

## Supplier Handbook

This handbook sets out the guidelines for our future cooperation on deliveries to LOWENCO. We ask you to meet and comply with these guidelines so that together we ensure future processes. You are welcome to contact us at any time if you have any questions about this document.

The following are general supplier conditions that shall apply to all deliveries to LOWENCO, unless the parties deviate from or amend these by written agreement. Thus, amended terms of employment only take place – in whole or in part – to the extent that they have been expressly agreed and confirmed by LOWENCO.

LOWENCO has ambitious goals to accommodate the customer, and to achieve its goals, it is necessary that LOWENCO has reliable and competent partners. The Supplier must therefore be aware of and agree on the processes described in these guidelines, which are the basis for the cooperation with LOWENCO.

The guidelines contribute to building the most efficient and flexible supply-chain system that supports LOWENCO's goals in terms of quality, environment, working environment, IT security, risk, costs, delivery time and customer satisfaction. This helps to promote reliability while reducing waste, both in terms of material and resources. Through it leading to cost savings for the supplier as well as for LOWENCO.

The guidelines also form the basis for establishing transparency in logistics processes.

It is important for LOWENCO that if the production site, production equipment, process and/or raw material in the product is changed by the supplier, after LOWENCO approval, that LOWENCO is contacted in writing and in good time to be able to react before the change takes effect.

### 1. Logistics conditions

LOWENCO issues orders that can contain multiple deliveries. Orders are sent electronically to the supplier. Order confirmations must be sent to the person who issued the order. Failure to do so entitles LOWENCO to decide that the order and any subsequent confirmation are not binding on LOWENCO. Order deliveries must be delivered on the agreed date or by further agreement. If this is exceeded, and without written consent from LOWENCO, there is a risk that the goods may be rejected on arrival, and costs will be covered by the supplier. LOWENCO is only bound by order confirmation that is in accordance with the purchase order. The delivery note must be sent electronically to the email address: [lager@lowenco.com](mailto:lager@lowenco.com). Invoices and credit notes are sent electronically to the email address: [invoice@lowenco.com](mailto:invoice@lowenco.com).

### 2. Packaging

The packaging must ensure that no transport and/or moisture damage occurs during internal/external transport. All products must be stored in such a way that no damage/problems occur during storage. All major deliveries must be delivered on pallets.

Wooden packaging must be heat-treated.

As far as possible, pallets, boxes and long goods must be uniquely marked with white self-adhesive label with black writing on one of the surfaces on which item number and quantity are indicated.

### 3. Delivery

The Supplier must deliver the goods to LOWENCO in agreed quantities, unless otherwise accepted and confirmed by LOWENCO. Shipment must be made so that the delivery is received at the specified address on the confirmed delivery date in the period: Monday – Thursday: 07.00 – 14.30 and Friday: 07.00 – 13.30 or by further agreement. In the case of larger shipments (additional pallets), the supplier informs [lager@lowenco.com](mailto:lager@lowenco.com) via an email that the goods are now on their way.

All deliveries must contain a delivery note, which must be located in an easily accessible and visible place on the packaging of the goods. In case of delays, the purchasing manager must be notified immediately by email. Subsequently, any delays must be made up / produced at no extra cost if this causes delays in our production and on our delivery performance. If delivery is expected to take place after the agreed delivery date and does not take place on the agreed delivery date, LOWENCO is entitled to cancel all or part of the order without notice, unless otherwise agreed. Urgent shipments due to delivery delay are made solely at the supplier's expense.

All items must be quality- (QC and date) and quantity checked. Documentation for this must follow the item. Traceability is mandatory in accordance with the ISO 9001.

### 4. Direct deliveries

Deliveries must not include invoices.

### 5. Special agreements

The product must be delivered in accordance with the above, unless otherwise accepted and confirmed by LOWENCO.

Important: The driver must wear safety shoes and vest when moving around the LOWENCO area

### 6. Lacks/Defective

The delivery is considered defective if it does not correspond to the specifications stated by LOWENCO (including agreed quantity, exit control at the supplier and packaging and labelling) or otherwise does not correspond to generally good standard for goods of the type in question.

LOWENCO shall be informed immediately if it is established that nonconforming products have been shipped to it. LOWENCO must also approve deviations if it is found that products or processes do not meet the defined requirements.

LOWENCO shall, within a reasonable time after receipt of the goods, carry out a quality control of the goods, carried out in accordance with the entry control and associated routine applicable to LOWENCO. If the delivered goods suffer from defects, LOWENCO has the right, at its own option, to terminate the

agreement in whole or in part, return the goods to the supplier at his expense and risk, demand re-delivery or post-delivery of defective goods. LOWENCO may also require – possibly in combination with the remedies – that the supplier correct the defects at the supplier's expense. In addition, if the agreement is not terminated, LOWENCO is entitled to demand a proportionate reduction in the purchase price and to claim compensation for losses in accordance with the general rules of Danish law, including consequential costs. LOWENCO's payment of the goods, if any, does not imply a waiver of claims against the supplier in case of defects.

## 7. Information Security

The supplier must follow the instructions in the Danish Agency for Digitisation's requirements catalogue 'How to make demands on the supplier on information security – catalogue' (based on DS/EN ISO 27001)

## 8. Warranty/complaint

If delivered goods suffer from defects, LOWENCO will send a written complaint in the form of a deviation report. The purpose of the deviation report is to map the cause of the deviation, corrective action and, if necessary, to identify the cause of the deviation. Change of future process (improvement measures) to avoid similar may occur, as well as a follow-up on the process. The report is archived in accordance with the documentation requirements of LOWENCO's quality system. In case of beneficiary control, the report is filled with preventive and corrective actions as soon as possible. In case of repeated complaints, LOWENCO reserves the right to perform an Audit at the supplier and/or subcontractor together with the supplier at any time.

## 9. Sustainability

The suppliers obliged to manufacture the product in accordance with all national public requirements, including environmental and safety standards. The item must be manufactured so that it complies with the latest published legal requirements.

When designing goods as well as choosing materials, - production methods, - employees and subcontractors, the supplier must ensure that LOWENCO's environmental policy is complied with, as well as compliance with the principles UN's Sustainable Development Goals; The latter is to a large extent part of LOWENCO's Supplier Code of Conduct, which must also be aligned by the supplier.

LOWENCO signature

the Supplier's signature

---

Date: Name:

---

Date: Name:

Attached: Environment Policy and Supplier Code of Conduct.