



Krones Supplier Handbook

Version: 01/07/2024

 **KRONES**

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1. Introduction

The materials, components and production resources purchased by the Krones Group (hereinafter referred to as “Krones”) form an integral part of our end products and thus have a decisive bearing on the quality of our high-value plant and machinery. In order to also guarantee the high quality and our high demand on sustainable solutions in the future, we need suppliers who are committed to and employed in the aforementioned areas.

This Supplier Handbook defines the requirements and quality standards of our suppliers. The common goal are a zero-error strategy, as well as a cooperative and constructive collaboration. In order to consistently satisfy the demands on quality and sustainability, the products and services must always meet the valid statutory provisions, purchase order specifications, drawings, standards, including Krones company standards and specifications. This document is binding and is intended to complement the General Terms and Conditions, the purchase terms and all other contracts that may exist.

The basis for successful collaboration are:

- The suppliers recognising and observing the Krones quality requirements
- Timely delivery in perfect and consistent quality
- Implementation of a QM system
- Pursuit of the continuous improvement process
- Consideration of an environmental management system
- Acceptance of the purchase terms and Supplier Handbook
- Supplier Code

Meeting these prerequisites will provide a good basis for a successful, long-term partnership.



2. Scope

This Supplier Handbook applies for all suppliers who supply direct and indirect material to the goods receipt areas of the Krones Group. In addition to the Supplier Code and the respective specific contract, the supplier guideline for delivery also forms an obligatory basis for the purchase order. Other and/or additional requirements may apply for the rest of our suppliers, depending on the contractual basis.



3. Supplier handbook

3.1. Supplier selection/requirements

The supplier is selected by Corporate Procurement in close collaboration with Corporate Governance, Corporate Strategic Supplier Quality Management and on a case-by-case basis, by Corporate Research & Development.

Our selection criteria:

- Requirements as stipulated in the Act on Corporate Due Diligence Obligations in Supply Chains
- Requirements as stipulated in the Supplier Code
- Valid non-disclosure agreements
- Kronos due diligence checks
- Successful initial sampling based on VDA 2.3
- Product audit if necessary
- System audit if necessary
- Relevant certifications

The basis for successful cooperation and a positive supplier selection is the implementation and application of a quality management system. If a supplier is not already certified under a quality management system such as DIN EN ISO 9001 or the current version of IATF16949, the following requirements at least must be met in order to be considered as a supplier of Kronos AG:

| DIN EN ISO 9001: 2015 | |
|-----------------------|---|
| Chapter | Standard element |
| 6.1 | Actions to address risks and opportunities |
| 7.1.5 | Monitoring and measuring resources |
| 7.2 | Competence |
| 7.5.2 | Creating and updating |
| 7.5.3 | Control of documented information |
| 8.2.1 | Customer communication |
| 8.4 | Control of externally provided products and services |
| 8.5.1 | Control of production and service provision |
| 8.5.2 | Identification and traceability |
| 8.5.4 | Preservation |
| 8.5.5 | Post-delivery activities |
| 8.6 | Release of products and services |
| 8.7 | Control of nonconforming process outputs, products and services |
| 9.1.1 | General information |
| 10.2 | Nonconformity and corrective action |
| 10.3 | Continual improvement |

3. Supplier handbook

3.2 Duty of documentation/disclosure

The supplier has a duty to keep records of the performance of suitable quality measures, in particular test results, and to archive these in an orderly manner for a period of five years. Krones AG must be granted access to the necessary extent, as required. If goods for which product-specific standards (e.g. European Machinery Directive) apply are to be supplied, Krones AG assumes that these will be met in full.

The supplier has a duty to disclose all circumstances that affect Krones AG. Among other disclosures, information concerning quality problems, foreseeable supply difficulties and changes of product characteristics must be disclosed unprompted. Should suppliers plan to discontinue production for products or services, Krones AG must be informed about this at least twelve months in advance (e.g. product discontinuation).

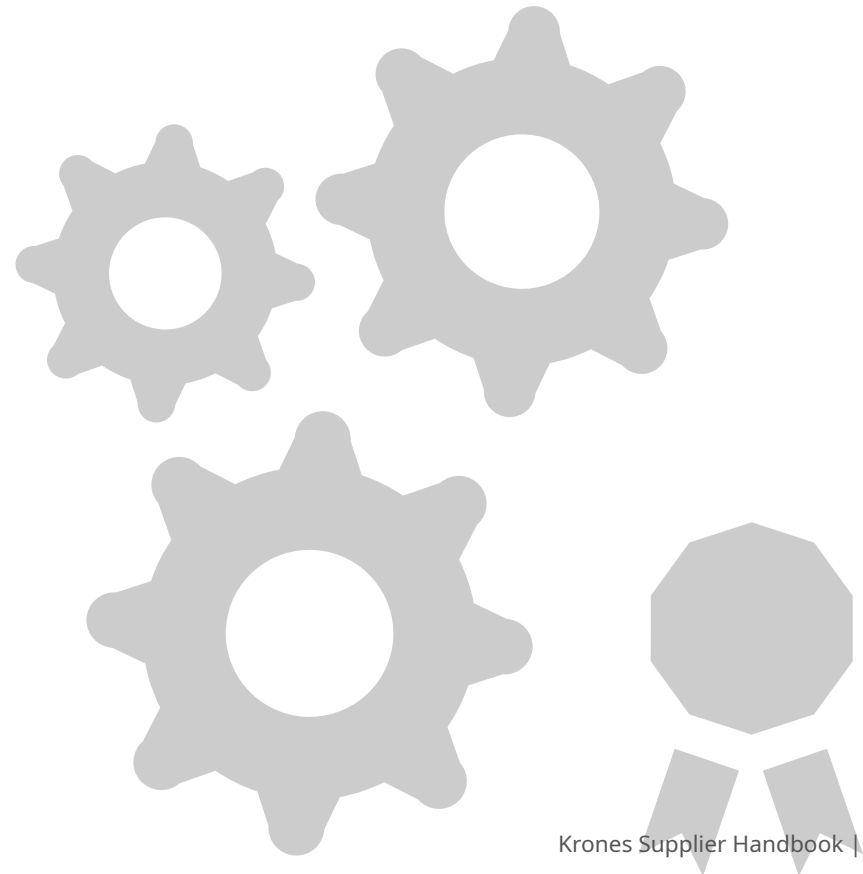
Krones AG reserves the right to block suppliers if they fail to comply with agreed arrangements. A partial or complete block may be imposed for the following reasons, among others:

- Persistent quality problems
- Unsatisfactory supplier reliability
- Poor quality performance indicator

3.3 Corporate Procurement

The Corporate Procurement unit is the point of contact in the Krones Group for commercial topics. The contact persons for the suppliers are shown on the relevant documents (e.g. enquiries, contracts, purchase orders, notices of defects).

Further information on the Purchasing unit is provided under:
<https://www.krones.com/en/company/suppliers.php>



3. Supplier handbook

3.4 Supplier Requests Service Management & Support Ticketmanagement

The [Supplier Requests Service Management](#) is a ticket system for the clarification of technical supplier enquiries regarding Krones purchase documents, for the forwarding of material certificates to Krones, for the clarification of queries regarding technical changes and for support for the eProcurement, SUS topic portal.

Query categories:

- Technical supplier enquiries regarding missing or incomplete documents, as well as one-time special releases
- Forwarding of material certificates to Krones
- Enquiries regarding supplier assessments
- Technical changes
- Support on eProcurement/SUS topics

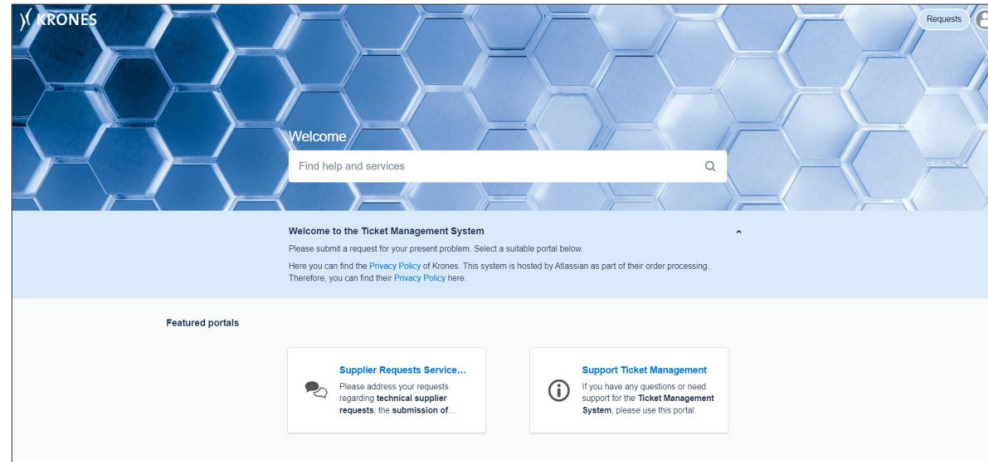
[Support Ticketmanagement](#) acts as a support ticket system and supports the use of the portals. Accounts can also be linked or removed.

Query categories:

- General queries on the use of the system
- Linking of additional accounts
- Removal of an account

The user documentation can be accessed [here](#).

Initial requests for registration for the Supplier Requests Service Management Portal should be sent to the following e-mail address: srsm-jira.registration@krones.com



KRONES AG
Böhmerwaldstr. 5
93073 Neutraubling
Deutschland / Germany

Adresse xy

| | |
|-----------------------|-------|
| Bestellnummer/Datum | Seite |
| 4511 ... / 06.02.2023 | 2 |

| Pos. | Material-Nr Bestellmenge | Einheit | Mat-Bezeichnung | Preis pro Einheit | Nettowert |
|------|-----------------------------|---------|--|-------------------|-----------|
| | | | Werkstoffbez. : X5CrNi1810 Keine Über- oder Unterlieferung zulässig ! Dokument : S331123000007 DokVersion : 00 | | |
| | 2 Stück | | | EUR | EUR |

Bei Rückfragen zu Einkaufsbelegen nutzen Sie bitte unser Portal:
krones.atlassian.net/servicedesk
Ihr Angebot/Datum : ANL-180019 vom 28.03.2018
Ihre Materialnummer 30160177

3. Supplier handbook

3.5 Special releases

Previously defined specifications must always be observed. If a deviation is found in exceptional circumstances, an application may be made for a special release. A special release is a one-off release and applies only for the particular delivery or parts for which it is requested. It is not considered consent for future purchase orders.

An application for a special release must be made through Supplier Requests Service Management (compare to chapter 3.4). Only then can an application for a special release be processed. The deviation application should be described in detail so that Krones AG can make a decision without requiring any other documents. It may be supported by drawings or digital photographs, for instance. The supplier can make a proposal for rework. On request, Krones AG also expects information about the cause of the fault and the corrective action taken as a result.

Each special releases must always be documented as such on the delivery note.

13 | Krones Corporate Quality Management


Links to the Ticket Management System



<https://krones.atlassian.net/servicedesk/customer/portals>

Ticket Management System user surface.

<https://krones.atlassian.net/servicedesk/customer/portal/2>



[Ticket Management System](#) (application for a special release)

3.6 Delivery scheduling

The supplier has a duty to meet the agreed delivery dates. The agreed delivery dates relate to the time at which the goods are handed over at the place of destination indicated by Krones AG. Krones AG must be informed at once and unprompted of any foreseeable postponement of the delivery date.

3. Supplier handbook

3.7 Goods receipt

Depending on the corporate site, please observe our [delivery addresses/delivery times](#).

Urgent deliveries are also accepted outside of the given delivery times if prior notification of this is provided. Delivery notes and/or invoices cannot be processed if the Krones order number has not been stated. The purchase order indicates the goods receiving area to which the goods are to be delivered.

If a material requires a certificate, this will also be indicated on the purchase order. The material certificate must be sent via the Supplier Requests Service Management (see chapter 3.8. Acceptance test certificate/pressure equipment documentation). Krones goods receiving areas are generally only equipped for unloading with forklift trucks.

In the case of KANBAN deliveries, to enable further internal processing it is essential that the KANBAN no. is shown on the delivery note. It can be found in the item details on your purchase order.

If the purchase order is a spare parts order, this will be identified in the header with the term "LCS order" and an "E" after the order number. A spare parts order must always be processed with priority.

You can find additional requirements on deliveries in the [Supplier guide-line](#) under "General documents" in the download area of the website.



3. Supplier handbook

3.8 Acceptance test certificate/ pressure equipment documentation

If there is a duty to supply certification or pressure equipment documentation for goods, we will stipulate that this is necessary in our purchase order. We will request the test certificate as a document via [Supplier Requests Service Management](#).

If the documentation is required in paper form with an original stamp, this will be expressly stated on the purchase order. The documents must be clearly legible and may only be forwarded in the original or as a copy of the test certificate with no change in its condition (including its legibility) – apart from quantity adjustments. In the case of copies, a procedure for ensuring traceability must be applied.

A ticket for submitting material certificates can be created at this [link](#).

The document must be available in digital form at the time the goods are received, otherwise we will send a reminder. If we do not receive the certificate despite a reminder, Krones will issue a notice of defects, which will have a negative impact on the supplier assessment.

You must also make sure that deliveries are from the same batch. If this is not possible, the purchase order must be split into several order positions. Please contact the relevant buyer in Purchasing. A certificate must be sent with every goods delivery, regardless of whether it is a new purchase order, a partial delivery or a notice of defects.

3.9 Delivery note

All the necessary information on the delivery note can be found in the respective [Supplier guidelines](#) under "General documents" in the download area of the website.



3. Supplier handbook

3.10 Auditing

Cause, e.g.:

- For new suppliers after a positive initial sample check
- Outsourcing of technology
- For current problems with quality
- Approval of welding suppliers

Performance:

Normally a one-day audit is carried out. The precise scope and date will be agreed between the supplier and Krones AG in advance. The supplier must ensure a smooth process and grant access to all relevant construction sites.

Goal:

The purpose of the system audit is to verify the effectiveness of integrated QM systems and obtain evidence of the extent to which quality-related activities meet the requirements for achieving the specified quality targets. It contrasts with a product audit, in which a particular product is inspected for conformity with the specified technical requirements.

Special feature:

Auditing and welding approval are essential for suppliers of welding technology. The supplier has an obligation to rectify the defects/deviations revealed by the audit within the appropriate period of time.

3.11 Quality assurance agreement [QAA]

Krones AG uses a quality assurance agreement to regulate a number of quality-related aspects with the supplier. It complements existing agreements. The supplier generally declares itself willing to conclude a QAA with Krones AG.

Goal:

- The supplier is given the possibility to supply the Krones consumption points directly (KANBAN)
- The incoming inspection within Krones AG is limited to verifying quantities, checking identity and an inspection for outwardly visible defects. In the case of deliveries for the Kanban system, the inspection is limited to outwardly visible defects or damage in transit.

Requirements:

The conclusion of a QAA depends on the quality performance indicator achieved and the defect rate. The quality performance indicator is obtained and the principles for calculating the defect rate are described in chapter 3.16, Supplier assessment.

Requirement:

- Certificate of Compliance pursuant to DIN EN 10204 2.1 for each delivery note.
- The supplier declares itself willing to comply with the agreed documentation policies.



3. Supplier handbook

3.12 Initial samples

Initial samples must be manufactured in accordance with the Krones AG specifications. Evidence must be provided that the samples are manufactured under series conditions. Samples must be identified as such. The initial sampling process should demonstrate before the parts go into production that the supplier is able to meet the product requirements set out in the drawings and specifications. If a sample deviates from the previously defined requirements, Krones AG must be notified of these deviations without delay. The initial sample test report must be presented in full, and it must be possible to clearly allocate reference markings in the drawings.

Cause for initial sampling, e.g.:

- Change of supplier
- Change of production procedures
- Changes in specifications for A parts and assemblies
- Special technologies
- For new or changed cast models
- External assignment of critical parts

Initial samples are generally not required for:

- Catalogue parts
- Minimum series

Krones AG may reject initial samples if not all the ordered or legally required documents and proofs are provided in full or if unapproved deviations of any kind occur. Within Krones AG initial samples will be checked against the required specifications with regard to dimensions, materials and/or functions and other features that may be required in the individual case. An assessment will be prepared on the basis of the results.

Evaluation:

- Release: if delivery is perfect
- Conditional release: if there are shortcomings that do not affect the ability to function
- Rejection requiring improvement: if there are considerable defects
- Subsequent sampling will take place along the same lines as initial sampling.

Initial sample test report:

The initial sample test report is available as a document template in the [download area](#) "General documents" on the official Krones website.

To edit, click on the "Highlight Existing Fields" button and complete all form fields in full. The filled-in initial sample test report must be provided in digital form for inspection and approval before the delivery of the Krones goods to the e-mail address specified on the purchase order.

The format of the report must not be modified, i.e. it must remain interactive for the purposes of further processing within Krones. To enable the report to be clearly associated, please enter the following in the subject line of the email: initial sample report, supplier name and number, purchase order number. If there are any particular points to note with regard to transport protection, storage or preservation, please enclose this information with the initial sample test report.

The form is titled "KRONES" and "Seite 1 von 1". It includes the following sections:

- Sprache:** Deutsch
- Deckblatt-**
- Lieferant:** Firma, Straße, Land/PLZ/Ort
- Adresse:** Firma: KRONES AG, Abteilung: Erstmusterprüfstelle, Straße: Böhmerwaldstraße 5, Land/PLZ/Ort: D-93073 Neustadt
- Checkboxes:**
 - Erstmusterprüfbericht
 - Erstbemusterung
 - Nachbemusterung
 - Neuteil
 - Produktänderung
 - Produktionsverlagerung
 - Änderung von Produktionsverfahren
 - längeres Aussetzen der Fertigung
 - neuer Untertierlieferant
 - Produkt mit DmbA
 - Fertigungs-/Prüfplan erstellt
 - FMEA durchgeführt
 - Prüfbericht sonstiger Muster
- Anlagen:**
 - 01 Funktionsprüfung
 - 02 Maßprüfung
 - 03 Werkstoffprüfung
 - 04 Zuverlässigkeitsprüfung
 - 05 Prozeffähigkeitsprüfung
 - 06 Prozessablaufdiagramm
 - 07 Prüfmittelfähigkeitsnachweis
 - 08 Prüfmittelliste
 - 09 EG-Datensicherheitsblatt
 - 10 Haptik
 - 11 Akustik
 - 12 Geruch
 - 13 Erscheinungsbild
 - 14 Zertifikate
 - 15 Konstruktionsfreigabe
 - 16 Inhaltsstoffe in Zukaufteilen
 - 17 Sonstiges
- Kunden:** Krones Neustadt
- Bestätigung:** Bestätigung Erstmusterprüfstelle. Hiermit wird bestätigt, dass die Bemusterungen nach Krones internen Richtlinien durchgeführt worden sind.
- Bestätigung Kunde:** Name, Abteilung, Tel./Email, signiert von
- Bestätigung Lieferant:** Name, Abteilung, Tel./Email, signiert i.A.
- Frei mit Auflagen:** abgelehnt, Nachbemusterung erforderlich
- Frei mit Auflagen:** Table with columns for dates (gesamt, 01-17) and checkboxes for each date.

3. Supplier handbook

3.13 Notice of defects

The supplier is responsible for providing goods that are free of defects in quality and defects in title from the point of time of the passage of risk until the time when warranty claims become statute-barred. In the event of a notice of defects, rapid rectification of the defects has top priority. To that end suppliers are required to analyse the defects and initiate suitable action in order to achieve a final solution to the problem and minimise the risk of repeat defects.

Krones AG reserves the right to take action intended to prevent greater damage or avert downtimes, for instance, and to pass on these costs to the supplier in the form of an invoice. The supplier will be informed of this action as quickly as possible.

Krones AG also reserves the right to invoice the supplier for the additional costs, including any litigation costs, resulting from any notice of defects caused by the supplier.

With every notice of defects Krones AG requires immediate feedback on the further action taken to rectify the problems that have occurred. These agreed measures must be implemented within 14 days as stated in the General Terms and Conditions.

If a written statement is required, this will be explicitly requested in the notice of defects. Krones requires two different types of statements, a 4D report or 8D report. Regardless of which type of report is needed, a template which the supplier can use will be sent with the notice of defects. If the supplier uses its own templates, our template must still be observed so that it is clear which mandatory information is required. The supplier must send any statements to the QM officer responsible indicated in the notice of defects.

Queries or comments on a notice of defects can only be dealt with if the notice-of-defects reference number is given. It is imperative that it is always specified each time we are contacted.

A goods receipt slip is enclosed when parts which are the subject of a claim are returned to the supplier. It is not enough to simply quote this delivery note number (14xxxxxxx) with queries.

In the case of spare parts deliveries, in addition to the standard information that is required the delivery note, information about whether the goods are new or used must always be indicated.

3.14 SUS – Supplier self-service

Krones AG provides suppliers with a modern platform for efficient procurement processing.

The online supplier portal allows us to send enquiries and quotations, purchase orders, confirmations and contracts quickly and easily. The portal also serves as a central document management system that can be used to provide drawings and parts lists for suppliers. Both modifications to drawings and parts lists can be sent using the technical change service. The supplier has the option of setting up a personalised email notification service for new or modified purchase orders.

The only system requirements are that the supplier must have internet access and the newest version of one of the following browsers:

- IE11
- Google Chrome
- Mozilla Firefox

Before connecting to the portal, the supplier is supplied with a training film that explains the system in detail.

For any queries or problems regarding SUS, go to the [Supplier Requests Service Management](#) and generate a [ticket](#).

Technical change service: This is where the supplier is informed of technical changes.

Information is provided on:

1. Current enquiries
2. Current purchase orders
3. Applicable quantity contracts
4. Fixed order book entries

For any queries about technical changes, go to the [Supplier Requests Service Management](#) and generate a [ticket](#).

3. Supplier handbook

3.15 Empties management/packaging

Suppliers are required to note and comply with the Krones AG current packaging standard.

In order to support a sustainable circular economy with the aim of minimizing the consumption of primary energy and raw materials, Contractor shall select packaging in such a way that, on the one hand, the integrity of the packaged materials is guaranteed along the entire delivery route and, on the other hand, as little waste and negative environmental impact (e.g. in the form of energy or raw material consumption) as possible is generated both at Contractor and at Kroens. Unnecessary packaging must be avoided. Packaging made of mixed materials that are difficult to separate should also be avoided and the proportion of recycled material should be increased. Preference is to be given to packaging that can be returned to the material cycle, with the aim of switching completely to reusable or recyclable packaging by 2028. The legal requirements for packaging must be complied with in full at all times. The Contractor is requested to continuously implement improvements in this regard in coordination with Krones.

Declaration of packaging material: Information on the origin of all materials used in the packaging must be provided

Not permitted at Krones from 2025:

- Two-component foam
- Plastic chips
- Shredded paper
- Bubble wrap as filling material (not as part protection)

To be avoided/reduced:

- Empty space within the cardboard packaging
- Virgin Plastic (Virgin plastic is a plastic made from fossil materials that were not previously used or processed.)
- Paper/cardboard without recycled content
- Supplier branding on inner paper due to reuse (as Krones reuses inner paper as packaging material)

Suppliers who are connected to our supplier portal can find the current supplier delivery guidelines and the forms for empties management in the portal.

Suppliers who are not connected to the portal should get in touch with their usual contact person.

Contacts for empties management/packaging for suppliers of drawing parts and catalogue parts:

Contact at the Neutraubling plant:

Phone: +49 9401 70-2880

Contact at the Rosenheim plant:

Phone: +49 8031 404-8110

To ensure that we can present a uniform appearance to our end customers, special shipping and packaging instructions apply for suppliers of third-party machines and integrated assemblies. These instructions can be obtained from your usual contacts in Purchasing. Suppliers must also ensure that goods are always delivered to Krones AG free of damage. The goods must be packaged appropriately for transportation and protected against environmental influences. The supplier will be liable for any damage to the goods resulting from inadequate packaging.

3. Supplier handbook

3.16 Supplier assessment

Suppliers are subject to assessment at regular intervals. This serves as a basis for our future purchasing strategy. Essentially, suppliers are rated according to performance indicators to do with quality and delivery. These are weighted as illustrated below. The Quality Department works with the quality performance indicator (QPI), which is made up as follows:

- 1) **A supplier:** Score of 100 - 90 %:
Meets the requirements without restrictions
- 2) **B supplier:** Score of 89 - 80 %:
Largely meets the requirements
- 3) **C supplier:** Score of 79 - 70 %:
Only partly meets the requirements (only suitable as a Krones supplier with reservations)
- 4) **< 69 %:** Does not meet the requirements (not suitable as a Krones supplier)

As well as the QPI, a conclusive supplier assessment also considers the defect rate (defect rate = rate of notices of defects in goods received).

A detailed evaluation can be requested by going Supplier Requests Service Management to this [link](#).



Sustainable value chain - ESG requirements

As part of its holistic sustainability management strategy, the Krones Group always takes the potential consequences of its activities on the environment, society and governance into account (ESG). Krones assumes that all of its business partners observe the legal requirements and expects the ESG sustainability requirements of the Krones Group to be fulfilled.

E – Environment

CO₂ emissions:

By reducing their greenhouse gas emissions, suppliers support climate protection and the preservation of biodiversity and ecosystems. Suppliers must therefore endeavour to reduce the greenhouse gas emissions caused by their business activities, e.g. by setting climate targets, validated by the Science Based Targets initiative, implementing energy efficiency measures or green electricity. Furthermore, suppliers must be able to report their company- and product-specific CO₂ footprint to Krones upon request. The calculation of this data should be in accordance with the current standards (ISO 14067) and the Greenhouse Gas Protocol.

Water consumption:

Suppliers must endeavor to reduce water consumption through cleaning, manufacturing and treatment processes in their value chain and to reuse and recycle the water used. The aim must be to protect water and marine resources, as well as the biodiversity – e.g. by measuring the water consumption and setting water reduction targets.

Use of resources:

Suppliers must make an effort to be gentle on resources and to suitably recycle and dispose of any produced waste. The suppliers must avoid any environmental pollution created through their business activities and contribute to a recycling economy. The biodiversity and ecosystems must also be protected and rebuilt. The following conventions and provisions form the minimum basis for a business relationship with Krones:

- Minimata Convention
- Basel Convention
- Stockholm Convention
- POPs Regulation
- REACH Regulation incl. SVHC
- RoHS regulation

Any other applicable provisions and conventions must also be observed.

S – Social

Employment and human rights:

- Suppliers must consistently observe labour and human rights along the entire value chain.
- Observance of working hours and remuneration – e.g. specification in written contracts of the employees or sub-contractors
 - Occupational safety and health protection at the workplace – e.g. Appropriate safety standards, protective measures, safety instructions, guidelines, rating of accidents and near accidents
 - Freedom of assembly and association, freedom of speech – e.g. works council, employee representative
 - Freedom of discrimination due to race, gender, sexual orientation, disability, religion or other diversity characteristics – e.g. anti-discrimination policy, transparent employment process
 - No child or forced labour (modern slavery) – e.g. freedom to terminate employment, minimum working age over 15 years old
 - No environmental violations such as soil, air or water pollution, dangerous noise emissions or excessive water consumption which endanger the supply of food, access to drinking water, sanitary facilities or personal health.
 - No forms of land theft (unlawful clearance and privation of land, forests and waters)
 - No improper use of private and public security guards
 - Promotion of human rights of local communities – e.g. through the protection of nature, rivers and waters.

Well-being and diversity of employees:

Suppliers must offer all employees the same opportunities, regardless of their ethnicity, gender, age or other diversity indicators and endeavour to create diverse teams. Suppliers must look after the personal physical and mental well-being of their employees – e.g. through training and development programs, flexible working models, adaptable workstations, promoting a work-life balance.

G – Governance

Digital responsibility:

Suppliers must guarantee data protection and cyber security within their organisation, within their supply chain and across national borders. By setting up an information security management system (ISMS), ideally based on the ISO/IEC 27001 standard, suppliers must ensure a suitable risk management system and the protection of data, processes, systems and products. Suppliers must observe the data protection and cyber security provisions and actively support Krones in observing legal provisions and meeting Krones customer requirements

Business conduct:

Suppliers must promote a fair partnership and fair business conduct with all its business partners – e.g. through socially and ecologically structured contracts including fair payment practices, claim management, measures against corruption, blackmail, bribery and conflicts of interest, e.g. through guidelines, risk analyses and compliance training.

All in all, the aim must be to continually improve processes through continual self-obligation, inspections and mutual dialog. This also includes the transfer of ESG standards into the company value chain. Notification of potential violations in ESG dimensions can be submitted anonymously in the Krones integrity reporting system.

In order to demonstrate its commitment to sustainability and to develop further on specific topics, it is recommended that the supplier has its sustainability management evaluated by the external rating platform EcoVadis and shares the results with Krones upon specific request.

3. Supplier handbook

3.18 Supplier Code

It is mandatory that the Supplier Code be recognised, considered and confirmed to Krones in writing. This Code of Conduct regulates principles relating to human rights, working conditions, the protection of the environment and the fight against corruption, among other issues, and determines the continuation of business relations. The aim is to bring about a profitable and long-term relationship with suppliers based on trust and respect.

The Supplier Code can be found under <https://www.krones.com/en/company/downloads.php>.

3.19 Traceability

Suppliers have a duty ensure the traceability of pressure vessels, pipe systems and other materials for which certificates or documentation is required, right down to the source material. If material certificates are required, this will be stated in the purchase order (see chapter 3.7. Goods receipt, p. 8).

3.20 Confidentiality

Both the supplier and Krones AG are bound to treat all technical and commercial details that come to their knowledge as business secrets. The supplier undertakes to treat any information, drawings, designs, plans, tender documents, costings and other documents received as confidential and to refrain from passing them on to third parties.

Overview of links:

Corporate function of Purchasing
<https://www.krones.com/en/company/suppliers.php>

Initial sample report with instructions (General documents)
<https://www.Krones.com/media/downloads/Erstmuster.zip>

Supplier Code
https://www.krones.com/media/downloads/krones-supplier-code_en.pdf

Supplier Requests Service Management
<https://Krones.atlassian.net/servicedesk/customer/portal/2>

SOLUTIONS BEYOND TOMORROW