



**DELL'ERA ERMANNO
E FIGLIO SRL**

COLD FORMING STANDARD AND SPECIAL METRIC SCREWS

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Supplier Manual

Requirements and rules for the Suppliers of DELL'ERA ERMANNO E FIGLIO S.r.l.

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1. Purpose and scope

This Manual sets out the basic requirements that DELL'ERA ERMANNO E FIGLIO S.r.l. (hereinafter "DELL'ERA") requires of its Suppliers, together with the rules and arrangements governing supply relationships.

Suppliers are required to comply with the provisions of this document in order to ensure, effectively and efficiently, the quality of the products and services supplied.

The Manual applies to all Suppliers of raw materials, mechanical hardware, tooling, treatments and subcontracted processing, for the entire duration of the supply relationship.

2. Quotations and purchasing

2.1 Request for quotation

The request for quotation is issued by DELL'ERA's sales/purchasing department, together with all the information required to prepare the quotation. Where necessary, drawings, applicable standards and other technical specifications are provided.

For requests concerning RAW MATERIALS, technical data sheet AQM0606 is provided, setting out all the technical information relating to the material concerned. The Supplier is required to sign and retain it, so that it remains valid for subsequent orders as well.

Should the Supplier identify omissions or ambiguities in the information or documents received that prevent the correct preparation of the quotation, it must request the missing details from DELL'ERA. Any doubt must be resolved before the quotation is issued.

2.2 Preparation of the quotation

The Supplier must prepare the quotation specifying all the requirements requested and the applicable regulatory references. Any variation of product or service proposed in the quotation with respect to what was requested shall be deemed accepted only upon formal approval by DELL'ERA.

2.3 Issue and confirmation of the order

For the purchase of RAW MATERIALS, TOOLING and MECHANICAL HARDWARE, DELL'ERA issues the order using form AQM0601. Upon receipt of the order, the Supplier must send an order confirmation or a notice of rejection. In the absence of a reply within five working days, DELL'ERA shall consider the order accepted.

Any changes to the order requested by the Supplier at this stage must be subject to the express authorisation of DELL'ERA and may not be implemented before the relevant approval.

2.4 Subcontracting orders

For TREATMENTS, THREAD-LOCKER APPLICATIONS and other outsourced operations, subcontracting order AQM0802 is issued and accompanies the material leaving the plant. For each order, the form specifies the batch number, the heat number and the number of boxes or bins.



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The Supplier must ensure the correct segregation of each subcontracting batch as entrusted by DELL'ERA and must guarantee the absence of contamination between batches or subcontracted jobs processed in sequence.

2.5 Delivery times

It is the Supplier's priority to ensure compliance with the agreed delivery times, in order to avoid additional costs or other adverse consequences arising from material shortages.

3. Documentation

Delivered material must be accompanied by a delivery note always stating the reference order number, the DELL'ERA article code, the quantities and the details of the material shipped.

All documentation relating to the material must be forwarded to DELL'ERA before delivery. In particular:

- for RAW MATERIALS and MECHANICAL HARDWARE, the material certificate with chemical analysis and a report of the mechanical properties must always be supplied (3.1 certificate in accordance with EN 10204);
- for material delivered under subcontracting arrangements resulting from special processes (heat treatments, protective coatings and the like), the inspection report must always be supplied.

All documentation, with the exception of delivery notes, must be sent by e-mail to the following address:

laboratorio@delleraviterie.com

Inspection reports may be submitted in paper form only when attached to the corresponding tested samples.

The Supplier's documentation must in all cases ensure complete and accurate traceability of the supply.

4. Office and warehouse opening hours

DELL'ERA's offices and warehouse are open for deliveries and collections during the following hours:

Monday to Friday

8:15 a.m. – 12:15 p.m. | 1:30 p.m. – 5:00 p.m.

5. Non-conformities

5.1 Notification and response

Whenever a non-conformity is detected, DELL'ERA contacts the Supplier and informs it of the issue, providing information on how the non-conformity was detected, the analyses carried out and the number of samples tested.

The Supplier must respond promptly, including where the material concerned has been accepted under concession.

5.2 Root cause analysis and corrective actions

Should DELL'ERA consider it appropriate to issue 8D form AQM1006 for root cause analysis and the management of corrective actions, the Supplier is required to complete it regardless of the severity of the non-



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conformity. Sections D1 to D3 must be completed and returned within 24 hours; the timing for sections D4 to D8 is agreed with DELL'ERA according to the extent of the non-conformity.

5.3 Handling of non-conforming material and related costs

Non-conforming material is segregated in the dedicated area; the Supplier must arrange for its collection and bear the associated costs.

Where a non-conformity of the delivered product is established, the Supplier is required, as the case may be, to sort, repair — if agreed with DELL'ERA — or scrap the parts at its own expense, and to compensate all damages arising from the non-conformity.

In established cases of non-conformity, DELL'ERA is entitled to claim compensation for damages by means of a debit notice at month end and subsequent invoicing.

6. Concessions and deviations

Any deviations or concessions must be assessed in advance by DELL'ERA and approved by the end customer.

The Supplier may submit a written request for a deviation to DELL'ERA's Quality department, which will assess the situation and decide whether to grant it.

Material not approved by DELL'ERA's Quality department may not be shipped.

7. Product and process changes

After the first order, any change in price, quantity or supply arrangements must be discussed with and approved by DELL'ERA.

Product changes — such as changes to dimensions, tolerances, geometries, materials, performance or technology — must always be approved by DELL'ERA's Quality department.

The Supplier must notify DELL'ERA of any significant change to production processes, materials or services, including changes of sub-suppliers or of manufacturing sites. Such changes must be approved before implementation.

DELL'ERA reserves the right to require a new qualification or a first article inspection following the change.

8. Confidentiality and retention of records

All drawings, specifications, tables and documentation provided by DELL'ERA may not be disclosed without specific authorisation.

The Supplier must retain production and inspection records for a minimum period of ten years, unless otherwise specifically agreed, ensuring their legibility and protection.

At the end of the retention period, the Supplier must request instructions from DELL'ERA before proceeding with the destruction of the documents.



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9. Supplier qualification and monitoring

9.1 Initial qualification

Before the supply relationship begins, the Supplier is selected and qualified in accordance with internal procedure AQP0702.

For qualification purposes, the Supplier is required to:

- complete questionnaire AQM0603;
- sign the ethical and environmental conduct declaration AQM0815;
- submit any management system certifications it holds.

Suppliers within the Automotive chain are required to hold ISO 9001 certification as a minimum entry level.

On completion of qualification, the Supplier is assigned a merit class and is entered in Vendor List AQM0605.

9.2 Monitoring and maintenance of qualification

Qualified Suppliers entered in the Vendor List are monitored through the measurement of supply quality data and adherence to delivery schedules.

Declaration AQM0815 must be signed annually; questionnaire AQM0603 must be completed every three years. The Vendor List and the merit classes are updated annually.

Certain Suppliers within the Automotive or Aerospace and Defence chains may be asked to make themselves available for second-party audits, as set out in section 11.

9.3 Sector-specific requirements

Suppliers operating in the Aerospace and Defence sector are required to comply with, or be certified to, standard EN 9100. The Supplier must ensure that its personnel are aware of their contribution to product safety and of the importance of ethical behaviour.

Preference is given to Suppliers holding a certified Environmental Management System or otherwise able to demonstrate active monitoring of their environmental impacts, such as emissions, waste and energy consumption.

9.4 Management of sub-suppliers and special processes

The Supplier must apply to its own sub-suppliers the same quality, environmental and safety requirements required by DELL'ERA. It is the Supplier's responsibility to ensure that any special processes are performed exclusively by approved sources. In particular:

- Automotive sector (IATF 16949) — suppliers of heat treatment, plating or coating must qualify and audit their processes annually in accordance with AIAG requirements CQI-9 (Heat Treat System Assessment), CQI-11 (Plating System Assessment) and CQI-12 (Coating System Assessment). The relevant self-assessments must be made available to DELL'ERA on request.
- Aerospace sector (EN 9100) — where specified in the order or on the drawing, special processes must be performed by sources approved by DELL'ERA or by its end customers, for example NADCAP-certified sources.



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The Supplier must also flow down to its sub-suppliers all applicable end-customer requirements, including special requirements and key characteristics.

9.5 Authenticity of materials and prevention of counterfeit parts

The Supplier must implement adequate measures to:

- guarantee the authenticity of the materials supplied and prevent the use of counterfeit or suspect parts;
- ensure that products are free from foreign object debris (FOD) that could impair their functionality.

A "counterfeit part" is defined as a product displaying one or more of the following characteristics:

- Unauthorised substitution — a product that has been copied, imitated or intentionally substituted, for example by means of falsified marks, labels or certificates, so as to be passed off as an original and genuine product.
- Misrepresented origin — a product whose origin, material, performance or characteristics have been falsely declared or omitted in order to mislead the purchaser.
- Used parts sold as new — components previously used, discarded or refurbished that are placed back on the market as new products or as products conforming to the original specifications without authorisation.

The Supplier must implement processes for the prevention, detection and management of counterfeit parts. Where a suspect or counterfeit part is identified, it must be immediately segregated and rendered unusable so as to prevent it from re-entering the supply chain; the event must be promptly notified to DELL'ERA.

10. Mandatory regulations and environmental requirements

10.1 Code of Ethics and Policies

The Supplier declares that it has read and undertakes to comply with the principles set out in DELL'ERA's Code of Ethics and Quality and Environmental Policies, provided as an annex to this document.

The Supplier acknowledges that compliance with these policies is an essential requirement for the maintenance of its qualification and for the prevention of risks relating to social and environmental responsibility.

10.2 Hazardous substances and chemical regulations

All material supplied must comply with the requirements on the reduction of the use of hazardous substances laid down by applicable legislation, and in particular:

- Directive 2011/65/EU (RoHS II) and Commission Delegated Directive (EU) 2015/863 (RoHS III);
- Regulation (EC) No 1907/2006 (REACH), concerning the registration, evaluation, authorisation and restriction of chemicals, with particular reference to Substances of Very High Concern (SVHC);
- Directive 2008/98/EC on waste, as amended by Directive (EU) 2018/851, for the purposes of SCIP database notification.

The Supplier must ensure compliance with any other mandatory regulation applicable to the supply.



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10.3 Conflict minerals

The Supplier must ensure that all products supplied — and therefore the raw materials from the steelworks of origin and the treatments performed — comply with the OECD (Organisation for Economic Co-operation and Development) guidance on so-called "conflict minerals".

The Supplier must also support the Dodd-Frank Wall Street Reform and Consumer Protection Act H.R. 4173, Section 1502, which aims to prevent the use of minerals extracted in situations of war, conflict or human rights violations that directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo and neighbouring countries.

10.4 Required documentation

The Supplier must complete and sign the ethical and environmental conduct declaration AQM0815 and submit the RMI reports — CMRT, EMRT and AMRT — updated to the latest available revision.

10.5 Environmental requirements

The Supplier must implement adequate measures to minimise the environmental impact of its processes and packaging, promoting material recovery and the reduction of CO₂ emissions, in addition to complying with the provisions of ethical and environmental conduct declaration AQM0815.

The Supplier undertakes to provide, on request, information on the recycled material content of its products and to propose sustainable or reusable packaging solutions. Any change in the hazard classification of the substances used in its processes, as reported in the safety data sheets (SDS), must be communicated promptly.

Finally, the Supplier must ensure that it has plans and safeguards in place for the management of any environmental emergencies — such as spills — that may occur during the production or transport of goods intended for DELL'ERA.

11. Right of access (audits)

DELL'ERA requires, for itself, for its customers and for the regulatory authorities, the right of access to all applicable areas of the Supplier and to all documentation relevant to the order, in order to verify compliance with quality, safety and environmental requirements (second-party audits).