

DOGA		Manual de Instrucciones / Instructions Manual	
FILIAL SUBSIDIARY		TÍTULO TITLE	
ALL		Supplier's Manual	
DEPT./EDO DEPT./EDITED BY	Purchasing Department/ Albert Orqué		FECHA DATE
REVISADO CHECKED	Purchasing Manager / Albert Orqué		CÓDIGO CODE
			Feb-2021
			070060

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Preface

This manual affects the **suppliers** of all DOGA GRUP EMPRESARIAL, S.L., hereinafter referred to as «**DOGA**».

DOGA's goal is to guarantee the absolute satisfaction of each and every one of our clients. For this reason, guaranteeing the quality of all our products before their commercialization is absolutely essential. A major portion of this task is based on the proper relationship between **DOGA** and its **suppliers**. Therefore, this document is meant to act as a guide for all **suppliers**, both existing as well as future potential **suppliers**.

The conditions or agreements with the **supplier** are NOT overwritten by the section that affects this manual.

Related documentation available at www.doga.es/files.html

Corporate Social Responsibility (CSR)

Corporate Social Responsibility/Sustainability (CSR) is a process for companies to integrate social, governance, environmental and supply chain sustainability into operations and corporate strategy.

Suppliers are encouraged to follow this policies and practices to contribute to the quality of life of both employees and communities that could be impacted by the company's operations.

1. Code of conduct

The **supplier** must be aware of the DOGA Code of Conduct and transmit it to its staff and its different collaborators. The Code is available at www.doga.es/files.html.

2. Substances and materials

The **supplier** is responsible for always complying in all its products with all applicable regulatory and legal requirements, including but not limited to:

- European Union REACH regulation <https://echa.europa.eu>
- Directive 2011/65/UE of the European Parliament and Council of 8 June 2011, on restrictions to the use of certain hazardous substances in electronic and electric devices.
Text pertinent for the purpose of EEE (RoHS)
<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32011L0065>
- California State Law (USA) Proposition 65 <https://oehha.ca.gov/proposition-65>
- **Suppliers** linked to 3TG conflict minerals should report their compliance on a yearly basis.

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The **supplier** will notify the breach of the applicable regulatory and legal requirements concerning the products supplied within a maximum period of 15 days from the time of verification. This must be done in writing (e-mail or letter) to the **DOGA** Purchasing Department.

Understand and accept that, failure to communicate on the part of the **supplier** will be interpreted by the **DOGA** Purchasing Department as a binding confirmation for all purposes of its compliance with all applicable legal requirements for products supplied by the **supplier**.

3. Environment

The **supplier** commits to:

- Carry out activities that are respectful with the Environment and good environmental practices.
- Establish adequate policies, objectives, and procedures for this purpose.
- Define actions to certify the company under ISO 14001 scope.
- Be in possession of the Environmental License or Operations Permit.

Quality

4. General conditions of quality

The **supplier** commits to:

- Certify its Quality Management System according to the following table and keep it in force.

Type of activity	Minimum QMS	QMS goal
Calibrations	ISO/IEC 17025	ISO/IEC 17025
Bar cutting	ISO 9001	ISO 9001
Electronics	ISO 9001	IATF 16949
Fastening elements	ISO 9001	ISO 9001
Stamping	ISO 9001	ISO 9001
Aluminum injection / Zamak	ISO 9001	MAQMSR
Plastic injection	ISO 9001	ISO 9001

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Testing laboratories	ISO/IEC 17025	ISO/IEC 17025
Prototypes	-----	ISO 9001
Services	-----	ISO 9001
Transportation	ISO 9001	ISO 9001

- Provide **DOGA** with the necessary technical documentation on demand that demonstrates the fulfillment of the various quality targets on demand.
- Guarantee the quality of the products supplied both throughout their production process and during the warranty period established by **DOGA** for its customers. Cost of quality of products under guarantee attributable to the **supplier** will be passed on to him. These costs could include those costs which the final customer may pass on to **DOGA**.
- Take care of costs attributable to the poor quality of the products supplied in the event of an incidence under warranty due to an epidemic failure; also called Service Campaign or Recall; or in the event of an incident under warranty considered as a safety incident. Costs will be negotiated on a case-by-case basis.
- Make the products supplied, unless specified otherwise, with the materials, production means and series control. Any change (materials, means of production and control) will be communicated in writing to **DOGA** Quality with sufficient time for its management / acceptance.
- Have available, maintain and use a traceability System of supplied products.

DOGA commits to:

- Surrender to the **supplier** all parts resulting from failure of its products under warranty or in its production lines for analysis. **DOGA** will assume the costs of providing these parts to the **supplier** as long as it is able to demonstrate that the failures of these parts do NOT come from any of their processes. Otherwise, the costs will be borne by the **supplier**.

DOGA reserves the right to:

- Freeze a **supplier's** deliveries (with the consequences that this entails) if it does not fulfill the commitments acquired in this procedure. This freeze could be applied both to current products and new projects.
- Implement additional controls to ensure quality in the production of their products if the **supplier's** actions are not effective. These actions can be classified into:
 - CSL-1 (Control Shipment Level 1). Additional control performed and supervised by the **supplier** at the facilities that **DOGA** may deem appropriate or by **DOGA** personnel, in which case the derived costs will be passed on to the **supplier**.
 - CSL-2 (Control Shipment Level 2). Additional control supervised and performed by an external company at the facilities that **DOGA** may deem appropriate. The

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derived costs will be passed on to the **supplier**. The **supplier** will not be considered for any new project.

5. Product qualification

5.1 Requirements

Samples must be submitted in the following cases:

- New parts.
- Product modifications.
- Process change (tools, place of manufacturing, repair, etc.) including sub-**suppliers**.
- Correction of anomalies raised in prior samples.

5.1.1 Documentation

It is required to submit documentation in PPAP form according to AIAG. Example available at www.doga.es/files.html.

Unless **DOGA** specifies a PPAP level, Level 3 shall be met.

Element	Level 1	Level 2	Level 3	Level 4	Level 5
1.Design records	R	S	S	*	R
2.Engineering change authorization	R	S	S	*	R
3. Engineering approval	R	R	S	*	R
4.DFMEA	R	R	S	*	R
5.Process flow diagram	R	R	S	*	R
6.AMFE	R	R	S	*	R
7.Control plan	R	R	S	*	R
8.Measurement System Analysis (MSA)	R	R	S	*	R
9. Dimensional results	R	S	S	*	R
10.Materials/tests records	R	S	S	*	R
11.Initial process studies	R	R	S	*	R
12.Qualified laboratory documentation	R	S	S	*	R
13.Appearance approval report	S	S	S	*	R
14.Sample part	R	S	S	*	R
15.Master part	R	R	R	*	R
16.Verification aids	R	R	S	*	R
17.Specific client requirements	R	S	S	*	R
18.Part Submission Warrant (PSW)	S	S	S	*	R

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S= The company must issue this document to the client and keep a copy thereof.

R= The company must keep a copy of this document and surrender it to the client upon request.

***** = The company must keep a copy and submit to the client if required.

5.1.2 Product

The following information must be submitted for all products:

- Waybill: The waybills must include at least: Date, quantity, unit of measure, **DOGA** reference and order number, as well as "PRODUCT TO BE QUALIFIED".
- Packaging: All **packaging** must be properly identified, bearing the following label which must be duly completed.

DOGA	
Muestras / Samples	
Proveedor / Supplier:	_____
Código Proveedor / Supplier code:	_____
DOGA P/N:	_____
Número de pedido/ Order number:	_____
Observaciones/ Remarks:	_____

- ISIR cover sheet (format 101.0226.74.00). The **supplier** must notify the IMDS registration number. Failure to comply with this requirement may constitute grounds for rejection.
- Dimensional report (format 101.0803.74.00). The complete dimensional report and the numbered part drawing must be attached, indicating in it all the characteristics of the drawing, whether or not measured by the **supplier**. If not measured, the **supplier** must justify the cause. Parts used for the dimensional report must be shipped with their correct identification.
- Material report (format 101.0803.74.00): The **supplier** must report compliance with section 2 on substances and materials.

5.2 Results of qualification

The Quality Department will inform the Purchasing department and the **supplier** of the results.

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Possible results include the following:

- H: Qualification approved. The part is released to production.
- R: Qualification rejected. The part is not released for production. Unless otherwise indicated, the purchasing department must request new samples.
- HC: Conditional qualification. The part presents deviations that must be corrected within a defined timeframe.
 - HCS: Short Term Conditional Qualification. The part is not released, and the **supplier** must deliver new samples, correcting the deviations indicated in the qualification report.
 - HCL: Conditional Long-Term Qualification. The part is released during the period notified to the **supplier**.
 -

Logistics

6. Delivery and reception

Deliveries and services must take place within the deadlines or dates stated in the order.

The logistics conditions in terms of frequency, delivery date, quantity and packaging must always be agreed/approved with the SCH department, without representing any variation in the pricing conditions agreed with Purchasing.

Goods will be considered to have been received according to their date of receipt and delivery of the documentation in our reception warehouses. The latter will justify admission with an entry stamp (approved, save subject to examination) in the delivery note.

Delivery of the goods will be exempt from any type of charges other than those expressly stated in the order. The packaging will be that which was approved during the qualification process in each case.

All goods will be delivered in compliance with the packaging guidelines and requirements approved in the approval phase, as defined in the requirements included in this document. It is possible that **DOGA** may approve the use of an alternative packaging in order to guarantee the supply.

Any **supplier** of chemical products must immediately send us any updates that may come into effect in the safety data sheet of any product supplied to the **DOGA** group.

Any anomaly that is observed in the delivery, be it defects in the documentation, labeling, packaging, quantity or quality, or deterioration of the goods, will be the responsibility of the **supplier**, according to the following procedure:

- The delivery note signed before the transporter will indicate “Accepted save subject to examination” and the date of receipt.

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- The goods must fulfill the required and approved quality and logistics requirements. Just as quality control is carried out by sampling or applicable controls, logistical control is systematically carried. Any defect or anomaly found will be applicable to all or part of the batch, and depending on the importance of the anomaly, pertinent charges will be applied to the recovery or the goods will be returned, or the **supplier** will be notified so that he may perform the required re-work at our facilities. Any re-packaging or re-labeling due to discrepancies with the approved goods or goods received in poor condition will entail charges to the **Supplier**.
- Hidden defects. Damages of any kind caused by hidden defects of the goods that have not been detected in our controls at entry and quality issues that cause defects in the assembly, finished product or in the articles manufactured with it by third-party **buyers**, will be charged to the **supplier**.

Quantities delivered in excess of those contained in the order will be subject to the following conditions, which will be immediately notified to the **supplier**:

- Rejection of excess quantities.
- Admitted, but as "on account" corresponding to pending delivery schedules, if any.
- Admitted in full without any other condition.
- The amount of production shutdowns of our lines, the cost of overtime of production line and/or warehouse for manufacturing/preparation and the costs derived from any urgent shipment that deviates from delayed material shipment standards due to defective or late arrival of material will be charged to the **supplier**.

The delivery conditions agreed in the contractual offer (RFQ) must be met.

6.1 Packaging

The packaging instructions are used to optimally configure the packaging in order to meet the requirements of the following points:

- Quality.
- Transportation.
- Material entry.
- Storage.
- Material availability.
- Manufacturing/assembly.

DOGA, in collaboration with the **supplier**, defines the packaging and the quantity to be supplied per package. The **supplier** must supply only as established and/or specifically described in the form " Packaging Data Sheet".

If the agreed packaging is not used, **DOGA** reserves the right to charge the account of the corresponding **supplier** any possible packaging handling and replacement costs.

In certain justified cases, the modifications must be previously agreed with the Logistics Department of **DOGA**.

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NOTE: This Rule of Delivery of Materials is subject to the Modification Service and in case of need is supplemented by standalone sheets.

6.1.1 Packaging characteristics

When choosing the type of packaging, the following requirements must be considered:

- Supply of parts, without suffering any deterioration, up to the place of consumption.
- Minimum variation in container types.
- Optimal use of containers (fill degree: 90% minimum).
- Possibility to stack packages.
- Compliance with the expected standard dimensions.
- Easily and manageably removal of parts.
- Recyclable external and internal packaging.
- Avoid all kinds of filler chips.

6.1.2 Packaging labeling

Packaging is marked using Odette Transport Label v1.4 (barcode format COD 128) as per the example below. It is applied as an adhesive in non-returnable containers or as a label for repeated use containers.

All containers must be identified by ODETTE labels placed in a visible and safe place.

RECEPCION DOGA S.A. CTRA. N.2, KM 583 08630 ABRERA-ESPAÑA		MUELLE/PUERTA 01	
Nº DE NOTA DE AVISO (N) 00458 		REFERENCIA DEL PROVEEDOR ITABSA, C./ LLEIDA, S/N CAN CASAS - CAN SUNYOL 08760 MARTORELL TELF: 93 7755258	
REFERENCIA DE LA PIEZA (R) 14050280100 		PESO NETO (KG) 0	PESO BRUTO (KG) 0
CANTIDAD (Q) 40 		Nº DE CALAS 20	
CÓDIGO DEL PROVEEDOR (V) 09116 		DESCRIPCION GRUPO SOPORTE MOTOR	
Nº DE SERIE (S) 0 		REFERENCIA DEL PROVEEDOR X X X	
DOGA 08630 ABRERA BARCELONA - ESPAÑA		FECHA D980731	
		MOD. DE INGENIERIA A	
		Nº DE LOTE (H) X X X 	
DOGA 08630 ABRERA BARCELONA - ESPAÑA		ODETTE Ver.1 Rev. 4	

In addition to the specified data, packaging labeling must comply with additional characteristics if they involve raw materials, products for certification or containers per unit of load (pallets).

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6.1.3 Raw materials

All raw material packages must be identified by the **supplier's** own labels, which must not be adhesive and must be placed on pallets in a visible and safe place.

6.1.4 Container labelling per load unit (Pallet)

All the containers must be grouped by product and must be positioned so that the labels remain visible inside the load unit.

Products which, due to quantity or volume, are received in a single load unit, in addition to the individual labels per container, must carry a label stating the total content of said unit.

6.2 Waybills

All products upon delivery must be accompanied by their corresponding waybills which must be duly completed. The following data should be indicated:

- Supplier information (number, name, address).
- Waybill number.
- Date.
- Purchase order number.
- Product.
- Description.
- Quantity.
- Number of packages

In addition to reflecting these data, they must meet certain additional conditions if they involve raw materials or products to be approved.

All the Raw Material Delivery Notes must be accompanied by their corresponding Quality Certificates.

All "To Approve" products must be delivered according to the criteria specified in the quality section of this document.

NOTE: If the goods are delivered without a delivery note, **DOGA** reserves the right to not unload the material. If unloaded, the reception of the material will take place on the date when the missing physical delivery note is received.

6.3 Containers

All products must be delivered in standardized containers that **suppliers** will have previously requested from the Logistics Department (Container Management). They can also be delivered in neutral or customized cardboard boxes from the **supplier**. To ensure the quality of the product during handling, the following requirements must be taken into account.

- Minimum variation of container type.
- Optimal use of the container, 90% minimum fill level.

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- Must be stackable.
- Materials packed in bags, plastic bags or recovered cardboard boxes (food products, cleaning, beverages, etc.) are not allowed.
- All Bac type containers or containers must be covered (to protect the product) with plastic, cardboard or unprinted paper (never newspapers, magazines, etc.).

6.3.1 Container weight, small size (boxes)

The gross weight of cardboard boxes and BACS ODETTE containers will in no case exceed 10 Kg. A transition period of 6 months is established from the date of entry into force of this requirement.

6.3.2 Container weight, large size (containers)

The gross weight of metallic containers will be 800 Kg at a maximum.

6.4 Load unit (pallets)

Pallets and load supports must meet the dimensions indicated below, except in special cases as specified in the purchase order.

6.4.1 Standard measures

Wooden pallets: Measures (length x width): 1200x800mm. Maximum allowed height will be 1500 mm.

Products, which, due to quantity or volume cannot form a single full load unit, are grouped in it in an orderly manner for their identification and control.

6.4.2 Cardboard measures

The dimensions of pallets or load carriers for the delivery of cardboard boxes should be that which is considered most appropriate, guaranteeing their quality for both transport and storage.

6.4.3 Conditions of delivery of raw materials (straps and formats)

Raw material deliveries must be made according to the conditions indicated on our orders or delivery plans.

6.4.4 Pallet protection

All products delivered on pallets or load supports must be protected with shrink-wrapped plastic to guarantee their quality during transport and storage, except when the technical data sheet of the product indicates otherwise.

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Purchasing

7. General Purchasing Conditions

These General Conditions of Purchase establish the necessary requirements to reach commercial agreements or purchase agreements with any **DOGA** company.

7.1 Orders

All of our orders will be confirmed in writing. If confirmation is not received within 48 hours from the submittal of the schedule, the dates indicated in the order and/or Delivery Schedule will be understood as officially confirmed for all purposes.

Supplier programs report firm (binding) orders and forecasts (non-binding). Likewise, it allows to manufacture and supply raw material for the previous dates indicated in the corresponding fields of the order.

Products requested by the **buyer** cannot be subcontracted unless a specific signed agreement is available. If this were the case, this should not be a reason for modifying the existing conditions. Any variation in this respect must be approved by the SCH department.

Close Purchase Orders shows delivery date at **DOGA** no matter what incoterm is. Schedule agreements shows material availability date according incoterm.

If **supplier** is in charge of the transport, then delivery date at **DOGA**, if **DOGA** is in charge of the transport then collection date at **supplier** site.

There are several Purchase Orders types:

Type	Description
ZCL	Customer goods order
ZOI	Investment order
ZPR	Repair order
ZH	Homologation order (NO outsourcing)
ZZE	Outsourcing homologation order
ZDEV	Return order
ZIDE	Intercompany return order
ZPT	Supplier move order
ZTRA	Internal move order
ZTF	Third party order
ZIOC	Intercompany order
ZOC	Closed order
ZE	Delivery plan

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ZSE	Outsourcing order
ZSP	Outsourcing order for external phase
ZUP	Out of time order
ZPRO	Prototype order
ZOS	Service order
ZOSF	Billing plan

DOGA companies not integrated into SAP ERP System yet have their own purchasing orders codes and are informed accordingly.

7.2 Location of off-site machinery, molds, dies and tools

Any means of production such as machines, molds, dies, tools or others in their possession that are the property of **DOGA** must be properly identified with the tool number assigned by the **buyer**. The **supplier** is responsible for maintenance and conservation for the time determined by the customer.

Use of the latter is limited to its facilities and exclusively to the manufacturing of parts of the **buyer** for the **buyer** and/or authorized **buyer's suppliers**.

The transfer of our molds dies and tools to other companies is totally prohibited unless authorized in writing by the **buyer**.

Proper maintenance costs of the latter will be borne by the **supplier** of the part and must be insured against damage.

7.3 Invoicing

Prices and chargeable concepts other than those consigned in the order or, where appropriate, expressly modified and authorized afterward in writing will not be admitted.

Different Purchase Order types in one single invoice are NOT allowed.

Invoices must be sent every two weeks (15 or 30 of each month) and must be sent via email within a maximum period of 2 working days from the date of the invoice.

e-mail facturas.proveedores@dogas.es for:

- DOGA, SA
- DOGA Metalparts, SLU
- DOGA Gestió, SLU
- FAINA TANGER SARL AU

e-mail facturasdna.proveedores@dogas.es for:

- DOGA Navarra SLU

e-mail facturasdpa.proveedores@dogaparts.es for:

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- DOGA PARTS SL

Other **DOGA**'s companies not stated above list will inform accordingly.

The following information must be expressly stated: **DOGA** reference number, delivery note number, **supplier** code and order type + number (e.g. OrderType[space]OrderNumber).

Payment of invoices for delivered quantities higher than those consigned in the order may be split according to the due date corresponding to the respective schedule.

The prices indicated in the order will be understood to be without VAT / taxes, which must be shown separately in the invoice.

7.4 Payment terms

Payment terms are informed in the Purchase Order.

DOGA reserves the right to withhold payment for non-compliant goods.

DOGA will compensate ZDEV orders (Return Order) not managed by the **supplier**

7.5 Rights and competencies

- Credits (materials / tooling...) supplied by **DOGA** cannot not be transferred to third parties unless expressly authorized by the **buyer**.
- If the **supplier** uses goods owned by the **buyer** to execute the orders, he will be liable for the damages that could be caused to goods or third parties that result from negligence or fault by the **supplier**, its **suppliers** and workers of both.
- The **supplier** is obliged to hold the **buyer** free of liability and compensate and indemnify it before any liability arising from the aforementioned damages.
- The **supplier** will take out an insurance policy against civil liability risks associated with business products with an insurance carrier to cover any responsibility that may arise in the use of the product. The minimum amount of the insurance will have to be defined based on the criticality of the component and the **supplier's** invoicing amounts before **DOGA**.
- The **buyer** reserves the right to exercise the actions it deems appropriate in accordance with the right to terminate all or part of the orders, and even to demand compensation for damages caused by non-compliance with the delivery deadlines and dates indicated, defects of materials, associated documentation, packaging and any other that could be demanded from us due to anomalies or defects originating from the **supplier** or any services rendered to us.
- For any litigation or controversy that may arise directly or indirectly in connection with the order, it is understood that the **supplier** expressly renounces the jurisdiction that may correspond to him and submits to the jurisdiction and competence of:

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- The Courts of Asti in the case of DOGA Italia S.r.l.
- The local Courts of Nantong in the case of DOGA NANTONG Auto Parts Co, Ltd.
- The Courts of Chicago in the case of DOGA USA CORPORATION
- The Courts of Curitiba in the case of DOGA DO BRASIL, LTDA
- The Courts of Barcelona (Spain) for the rest.
- For **suppliers** of DOGA Navarra, S.L.U.; DOGA, S.A.; DOGA GESTIO, S.L.U.; DOGA METALPARTS S.L.U., FAINA TANGER SARL AU and DOGA PARTS, S.L., this manual is written in Spanish and English, Spanish being the language of reference in case of discrepancy.
- For **suppliers** of DOGA NANTONG Auto Parts Co, Ltd., this manual is written in Chinese and English, English being the language of reference in case of discrepancy.
- For **suppliers** of DOGA USA CORPORATION, DOGA DO BRASIL, LTDA and DOGA Italia S.r.l., this manual is written in English, English being the language of reference in case of discrepancy.

7.6 Confidentiality

- The **supplier** undertakes to maintain confidentiality of all documentation and information received from the **buyer**.
- The commitment implies that they cannot be revealed to third parties without the expressly authorization of the **buyer**.
- Confidentiality will remain in effect, even after the end of the business relationship.

8. Supplier evaluation

All **DOGA suppliers** are evaluated on a quarterly basis.

8.1 Qualification of product suppliers

The valuation criteria of external **suppliers** are subject to scores given by the Quality, Logistics and Purchasing departments. The maximum score is 100 points and, depending on the final value, three evaluation categories are established, A, B and C, with C being the one with the worst score. The objectives and actions for each category are agreed annually by the three departments.

Each department has the following relative weight in the global evaluation:

- Quality: 70%.
- Logistics: 20%.
- Purchasing: 10%.

Service **suppliers** will be evaluated with a single weighting of 100%.

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Supplier evaluation will be carried out as established in the " **Supplier** Evaluation QM Manual", which reflects the functionality of the SAP system.

8.1.1 Quality assessment

The Quality Department carries out its evaluation according to the following categories and relative weights:

Automatic criteria:

- Rejections: 60%
- Alerts: 20%

Manual criteria:

- Penalties: 10%
- Audit: 10%

The **rejection** and **alert** score will be automatically established according to the SAP system, as reflected in the " Supplier Evaluation QM Manual".

The manual **penalty** and **audit** categories will be manually filled in based on the following criteria.

The criteria keep their maximum score if they are not assessed:

- In the **penalty** category, the **supplier's** response and reaction to a claim or alert will be taken into account.
- **Suppliers** that do not respect the established 1-week non-conformity closure due date will be penalized with -30 points. In addition, 30 points will be subtracted for each week of delay.
- This category will also take into account all customer interruptions, market returns or customer notifications of special situations related to quality issues, which will be detracted according to their severity or risk, with a maximum penalty of 1.
- In the audit category, the result of the process audit (according to VDA 6.3) will be taken into account for those **suppliers** that have been audited during the period corresponding to the evaluation.

8.1.2 Logistics assessment

The Logistics Department conducts its assessment according to the following categories and relative weights:

Automatic criteria:

- Delivery date: 65%
- Delivered quantity: 25%

Manual criteria:

- Penalties: 10%

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The **delivery date and quantity delivered** score will be automatically set according to the SAP system to assess the level of fulfillment of the delivery plan, as reflected in the " Supplier Assessment QM Manual".

A logistics penalty is a manual criterion whereby a score of 1 will be detracted from all those **suppliers** that have generated at least one special transport/shipment, one client interruption, one retention or one stoppage of supplies.

8.1.3 Purchasing assessment

The Purchasing Department evaluates the **supplier** if it considers that any of the concepts detailed below should improve:

- Collaboration and pricing levels (up to -30%)
- Cooperation in product development (up to -30%)
- Agility and proposal accuracy (up to -20%)
- Assumption of responsibilities and cost overruns generated (up to -10%)
- Agile response upon receipt of documentation or actions (up to -10%)

8.2 Qualification of service suppliers

Service **suppliers** will be evaluated by means of a manual weighting, to be established by the department that is involved the most with the **supplier** to be evaluated. All the criteria mentioned in the quality assessment, logistics and purchases will be taken into account, whenever they apply.

8.3 Global assessment

The global assessment for **suppliers** of product is obtained according to the following formula.

Global weighting = 0.7 * Quality + 0.2 * Logistics + 0.1 * Purchasing

The overall assessment for service **suppliers** will be that which is obtained directly according to their weight.

The global assessment of the service providers will be directly obtained according to their weighting.

Depending on the result, the supplier will be classified according to category A, B or C and that will involve actions and / or follow-up.

8.4 Notifying qualification status

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All the **suppliers** defined as main by consensus by Quality, Logistics and Purchasing will receive a notification from the Purchasing Department informing them of their qualifications. In case of a global or partial C score, a response will be requested with the corresponding corrective actions within a maximum period of 15 days.

The Department responsible for the negative score will evaluate the validity of the answers.

8.5 Risk assessment

All those **suppliers** with a repeated global C score will be considered when planning the audit calendar.

External audits will be scheduled annually and can be re-scheduled when required.

9. Supplier development

9.1 Suppliers in Improvement (SIP)

DOGA chooses the list of **suppliers** to develop (SIP, **Suppliers** in Improvement Process) on an annual basis, in agreement between the Purchasing, Logistics and Quality areas.

The **suppliers** included in the SIP list may include:

- Low performance **suppliers**, according to the result of the **supplier** evaluation of the previous years, as long as the supplier have a significant turnover.
- Critical part **suppliers**.
- **Suppliers** whose performance has worsened or stagnated in a PPM index or delivery index.
- Other **suppliers** which require carrying out special developmental or follow-up actions as deemed by Purchasing, Quality or Logistics.

Throughout the year, **suppliers** can be included in the SIP list, which, for exceptional reasons require special actions.

9.1.1 Action plan

All pertinent actions will be carried out for the development of each **supplier** selected, which may include, among others:

- Audit to detect areas of improvement and define an Action Plan in case non-conformities are found.
- Assessment follow-up
- PDCA action plan

9.1.2 SIP supplier follow-up

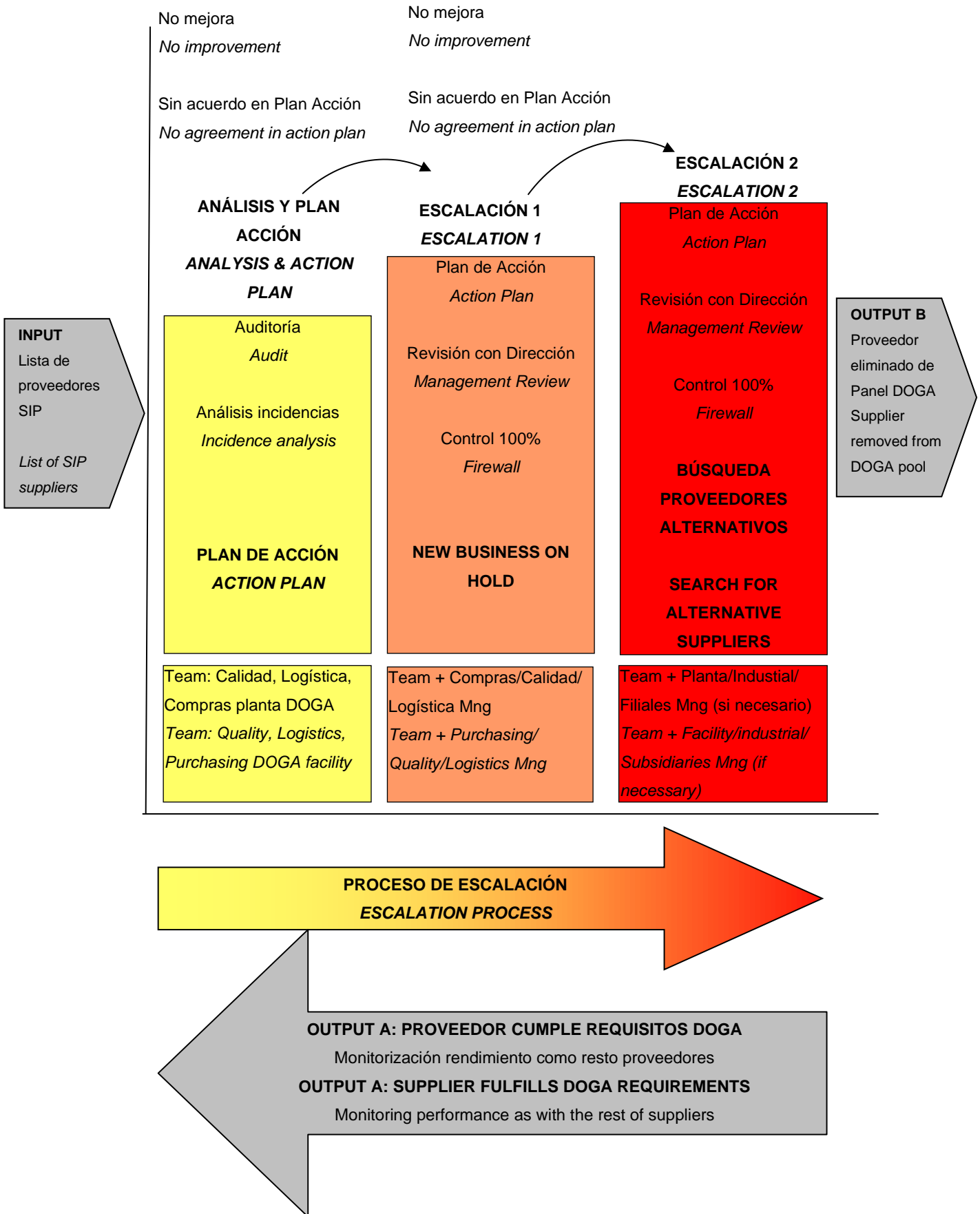
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The **supplier** will respond to the NCs with an action plan within 30 calendar days after the audit.
Purchasing will monitor the actions of the **supplier** within 60 calendar days after the audit.
Purchasing and Logistics/Quality will close the **supplier's** plan of actions the 180 days after the audit.

9.1.3 Escalation process

SIP **suppliers** refusing to conduct an Action Plan or failing to fulfill it will follow the below escalation process:

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Revisión <i>Revision</i>	Fecha <i>Date</i>	Descripción del Cambio <i>Changes description</i>	Iniciales <i>Initials</i>
00	12/Dec/2018	Initial release	AO
01	21/May/2019	DOGA INDIA PRIVATE LIMITED added into the scope	AO
02	Jan/2021	DOGA USA CORPORATION & DOGA DO BRASIL LTDA added into the scope Several Typo fixed Financial concepts clarified CSR paragraph added	AO
03	Feb/2021	Italian version cancelled	AO