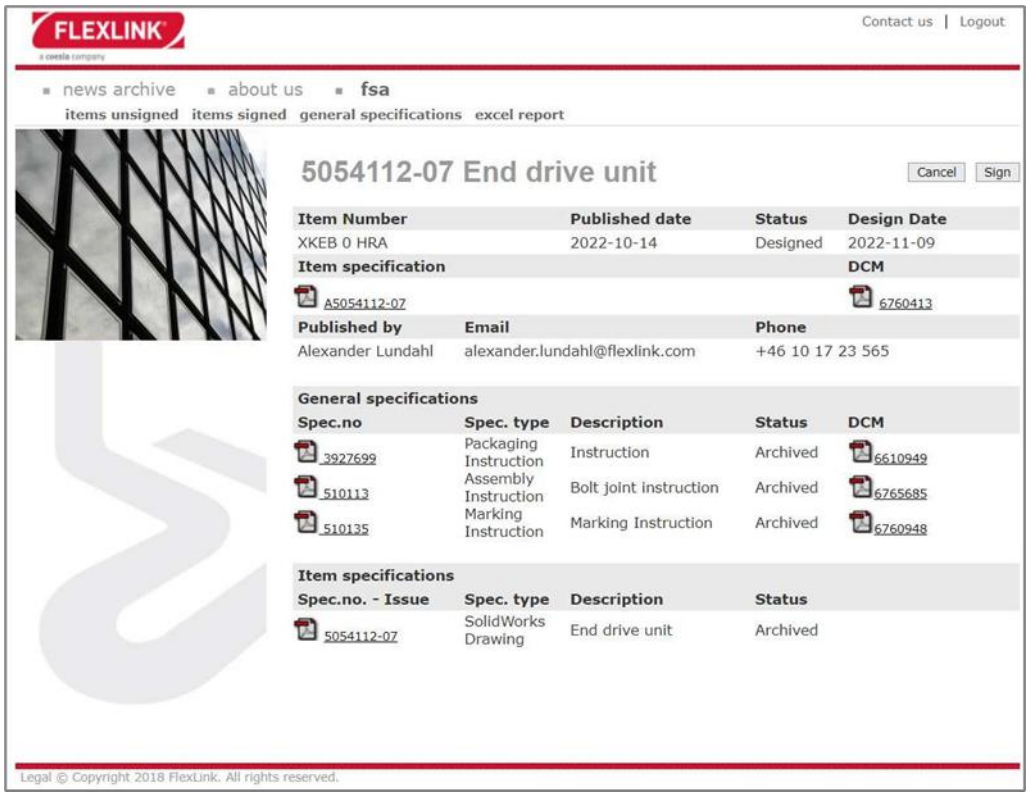
In the FSA under 'General specification', suppliers will find the following processes, which are mandatory to read, understand and be able to confirm:

- Marking specification ⇨ no. 510135
- Packaging specification ⇨ no. 3927699

Additionally, if applicable for products to be published to the supplier, the following inspections instructions are available:

- Aluminium ⇨ no. 6755766
- Stainless steel ⇨ no. 6757105
- Painted elements ⇨ no. 6755768

Other packaging instructions, material specifications and surface treatments are attached to items themselves.

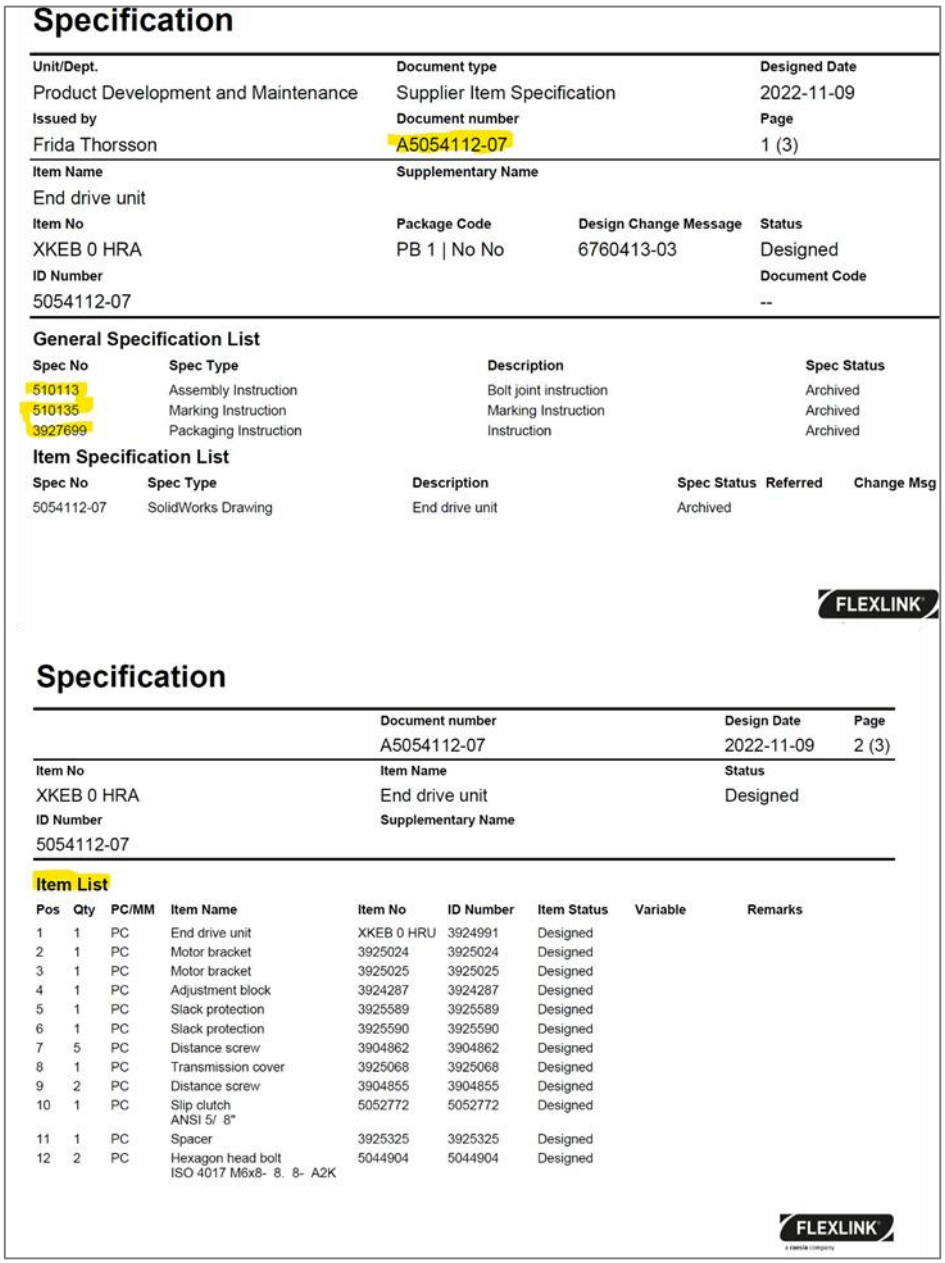


Item specification

'The 'Item documentation' is in FSA, where the supplier can find the following documents:

- General specifications (surface treatment, material specification etc.
- Item specifications (solid work drawings, step drawings, pdf drawings)
- Item specification and Design Change Message (DCM).

Under the DCM, suppliers will find what changes have been made, in comparison to the previous version. Under 'Item specification' on the first page, suppliers can find the packaging code and all specifications related to the item. On the second page, the Bill of Material (BOM list) is available.



Specification

Unit/Dept.	Document type	Designed Date
Product Development and Maintenance	Supplier Item Specification	2022-11-09
Issued by	**Document number**	**Page**
Frida Thorsson	A5054112-07	1 (3)

Item Name	Supplementary Name		
End drive unit			
Item No	**Package Code**	**Design Change Message**	**Status**
XKEB 0 HRA	PB 1 | No No	6760413-03	Designed
ID Number			**Document Code**
5054112-07			--

General Specification List

Spec No	Spec Type	Description	Spec Status
510113	Assembly Instruction	Bolt joint instruction	Archived
510135	Marking Instruction	Marking Instruction	Archived
3927699	Packaging Instruction	Instruction	Archived

Item Specification List

Spec No	Spec Type	Description	Spec Status	Referred	Change Msg
5054112-07	SolidWorks Drawing	End drive unit	Archived		

FLEXLINK

Specification

	Document number	Design Date	Page
	A5054112-07	2022-11-09	2 (3)
Item No	**Item Name**	**Status**	
XKEB 0 HRA	End drive unit	Designed	
ID Number	**Supplementary Name**		
5054112-07			

Item List

Pos	Qty	PC/MM	Item Name	Item No	ID Number	Item Status	Variable	Remarks
1	1	PC	End drive unit	XKEB 0 HRU	3924991	Designed		
2	1	PC	Motor bracket	3925024	3925024	Designed		
3	1	PC	Motor bracket	3925025	3925025	Designed		
4	1	PC	Adjustment block	3924287	3924287	Designed		
5	1	PC	Slack protection	3925589	3925589	Designed		
6	1	PC	Slack protection	3925590	3925590	Designed		
7	5	PC	Distance screw	3904862	3904862	Designed		
8	1	PC	Transmission cover	3925068	3925068	Designed		
9	2	PC	Distance screw	3904855	3904855	Designed		
10	1	PC	Slip clutch ANSI 5/ 8"	5052772	5052772	Designed		
11	1	PC	Spacer	3925325	3925325	Designed		
12	2	PC	Hexagon head bolt ISO 4017 M6x8- 8. 8- A2K	5044904	5044904	Designed		

FLEXLINK

Additional instructions to specification

Additional instructions to the specification can be found on the first page of item specification – they cover special packaging, surface treatment, material specification and other related information which is valid and mandatory for a specific article.

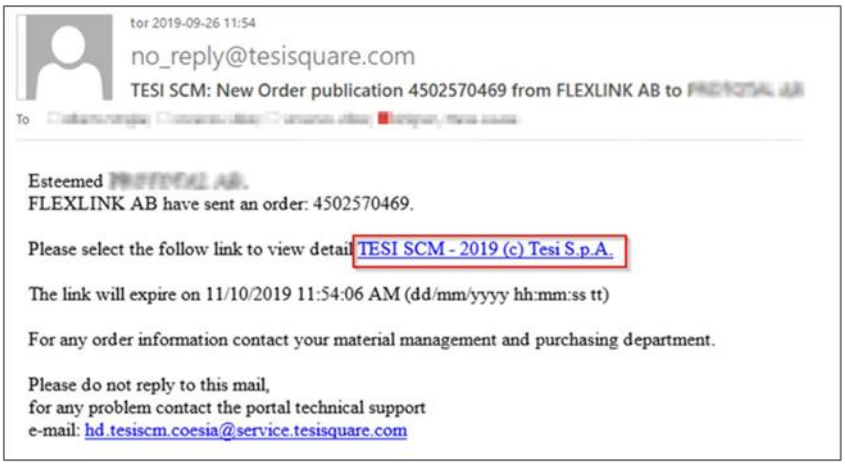
Appendix 6 - How to use the Vendor Portal

The Vendor Portal is the application where suppliers receive orders and create transport documents. Suppliers are expected to confirm orders, delivery date (pick up date) and quantity. Moreover, suppliers should also list the number of pallets and add the weight and content of each pallet.

How to access the portal

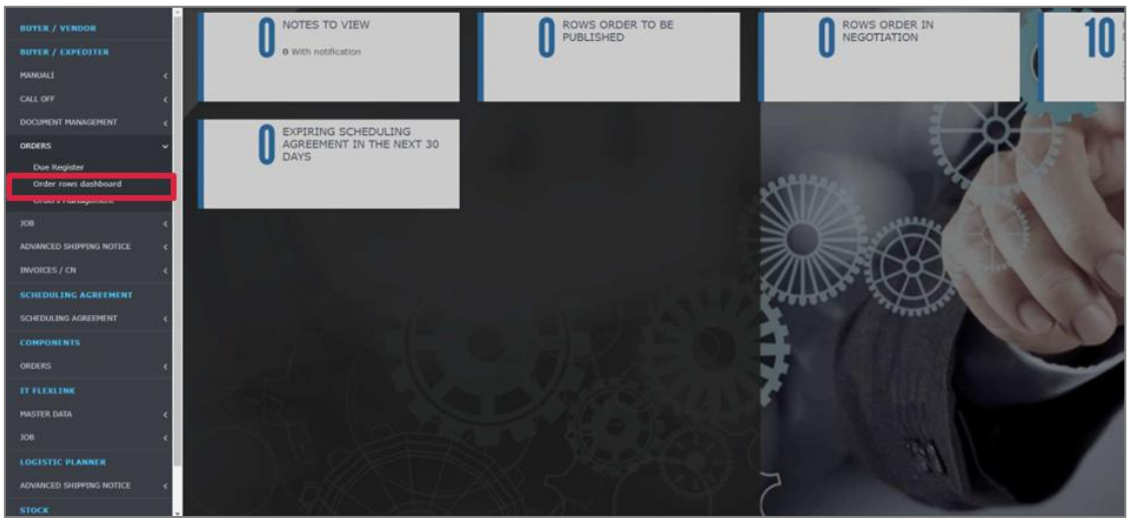
The access link to the portal is: https://supplierconnect-scm.coesia.com . The supplier login credentials are:

- Username: 0001xxxxxx (This is an example, credentials will be provided by mail)
- Password: tesi321 (for privacy reasons, password shall be changed after the first access) Suppliers shall receive the link to the Vendor Portal via email. By clicking on the link, they can access the order. NOTE: It is only possible to work on that specific order mentioned in the email.

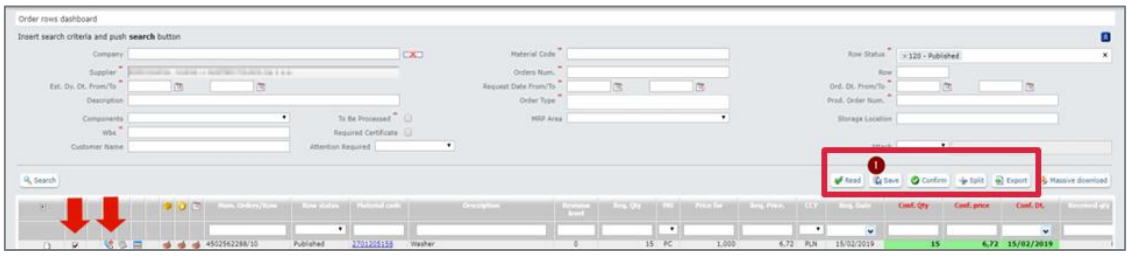


Dashboard and menu

Supplier orders can be found on the ‘Order rows dashboard’ (double click to access them).



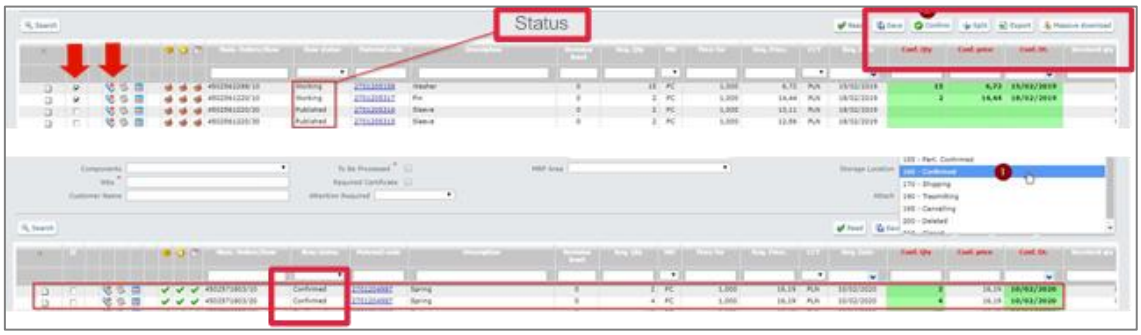
Order confirmation – OC



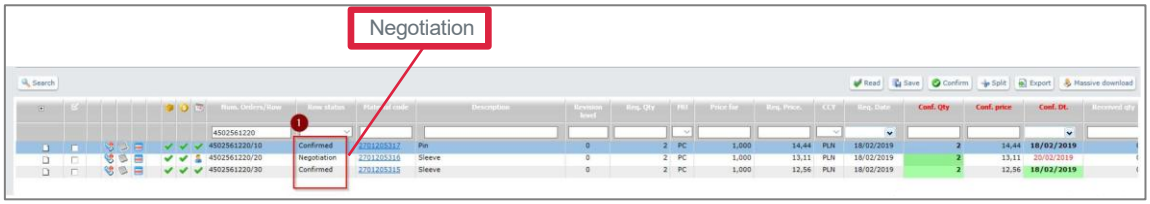
The initial status for a purchase order (PO) sent from FlexLink to a supplier is 'Published'. A PDF of the purchase order is visible by clicking on the bottom of the page.

- Press tick box
- Press ‘save’ button and the status changes to ‘Working’.

If any necessary changes are to be made to the delivery date and / or quantity, the changes shall be made before pressing 'Confirm'.
Price is not handled on the portal, FlexLink shall be contacted in case of need for a change.

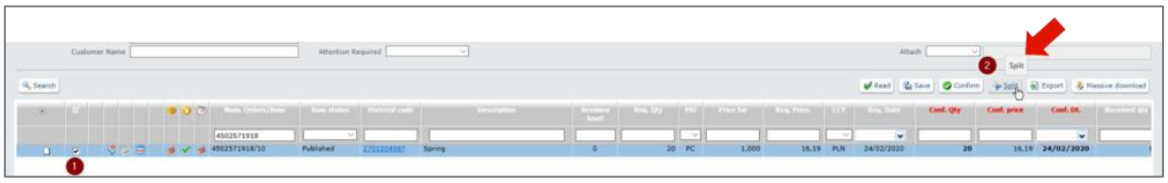


If the supplier confirms FlexLink purchase order with no changes, the status shall be classed as ‘Confirmed’. If the supplier changes the delivery date (earlier or later than requested) the status is changed to ‘Negotiation’ until confirmed by FlexLink.
If FlexLink does not accept the ‘Confirm’ status, the supplier will receive a new proposal, which needs to be confirmed.

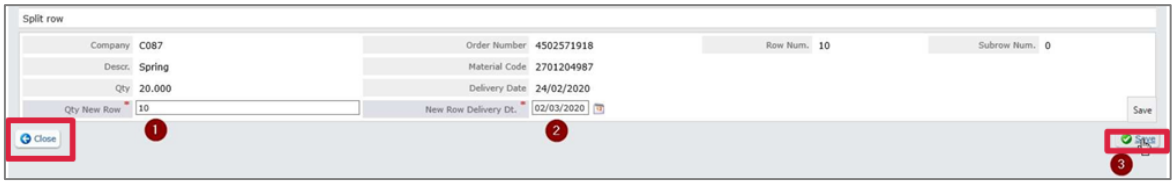


Split of order in Vendor Portal

In case of a ‘partial delivery’ press the ‘Split’ button.



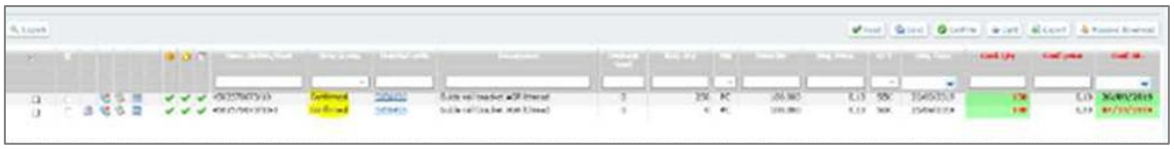
In the ‘Pop-up’ screen, enter the quantity and delivery date for the part of the delivery that deviates from the original requirement. Press ‘save’ and close.



Use the ‘Tick box’ for marking orders confirmed and press ‘Confirm’.

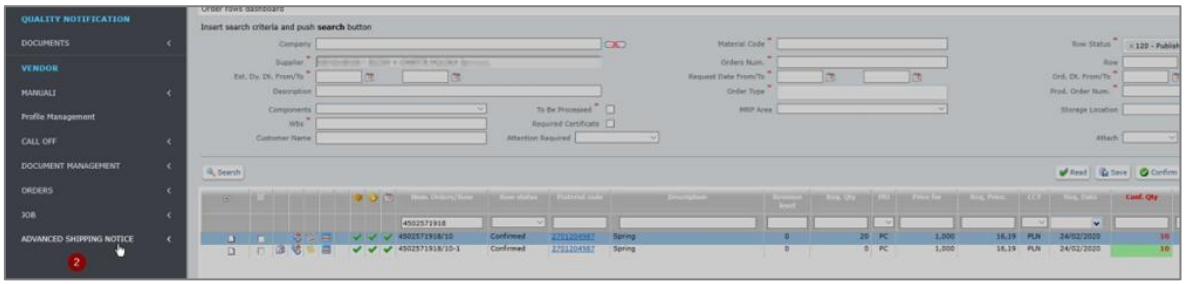
When FlexLink has confirmed the split and change of date, the status of the order will be changed to ‘Confirmed’.

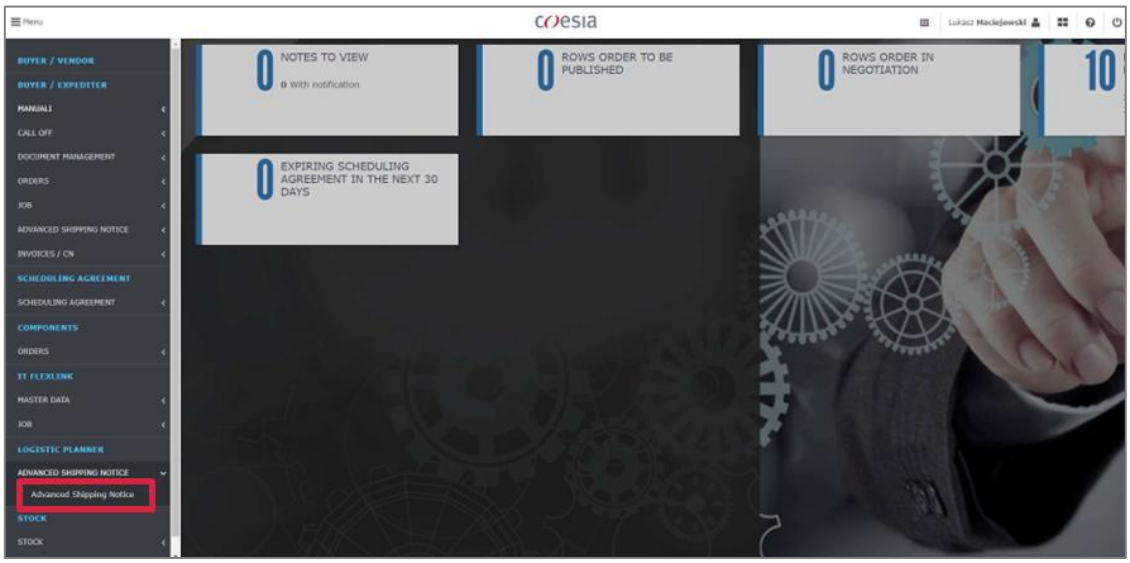
NOTE: The supplier can ‘reconfirm’ a purchase order which has the status ‘Confirmed’, if nothing has been already delivered.



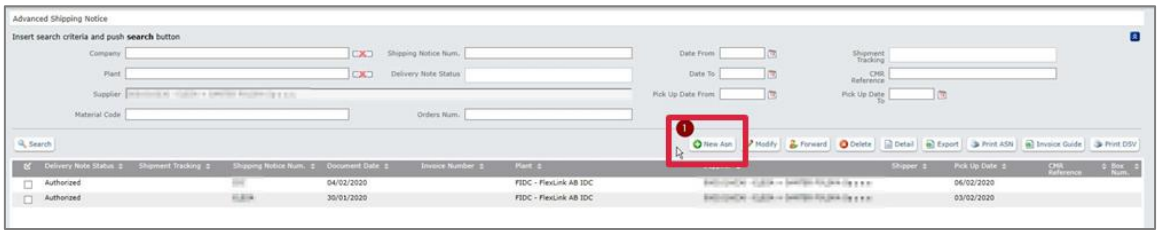
Shipment – Create Advanced Shipping Notice - ASN

Press Menu and select Advanced Shipping Notice.





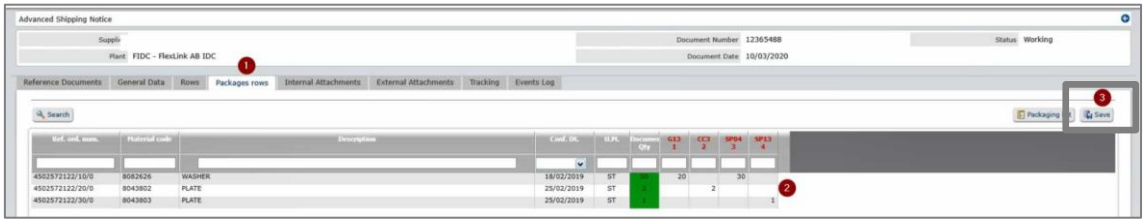
Press ‘New ASN’ Advanced Shipping Notice.



There is the possibility to filter ASN’s in different ways, for example ‘by delivery date’ as shown below.

Select orders to deliver by clicking on them, then press ‘Confirm’. The status will change to ‘Working’. Go to the next tab: General Data and add the document number (PO number or Delivery number) – this is the reference number without which, the system will not allow to go to the next step. For ex-tracking number or reference number, the pick-up date is mandatory. Press ‘Save’.

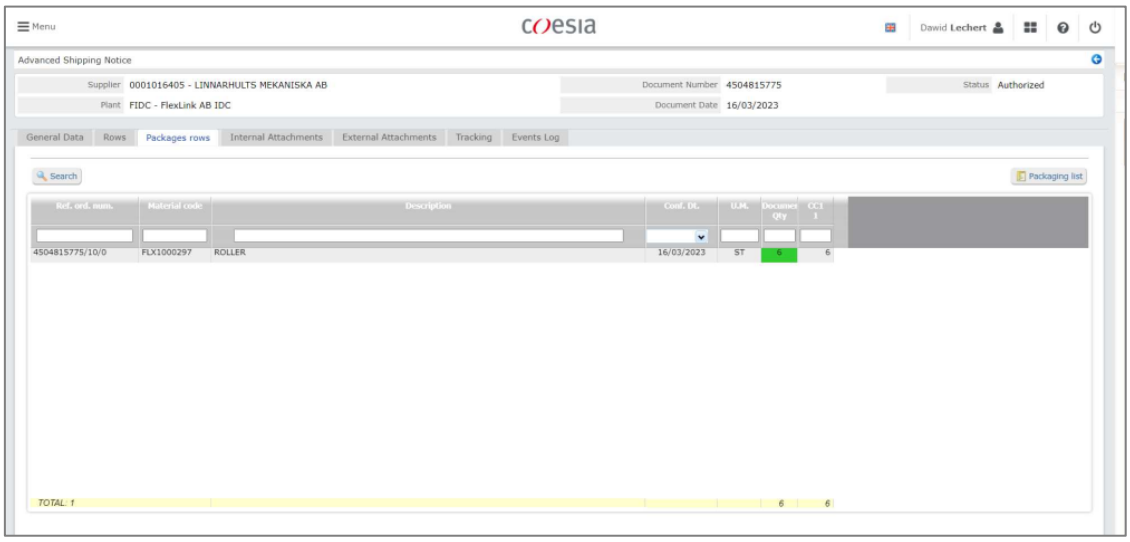
Press the 'Packing list' button. Choose packaging from the dropdown list, select the type, cartoons, pallets or "other", the size needs to be defined. Both gross weight and net weight are mandatory. After defining each pallet, press '+' and close.



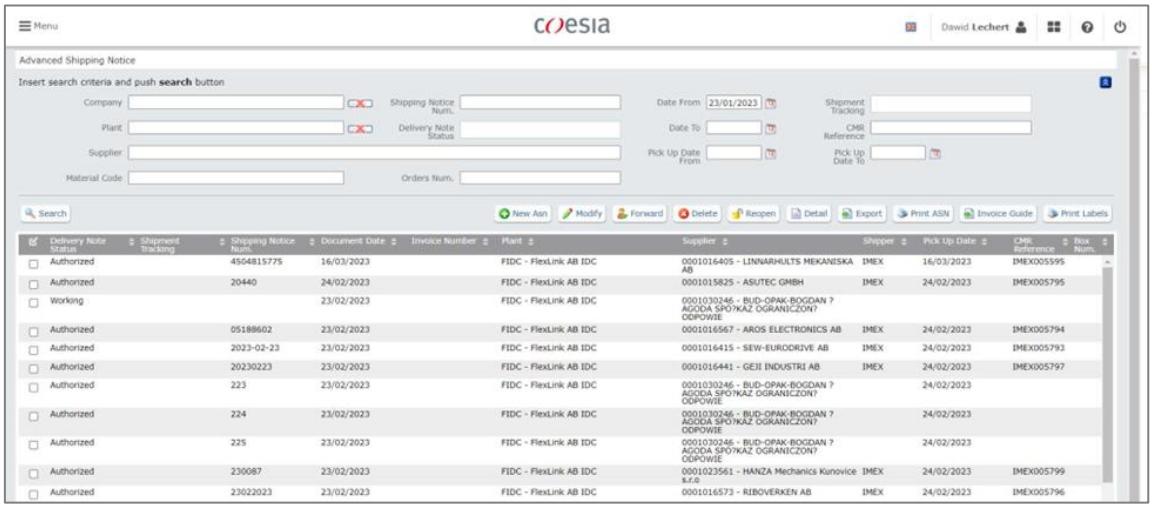
Go to the next tab 'Package rows'. Enter quantity in each pallet. Press 'SAVE'- the row will show green.

Finally, press 'Forward'. Status will change from 'Working' to 'Authorize'.

NOTE: No further changes can be made to an ASN after 'Authorize' is pressed. In case of the need for a change, the supplier shall contact FlexLink.



Return to order screen. “Print ASN” and „print labels”. The order is authorized until goods received are complete, and the order will then be closed.

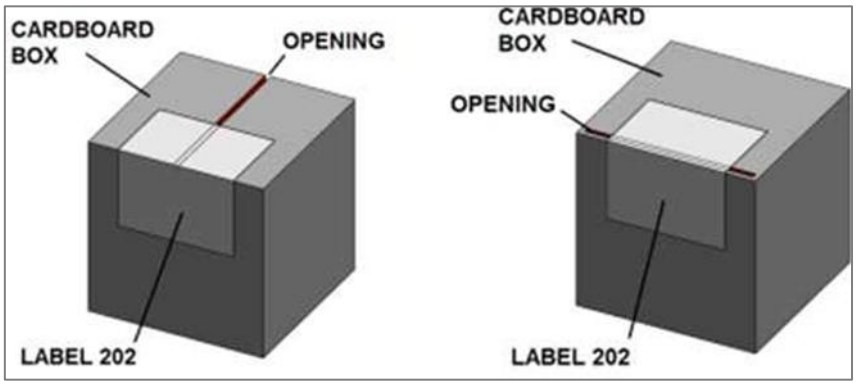


Appendix 7 - Labelling and packaging products

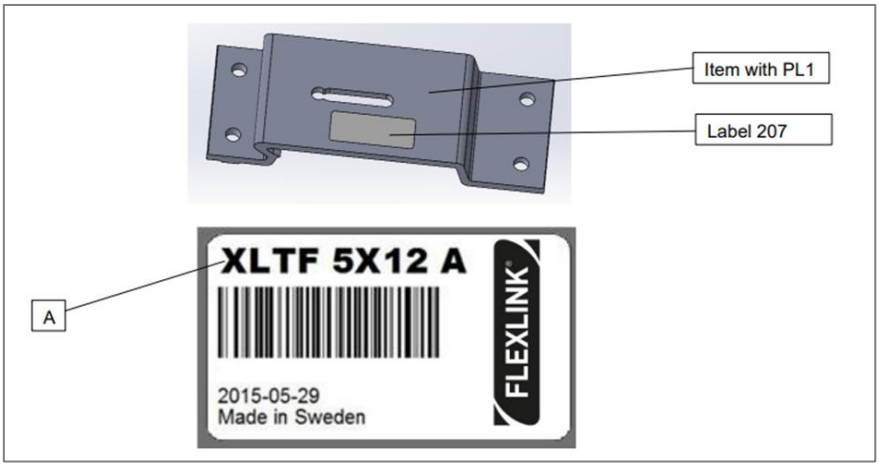
For deliveries to FlexLink AB, labels can be divided into:

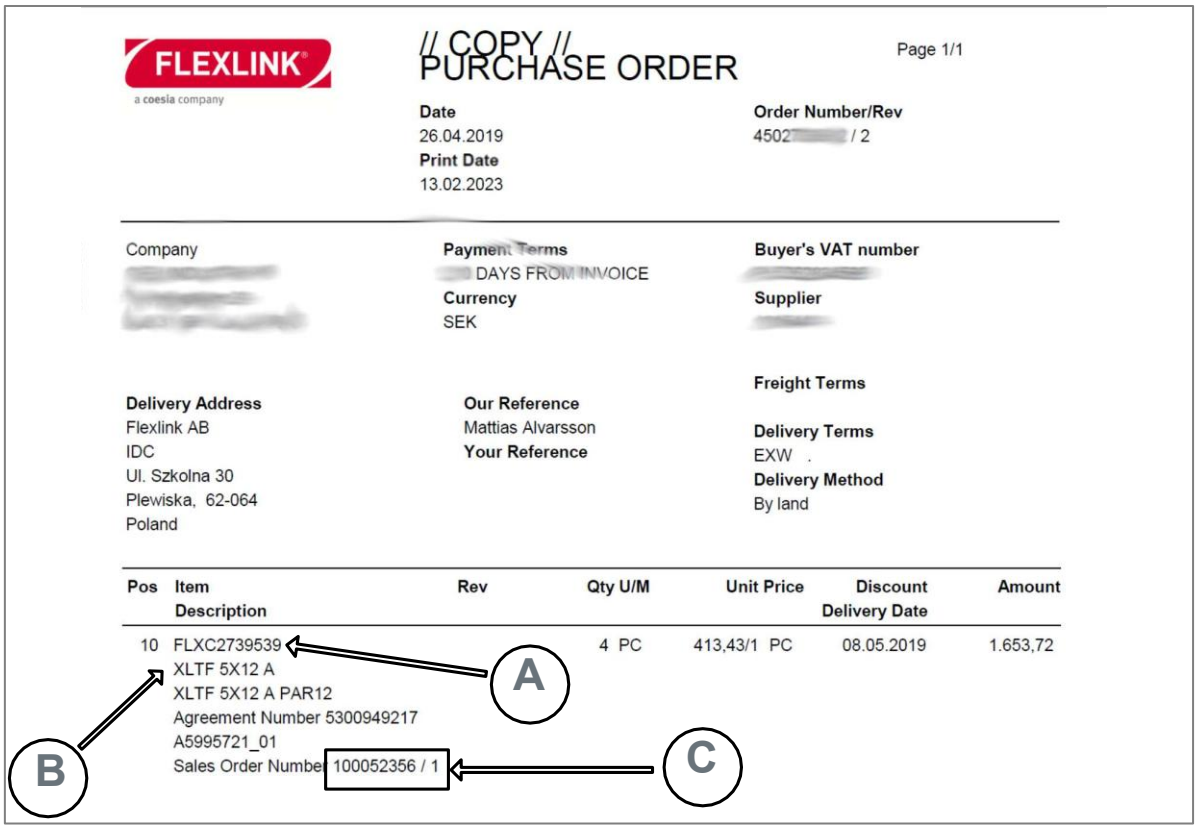
- Labels attached to the product package (plastic foil)

- Labels attached to the product package (cardboard box). This label format also has a sealing function.



- Labels with bar code placed on the product.





All details are described in general specification “marking instruction” which can be found in the FSA (Reference document: 510135).

Quantities on the label

All items need to have quantity indicated on the label. Quantity is defined with the item specification (packaging codes are described below). Exceptions are the following:

Type of item	Unit package	Quantity on the label
All items which consist "J…..97"	10	1
All items which consist "J…..98"	100	1
In case of long items (example) J65002597002000	(2000 is the length in mm)	1

If there is an exception and different packaging is required, the supplier will find this information in the purchase order below the item number and description.

Pos	Item Description	Rev
10	5110904 Initiator plate Plastic bag 10 pcs Agreement Number 5301130862 A5110904_01	

In cases of FlexLink products, the FlexLink logo should be provided on the label. Items starting with 'J' do not require a logo on the label. The "MS+ logo" is no longer valid for FlexLink products. On each product label, a bar code representing the item's number should be printed.
Before delivery, the supplier shall check that bar-codes are readable by scanners.

Packaging codes

The packaging code consists of two letters combined with a number. Numbers after the two letters specify the number of pieces in the package. For products made according to customer order, the number could be an 'X' which means that the package shall contain exactly the number of products as in the purchase order. Example: If in the order it is stated a total of 8 pieces, packaging code is PPX, meaning that for this order, a pack of 8 pieces in one bag if needed. The letters stand for package type.

P_	Product pack
M_	Multi pack
_P	Plastic pouch (transparent)
_B	Cardboard box
_N	Plastic pouch – nontransparent (UV-light protection)
_F	Wrapped in plastic foam foil
_W	Wooden box

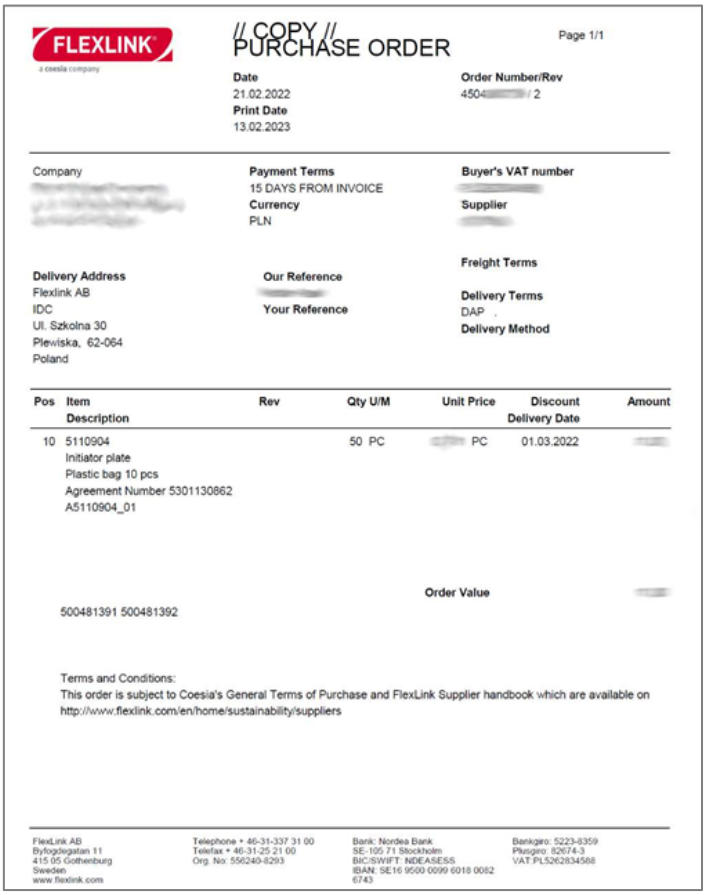
_L Label directly on product

Example:

PP1 Plastic pouch with 1 pcs
PP10 Plastic pouch with 10 pcs (not to be split)
PB10 Cardboard box with 10 pcs (not to be split)
MP10 Plastic pouch with 10 pcs (not to be split)
PP1/MB100 Plastic pouches with 1 pcs packed in a breakable cardboard box
PP10/MB100Plastic pouches with 10 pcs each packed in a breakable cardboard box
PL1 Product label directly placed on product

If the specification states ‘Nono/Nono’ it means that product does not need to be packed, but as mentioned earlier in this document, protected from damages or scratches caused by friction between items. If in the purchase order, there is additional information about a ‘packaging standard’. This overrides the specification described above.

Example of packaging marking on the purchase order:



// COPY //
PURCHASE ORDER

Page 1/1

Date
21.02.2022
Print Date
13.02.2023

Order Number/Rev
450[redacted] / 2

Company
[redacted]

Payment Terms
15 DAYS FROM INVOICE
Currency
PLN

Buyer's VAT number
[redacted]
Supplier
[redacted]

Freight Terms

Delivery Address
Flexlink AB
IDC
Ul. Szkolna 30
Plewiska, 62-064
Poland

Our Reference
[redacted]
Your Reference

Delivery Terms
DAP .
Delivery Method

Pos	Item Description	Rev	Qty U/M	Unit Price	Discount Delivery Date	Amount
10	5110904 Initiator plate Plastic bag 10 pcs Agreement Number 5301130862 A5110904_01		50 PC	[redacted] PC	01.03.2022	[redacted]

Order Value [redacted]

500481391 500481392

Terms and Conditions:
This order is subject to Coesia's General Terms of Purchase and FlexLink Supplier handbook which are available on http://www.flexlink.com/en/home/sustainability/suppliers

FlexLink AB
Byfogdegatan 11
415 05 Gothenburg
Sweden
www.flexlink.com

Telephone + 46-31-337 31 00
Telefax + 46-31-25 21 00
Org. No: 556249-8293

Bank: Nordea Bank
SE-105 71 Stockholm
BIC/SWIFT: NDEASESS
IBAN: SE16 9500 0099 6018 0082 6743

Bankgiro: 5223-8359
Plusgiro: 82674-3
VAT PL5262834568

If there are discrepancies between the packaging code in the specification and packaging description in the purchase order, the supplier is required to contact FlexLink.

Collective packages

For collective packages of items, it should be clearly indicated on the outside of the box which item that it contains and the quantity.
The quantity in the collective box should be consistent for all orders of an item. For example, if one item is packed in a collective box which contains 100 pcs/box, that should be used for all orders of that item.
For items that in the item specification have a defined package consisting of two levels, both levels of packaging should follow the label specification 510135. For example, if an item have packaging code PP1/MB100, which means that 1 item is packed into 1 pouch and then 100 pouches packed into one box, both the pouches and the box should be marked with FlexLink labels.

Item package

The type of package to be used for a specific product is specified by the package code for that product. If no package code is specified, then the product shall not be packed in a product package or multi package. All product packages shall be labelled. Even when a product has no specification for packaging (the packaging code is Nono/Nono) items need to be secured if there is a risk that the item can be scratched by friction between other elements.

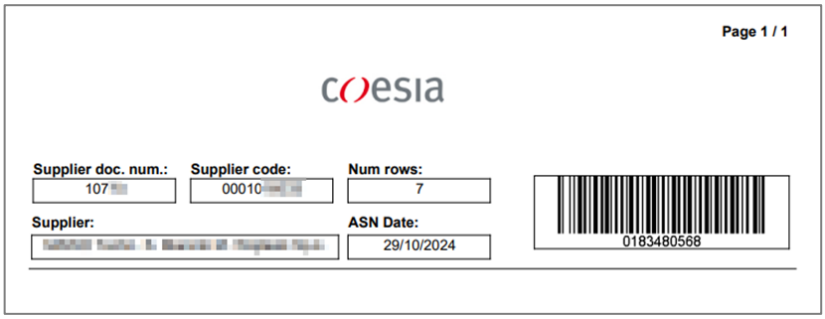
Requirements regarding quality of packaging materials are described in the document available in FSA no. 3927699.

Plastic pouches shall be:	Cardboard boxes shall be:
• Heat-sealed • Max 20 mm excess material outside sealing • Marked with symbol “re-use/recycle” • For fasteners minimum 0,075 mm thick • Transparent • Filling degree min 80%.	• Sealed with staples or taped • Marked with symbol “re-use/recycle” • No markings such as logo besides FlexLink labels are table allowed on the boxes (exceptions: commercial materials available for each user) • Filling degree min 80%.

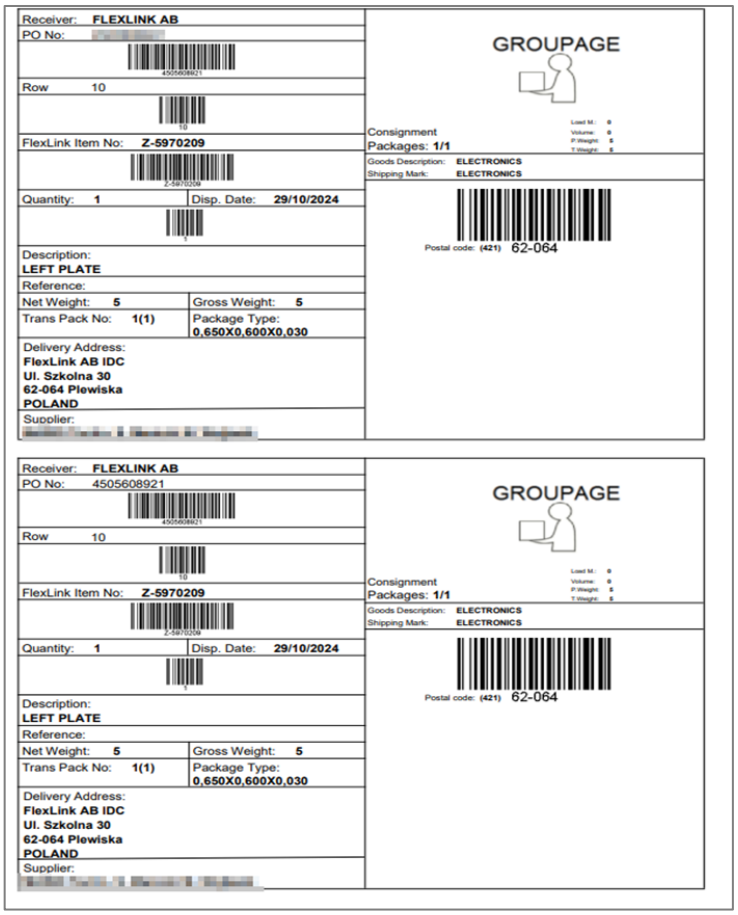
Appendix 8 - Label from Vendor Portal

Labels attached to the box or pallet shall be printed via the Vendor Portal. In case of missing connection to the Vendor Portal, a suitable label is required, consisting of:

- Item number (with bar-code)
- PO number (with bar-code)
- Line number from PO (with bar-code)
- Quantity (with bar-code).
- Collective label



- Put away labels



Delivery Address

FlexLink AB IDC
Ul. Szkolna 30
62-064 Plewiska
PL

Sender

[redacted]

CMR

Date 20241029
Reference 0

Delivered duty paid

Mark & Number	Pack	Type	Content	Weight	PO
	1	OTHER	LEFT PLATE	5	[redacted]

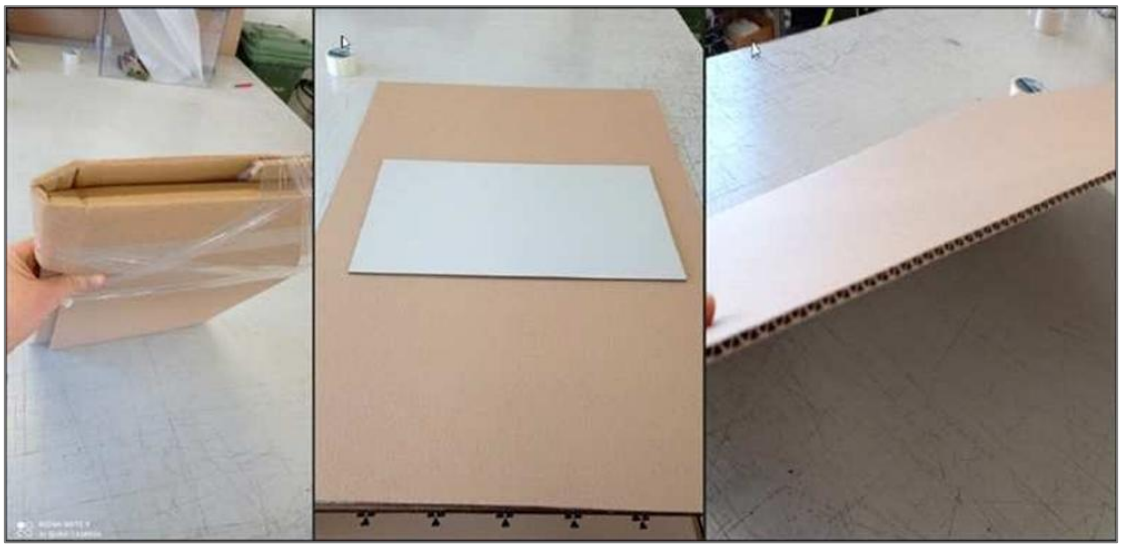
Date D D M M Y Y H H M M Bemærk

Name

Tot. Packages: 1 pcs
Tot. Weight: 5 kg

Appendix 9 - Packaging of transparent plastic parts (e.g. made of polycarbonate)

FlexLink has defined the following rules to secure transport and avoid damage:



- Corners need to be additionally secured with additional packaging material layer
- If there are more items in the box with different dimensions, they should be packed from the largest (on the bottom) to the smallest (on top)
- In addition to above conditions, if there is free space in the box, the supplier is responsible to fill any gaps (pack-out) to prevent movement of smaller elements in the box.

Note: FlexLink requires 5 working days for visual checking of materials. In case of any damage, the supplier will receive pictures of the package, with a foil on the item and then a picture on the damaged unwrapped item.

Appendix 10 - Beams packaging - Length 3 m and 6 m

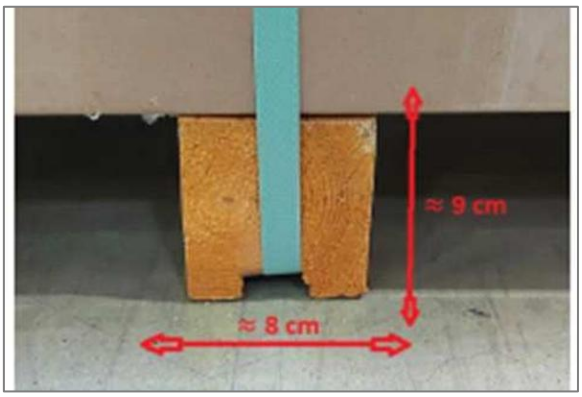
Beam packaging specifications

Packages with profiles should be secured on all sides with cardboard. Profiles should be wrapped with cardboard in such a way that the joints of the cardboard are on the side of the packages (not on the bottom).

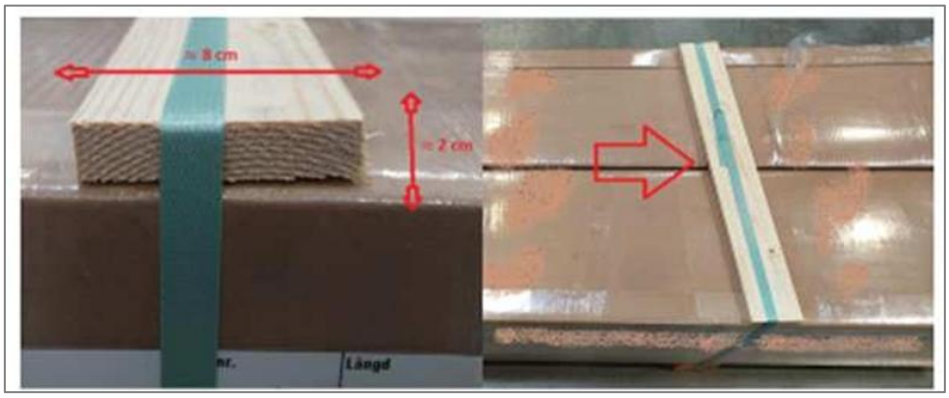
The edges of the packages should be secured with cardboard corners (solid cardboard), to protect the edges of the profiles, they should protrude on each side (total length of package + max 10 cm). Packages should be wrapped with foil similar to the picture below.

Beam packaging specifications, feet

For feet, blocks height should be min 9 cm, and width min 8 cm.



At the top of the package there should be a wooden board with the following dimensions: board height 2cm, board width 8cm

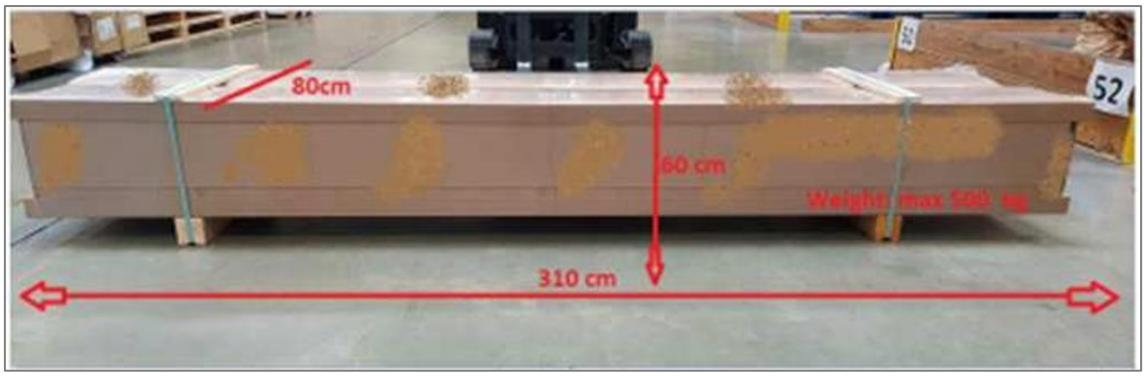


Labels on the packages should be generated from the Vendor Portal (if not used, at least they shall include item number, amount in package and PO number). The label shall be placed on the front and on the side of the package on the cardboard protection.

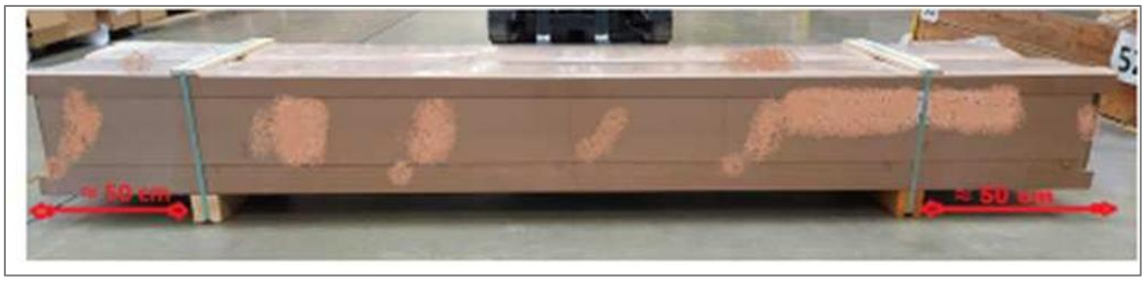
Special requirements for 3m beams

The dimension of the box shall be:

- Height: max 60 cm
- Width: max 80 cm
- Length: max 310 cm
- Weight: max 500 kg



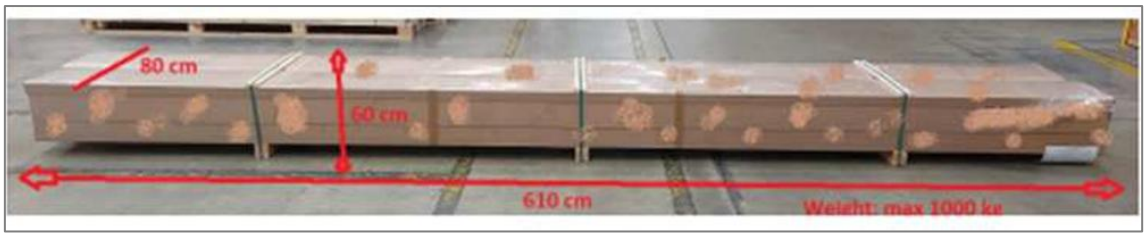
Packages should have wooden blocks in two places; the blocks should be tied approximately 50 cm from the edge of the package.



Special requirements for 6m beams

The dimension of the box shall be:

- Height: max 60 cm
- Width: max 80 cm
- Length: max 610 cm
- Weight: max 100 kg.



Packages should have wooden blocks in three places; the blocks should be tied approximately 50 cm from the edge of the package and placed in the middle of the package.

Appendix 11 - Beams packaging - Visual requirements standard

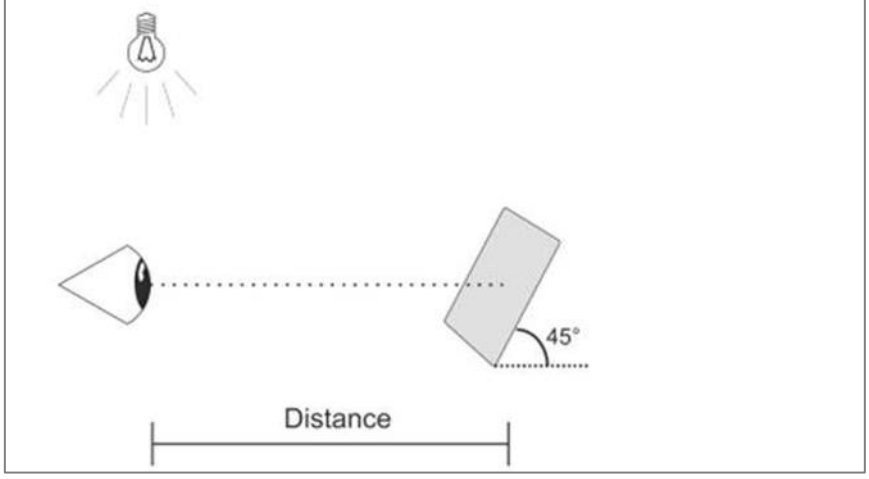
Visual inspection needs to be made according to notes in the drawings or general instructions for inspection. General inspection instructions for following parts are presented below. As a minimum standard, FlexLink requires class B of the standard below (if not stated differently in the documentation).
The following will not be approved by FlexLink:

- Sharp edges
- Corrosion
- Any removal or surface treatment / painting layer
- Scratches on polycarbonate elements.

Surface quality check

This chapter specifies three different levels of surface quality and how to check them. On the drawing a surface is specified as A, B or C where A is the highest level. The check shall be performed in normal office lighting (500 Lux). The item shall be viewed from a perspective where the examined surface is placed at a 45-degree angle. Duration time for viewing shall be 5 seconds.

Surface class	Definition:
A Highest level	Scratches, orange peel surface, pores, particles shall not be visible at approximately 1 m distance, please use letter gauge.
B	Scratches, orange peel surface, pores, particles shall not be visible at approximately 2 m distance, please use letter gauge.
C Lowest level	Scratches, orange peel surface, pores, particles shall not be visible at approximately 5 m distance, please use letter gauge.



The lower row needs to be readable. See below details about the visual test readability test.

Example of tests:

Viewing distance is determined using this letter gauge. Hereby, any differences in sight acuity of various assessors inspect will be equalized. Even the effect of changing lighting conditions can be eliminated. The part requiring checking shall be placed alongside this letter gauge:

- Start by choosing the code to be assessed (Class A, B and C)
- Find the row of letter, where the lower, but not the upper row, can be read
- The individual viewing distance is correct when the lower row of letters is readable.

A

qeryuiopadaxcvnmjunhybgtvfrcdexswzaqlpaghioseyhkaeqpaoacvbnygrgokreediöwsxvuiopadaxcvnmjunhybgtvfrcdexswzaqlpaghioseyhkaeqpaöä

qazwsxedcrfvtgbyhnujmikdolzpllkjhgfdsapoiuytrewmnbvcxzplknjiuhhbvgytfvcxdresawqxdfrtjihunhytfrdepkojå

B

öplmkoijnbhuygvcftrdxzsewsaqqetuoåäljgdazxbnkjhygf

plokijuhygtfrdeswaqzxczvbnmljygfdertiuytääplk

C

xrfvgyhnjiklördesa

wsrdeugtfyijuhn