

Supplier Manual

GORLAN Group

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1. Introduction

Continuous improvement in Quality, Environment, Occupational Health and Safety, and Information Security is an essential requirement to achieve customer satisfaction for the GORLAN Group.

To achieve this, the GORLAN Group extends this commitment to its suppliers; therefore, through this Manual we communicate the requirements demanded in the areas of Quality, Environment, Occupational Health and Safety, and Information Security.

This Manual forms an inseparable part of our General Purchasing Conditions, and all GORLAN Group suppliers are obliged to comply with its content.

2. Objective

The purpose of this Manual is to define the GORLAN Group's quality requirements for its suppliers of raw materials, components, and subcontracted products used or transformed in the manufacture of products intended for customers, establishing the requirements to be met in accordance with the required quality levels and the GORLAN Group Management System.

Suppliers must ensure that their own suppliers also comply with the standards established throughout the supply chain.

3. Responsibilities

Suppliers are responsible for ensuring that the products and/or services they supply comply with the established requirements and must assume full responsibility for their quality.

Verification and approval of suppliers' facilities, systems, records, and products by the GORLAN Group does not exempt the supplier from its obligation to supply a compliant product, nor does it exclude possible rejection by the customer.

4. Scope

This procedure applies to suppliers of the following products and services:

- Materials incorporated into the product (raw materials, components, and packaging material).
- Subcontracted processes related to the product (e.g., assemblies).
- Transport services.

5. Supplier Commitment

Suppliers must commit, by signature, to comply with the following documentation at the beginning of the approval process and in case of updates:

- Code of Ethics.
- Supplier Manual.
- General Purchasing Conditions

In the case of subcontracted processes, the GORLAN Group reserves the right to send and request the signature of other specific documentation.

Likewise, the GORLAN Group requests that suppliers submit the valid certificates available at the beginning of the approval process, and at each update.

6. Supplier Requirements

6.1. Management System

Suppliers must establish, maintain, and demonstrate Management Systems that include support procedures to ensure the conformity of products and services.

Likewise, the supplier must demonstrate the capability to obtain internationally recognized standard certifications as required by the product/process involved: ISO 9001, ISO 14001, ISO 45001, ISO 27001, etc., making the corresponding copies available to the GORLAN Group in order to update information related to its suppliers.

6.2. Compliance with Laws and Regulations

Supplied products containing toxic or hazardous substances must comply with laws and regulations relating to hygiene, safety, and environmental protection (RoHS, REACH, Conflict Minerals, etc.).

The supplier undertakes that all materials used in its manufacturing processes for products supplied to the GORLAN Group comply with current legislation and regulations regarding environmental and safety requirements for restricted, toxic, or hazardous materials.

The supplier must indemnify the GORLAN Group against any action resulting from non-compliance with these provisions that obliges the Company to bear financial damages for this cause.

For this purpose, the GORLAN Group may require the supplier to have product liability insurance for defective products (Directive (EU) 2024/2853), the coverage amount of which will be agreed in each case depending on billing volume or the criticality of the parts supplied.

6.3. Initial Approval

For the supplier to be approved and become part of the database, it must meet at least one of these criteria:

- Historical supplier: historical suppliers evaluated according to the Historical Experience criterion based on results obtained from supplied

materials or services and that have had no claims or negative considerations to date.

- First samples. Carried out based on conformity of a first order. Satisfactory evidence of supply will lead to inclusion or not in the Supplier List. This evaluation will be confirmed after one year or after the next service using another evaluation criterion.
- Quality certification granted by an accredited body.

6.4. Identification and Traceability

The supplier's management system must have detailed identification of the different product development phases, including the raw materials used in the manufacturing process, the production operation, manufacturing date, as well as the revision level and conformity evaluation records. Each product or batch must be identified at all times, whenever geometry allows, to enable traceability based on batch numbers, data codes, or other applicable means. The criterion will be established with each supplier based on the geometry of the part supplied.

Each shipment batch must be properly identified with a label attached or hung on the packaging unit indicating:

- Supplier name
- GORLAN Group item code
- Internal batch number
- Delivered quantity
- Shipping date

The supplier must respect the FIFO system, whereby the first product received and, once processed, is the first dispatched, in order to avoid obsolete items.

6.5. Packaging

Unless specific packaging instructions exist, the supplier is responsible for conditioning and packaging the parts to avoid any damage or deterioration until arrival at our facilities, also taking into account environmental requirements.

6.6. Delivery Planning

In accordance with our customers' requirements, 100% compliance with delivery deadlines is a requirement for all our suppliers.

The GORLAN Group will establish a product delivery deadline; failure to meet it may constitute a Non-Conformity due to its impact on the production system.

6.7. Verification of Purchased Products

Receiving inspection is carried out according to internal procedure.

However, verification by the GORLAN Group or our customers of subcontracted product does not exempt the supplier from responsibility for supplying conforming products.

6.8. Ongoing Supplier Evaluation

Annually, the Purchasing Department will carry out the evaluation of supplier performance based on data collected throughout the year according to at least these parameters:

- Delivery reliability (compliance with agreed deadlines)
- Non-Conformities issued to the supplier
- Available ISO certifications (ISO 9001, 14001, 45001, 27001)

Other criteria may optionally be added (e.g., PPMs).

The supplier will be evaluated and rated at three levels:

- Supplier A: Good supplier
- Supplier B: Accepted supplier
- Supplier C: Supplier on hold

If a supplier has obtained a C rating, the supplier will be requested to provide an Action Plan to improve performance. If, in the year following the evaluation with level C, the same supplier remains at level C, disqualification will proceed.

6.9. Maintenance of Quality Records

Quality records must be maintained so that they remain legible and available for review when requested. They must include accurate, up-to-date, and complete quality information.

Records must be retained for the period determined by the customer or, failing that, a minimum of 5 years.

6.10. Product Change Management

Under no circumstances may the supplier modify any characteristic of the product or the accepted and validated process without prior consent and acceptance by the GORLAN Group. This applies to changes in material, product, or process that may affect functionality, assembly, aesthetics, and durability of the material.

For cases in which the supplier's change notification occurs in less than six months, the GORLAN Group reserves the right to cancel any ongoing order, if any.

Likewise, it is strictly forbidden to subcontract or transfer the processes to a sub-supplier without the express consent of the GORLAN Group.

6.11. Handling of Non-Conformities

Upon detection of a Non-Conformity, the following procedure is applied:

- The GORLAN Group informs the supplier of the Non-Conformity, detailing the detected issue/defect.
- The supplier must establish a containment plan within 48 hours, which must be communicated to the GORLAN Group, segregating the affected quantities (in transit, stock, in process...).

- The supplier must establish the necessary corrective actions to prevent recurrence, sending them to the GORLAN Group within a maximum of 10 calendar days, indicating the cause that originated the defect and the actions taken.
- 100% inspection of the affected or doubtful material, unless otherwise indicated by the GORLAN Group, carried out by supplier personnel or external personnel at the supplier's expense.
- Identify the first corrected shipment with a color dot or identification card, notifying the GORLAN Group Quality Department.

In all actions, the names of those responsible and the implementation deadlines must be indicated.

6.12. Cost of Non-Quality

When the supplier is responsible for any claim generated, both internally and externally, due to supplying defective products or services, the GORLAN Group reserves the right to pass on to the supplier all resulting non-quality costs.

Any dispute arising from quality issues will be governed by the provisions established for this purpose in the General Purchasing Conditions.

7. Derogation Request

When the supplier cannot supply products in accordance with the established specifications and processes, and provided this does not affect the quality or functionality of the supplied product, it shall inform the GORLAN Group Quality area in writing of the issue that has arisen, its causes and consequences, requesting in writing a derogation for the affected product batch.

This derogation will be valid for a specified quantity for defined dates. GORLAN will communicate in writing to the supplier whether the affected material is acceptable, after the necessary analysis has been carried out.

8. Supplier Development and Recognition

The GORLAN Group continuously strives to offer quality products and services to its customers. These same principles aimed at excellence in customer satisfaction and continuous improvement are, necessarily, a goal shared with its suppliers. Suppliers are responsible for the conformity of their products, compliance with standards in their systems and processes, and for demonstrating an optimal level of performance that ensures competitiveness in a globalized environment.

Accordingly, the GORLAN Group policy is to deploy our system to suppliers in order to involve them in our objectives and achieve better collaboration in attaining them.

Supplier development entails a proactive approach to encourage suppliers to successfully deploy continuous improvement efforts, which may range from

simple feedback in supplier rating reports (opportunities for improvement) to the launch and execution of complex joint projects.

Improvement opportunities for development may be identified to include, but not be limited to, technical problem solving, product development, training in quality methodology, materials and logistics, and planning for contingency and optimized manufacturing.

9. General Purchasing Conditions

The general purchasing conditions apply unless any other specific requirement is specified in writing within the orders or contracts issued by the GORLAN Group.

10. Information Security Recommendations

- Conduct periodic risk analyses to identify threats to information and apply appropriate controls.
- Allocate sufficient resources to implement security measures, balancing investment and benefit.
- Establish continuous training plans so that all personnel know and comply with security measures.
- Have procedures for notification and resolution of incidents, including cyberattacks, immediately informing the GORLAN Group.
- Apply ongoing reviews, audits, and improvements to maintain security levels.
- Avoid unauthorized disclosure, alteration, or destruction of confidential information, whether own or third-party. Minimize the use of physical media and ensure secure custody of documents.
- Protect systems and networks against unauthorized access, interruptions, misuse, or theft. Keep systems and antivirus up to date.
- Comply with personal data regulations (e.g., GDPR). Ensure physical security measures in facilities and equipment.

11. Contingency Plans

The supplier must have contingency plans to meet GORLAN Group requirements in the event of an emergency such as production interruptions, labor shortages, failures in key equipment, or returns.

12. Technical Improvement and Cost Reduction Proposals

Suppliers, as a fundamental part of the relationship with the GORLAN Group, must direct their efforts in research, design, industrialization, supply, etc., to technically improve and reduce the costs of the supplied products through continuous improvement, promoting changes or improvements in their products or processes that allow maintaining or improving competitiveness within the sector. These proposals must be submitted to the GORLAN Group through the Purchasing Management and the corresponding technical departments.

13. Force Majeure

Force majeure is understood to mean any unforeseeable and exceptional situation or event, or one independent of the will of the contracting parties, that prevents either contracting party from carrying out any of its contractual obligations, which is not attributable to a fault or negligence of one of them and that could not have been avoided by applying the greatest possible diligence.

Labor disputes, strikes, financial difficulties, or insolvency proceedings may not be invoked as force majeure by the supplier.

The supplier facing a force majeure event must inform the GORLAN Group without delay by registered letter with acknowledgment of receipt or equivalent, specifying the nature, probable duration, and foreseeable effects of this event.