



Supplier Manual

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1 INTRODUCTION

BKL is a technical service provider in mechanics and mechatronics. We develop high-quality solutions enabling clients to work smarter, more efficiently and above all more safely: hoisting and lifting tools, industrial modules and machines. Our range of services include engineering, inspections, services and manufacturing. We provide services for partial processes and overall solutions.

BKL has a limited production of its own and therefore buys at the 'Best fit supplier'. Because of the project-based approach of BKL, the products are known as 'high-mix low-volume'.

This Supplier Manual describes the requirements BKL has regarding the basic way of working and quality criteria for our suppliers.

2 CODE OF CONDUCT

BKL wants to operate its business on the basis of commitment, integrity and fair play. We expect the same from our suppliers. We avoid conflicts of interest between personal and professional relationships. This also means that we do not use company opportunities for personal gain.

Suppliers are expected to comply fully with the laws, rules, and regulations of the countries in which they operate.

When there are differences between the Code of Conduct and local laws, the strictest requirement applies.

We expect our suppliers to acknowledge and adhere to the Supplier Code of Conduct put forth by BKL. Suppliers shall take reasonable measures to ensure that the requirements of this Code are met within their own supply chain.

The BKL Supplier Code of Conduct is published on our website (www.bkl.nl)

3 WAY OF WORKING



3.0 GENERAL

All Technical and Commercial information provided by BKL (such as, but not limited to: drawings, specification- and test documentation, certification requirements, pricing to BKL as well as other commercial information) is defined as confidential information and as such subject to Non-Disclosure

3.1 COMMUNICATION

The communication between the supplier and BKL will be according to the communication matrix established jointly by BKL and the supplier.

If no communication matrix has (yet) been drawn up, we request that communication take place via

E-mail: purchase@bkl.nl

Phone: +31 (0)40 295 14 44

3.2 REQUEST FOR INFORMATION PHASE

At the start of the cooperation between BKL and the supplier a Non-Disclosure Agreement (NDA) or a formal agreement which covers Non -Disclosure conditions, must be signed by the supplier and BKL.

3.3 QUOTATION

The quotation of the supplier should be based on the specifications provided by BKL and the additional requirements as stated in this Supplier Manual.

BKL will send the Request for Quotation (RFQ) by Excel Sheet and requires the supplier to send the RFQ (Excel Sheet) completed on the requested date specified on the RFQ.

Any deviations from the TPD/Specifications must be explicitly noted in the submitted quote (Excel sheet, "Opmerkingen" cell)

3.4 AGREED COMMERCIAL CONDITIONS

Quoted prices are fixed once the Supplier quotation is accepted by BKL. In case of agreed prices for certain products and related volumes, supplier is not allowed to increase prices. Any price increase proposal need to be discussed and explicitly agreed by BKL before implementation. BKL does require from its suppliers to drive a continuous improvement program in order to ensure competitiveness and compensate for any cost increase impact.

3.5 ORDER

When BKL requires a phased delivery the staff price of the total amount will be leading if the delivery dates are within three months.

BKL's General Terms and Conditions of Purchase (Algemene Inkoopvoorwaarden), posted on our website (www.bkl.nl), apply to all orders or if applicable, the conditions of a signed Supply Agreements

3.6 ORDER CONFIRMATION

An order confirmation is required within 5 working days to confirm the receipt and the delivery date of the order. BKL requires that all specifications / production information is archived at the supplier. This promotes possible repeat orders.

3.7 PRODUCTION & QUALITY CONTROL

It is important that the supplier verifies the relevant specifications and requirements upon receipt of the order/request. In case of questions, ambiguities, or discrepancies, the supplier must contact their designated contact person at BKL (see the agreed-upon communication matrix).

In addition, it is essential that upon delivery, a check is performed for conformity with the drawing and specifications, as well as for the completeness and accuracy of the certificates and data to be provided.

The typical items to be checked are:

- 1) *Is TPD complete and clear?*
- 2) *Is serial numbering required?*
- 3) *Are there specific standards that must be applied?*
- 4) *Evidence regarding the production process when specifically requested*
 - a. *Measurement reports*
 - b. *Welding certificates*
 - c. *Inspection reports/certificate*
 - d. *Material certificate*
 - e. *Coating thickness measurement*
 - f. *Hardness measurement*
- 5) *Do any documents (completed) need to be returned?*
 - a. *160 sheets*
 - b. *2A Declaration*

Production can only be started with formal TPD. For Information Only (FIO) TPD may not be used for production of any item. Unless BKL specifically states that FIO TPD may be used for production purposes.

BKL requires the supplier to use a process with which the delivered quality is constantly controlled, and the supplier can guarantee the delivery will be according to the required specifications due to an outgoing inspection.

At the request of BKL the supplier can supply documented proof the products meet the specifications.

The "documented proof" must be traceable to the individual item level when a batch of products is ordered.

BKL requires when a product is produced for the first time for BKL the products will be delivered with a form a proof the items will meet the required specifications 100%. The format of this proof can be determined by the supplier itself. There should be no additional charges.

Note:

When a document (material certificates, welding certificates, measurement reports, inspection certificate etc.) is required on the PO and/or TPD a digital version of this document must be send to: ingangskonrole@bkl.nl

Make sure the document and the individual product can be linked due to a serial number.

For additional BKL quality requirements see attachment A.

3.7.1 Engraving

When TPD requires that a serial number must be engraved the responsibility and administration of serial numbers lies with the supplier.

Below the leading structure for a serial number that must be engraved.

Structure of serial number to be engraved by supplier:

Last two digits of year, PO number - position on the PO, three-digit serial number.

Example:

Purchase order no. : **054594**
Date : 2023/12/14
Your ref. :

Qty	Part number	Description
3	BKL.150.1595.00	SISO GUIDE PIN NX <input type="text"/>
3	BKL.150.1596.00	SISO GUIDE PIN PX <input type="text"/>

Required serial numbers item (BKL.150.1595.00):

1. 23054594-1001
2. 23054594-1002
3. 23054594-1003

23 = Last two digits of year

054594 = PO number

1 = position on the PO

001 = three-digit serial number

Required serial numbers item (BKL.150.1596.00):

4. 23054594-2001
5. 23054594-2002
6. 23054594-2003

3.8 PACKAGING & DELIVERY

3.8.1 Packaging

All products must be properly packaged so that the products are delivered to BKL safely and undamaged.

- All products within a size of A4 must be separately packed in a plastic grip bag
- When foam or foil is used for bigger products, only limited/minimal pieces of tape are allowed
DO NOT COMPLETELY TAPE THE FOAM

All delivered products must be identified with a sticker (not handwritten) with at least the following information:

- o Drawing number (including revision number) / part number,
- o Quantity
- o Order number of BKL.
- o Country of Origin

NOTE: DO NOT STICK THE STICKER ON THE PRODUCT ITSELF. This because of cleanability of the products (The glue of the stickers is very hard to remove).

All materials used must comply with ISPM 15 standards. Make sure the IPPC marking is visibly present when required.

3.8.2 Delivery

All deliveries must be delivered to the delivery address (ship to) as stated on the order.

An accompanying packing slip must be delivered with the delivered products.

The following information must be stated on this packing slip:

- Supplier's name
- Order number BKL
- Delivery date
- Part/ Drawing number (including revision number)
- Product name
- Number of delivered pieces per drawing number
- Number of pieces in backorder (if applicable)
- Country of Origin

Partial deliveries of an order line will only be accepted if this has been specifically coordinated and has been approved by BKL.

If the partial delivery of an order line is accepted by BKL the term 'Partial Delivery' or 'Deellevering' must be added to the packings slip

When fixed delivery days are agreed between BKL and the supplier it is only allowed to delivery on other days then the agreed fixed delivery days with approval of BKL.

3.9 QUALITY CONTROL AT BKL

All goods supplied can be subjected to a quality control at BKL. If a deviation from the prescribed specifications is observed, a rejection is registered. This deviation will be reported to the supplier via a non-conformance report (afkeur rapport). The products must be picked up at BKL by the supplier and repaired/ replaced within a maximum of **3** working days after notification of the rejection. If this recovery time is not sufficient other arrangements will be made between the supplier and BKL.

All (transport/ recovery) costs will be paid by the supplier.

When a rejection is reported the supplier must return the fully completed non-conformance report (afkeur rapport) within **10** days.

The fully completed rejection report can be sent to: ingangscontrole@bkl.nl

For some products a measurement report is required. When a measurement report is required, this is clearly stated in the e-mail BKL has used to send the PO to the supplier and/or stated on the TPD.

The following information must be stated on the measurement report:

- Supplier's name
- Order number BKL
- Delivery date
- Part/ Drawing number (including revision number)
- Product name
- Serial number (if required)

Note:

When a document (material certificates, welding certificates, measurement reports, inspection certificate etc.) is required on the PO and/or TPD a digital version of this document must be sent to: ingangscontrole@bkl.nl

Make sure the document and the individual product can be linked due to a serial number.

For additional BKL quality requirements see attachment **A**.

3.10 RETURN POLICY

Repair Policy:

When BKL requests a repair of an item, BKL will provide a purchase order (PO) and arrange transportation to the supplier. The supplier must deliver the repaired item in compliance with the standards outlined in Chapter 3.8.

Rejection Policy:

If an item is rejected and reported to the supplier, the supplier is responsible for the transportation of the rejected item. The supplier must deliver the repaired or replaced item in compliance with the standards outlined in Chapter 3.8.

Over-Delivery Policy:

If a supplier delivers more items than ordered by BKL, the excess items can be returned. The supplier is responsible for arranging the pickup of the over-delivered items. BKL will return all excess items at 100% of the order value of the items.

3.11 INVOICING

The content of the invoice to BKL must be identical to the order placed. The invoice may not be sent until the moment of final delivery of all ordered products to BKL.

Invoices must be sent as a PDF file to: facturatie@bkl.nl

The following information must be stated on the invoice:

- Supplier's name
- VAT number
- Chamber of Commerce number
- Order number BKL
- Invoice date
- Part/ Drawing number (including revision number)
- Product name
- Quantity
- Price per unit
- Total price per line
- Total price invoice
- Country of Origin

4 QLTC TARGETS

BKL measures the performance of the suppliers for the production parts based on Quality and Logistics. BKL uses the Quality and Logistics performance measurement to monitor their supply base.

5 QUALITY PERFORMANCE TARGETS

If a deviation of the specification is found during the quality control, a rejection will be registered.

Quality Performance	Target
Delivered according to spec	98%

6 LOGISTIC PERFORMANCE TARGETS

BKL measures the logistics performance according to the CLIP (Confirmed Line-Item Performances) of the complete order line. This is the difference between the first confirmed delivery date in relation to the date actual delivery date of the complete order line.

Due to process time within our Logistic department a delivery will be registered 'on time' 5 working days before the original confirmed delivery date and 2 working days after the original confirmed delivery date.

In case a confirmed delivery date cannot be met by the supplier, the supplier must inform BKL no later than **ten** working days before the confirmed delivery date. After the agreement with BKL a new delivery date will be set between the supplier and BKL.

Logistics Performance	Target
Delivered on time	95%

7 TECHNOLOGY PERFORMANCE TARGETS

BKL requires the supplier to continually develop its technology to stay competitive. The supplier will pro-active inform BKL to any new developments at their company. The supplier will make a technology roadmap together with BKL so both companies will be aligned based on technical competencies.

BKL expects suppliers to proactively, structurally and frequently provide improvement proposals regarding the products supplied by the supplier to the contractor.

8 COSTS TARGETS

BKL requires the supplier to offer competitive prices and constantly look for cost-reducing measures during the production of the parts but also in total process within the collaboration with BKL.

9 ENVIRONMENTAL PROTECTION, HEALTH AND SAFETY (EHS)

BKL expects suppliers to be in compliance with international standards and legal requirements regarding Environmental Protection, Health and Safety (EHS). These subjects are basically governed by our Supplier Code of conduct, published on our website (www.bkl.nl). In this section we highlight some of the relevant requirements.

To maintain a strong ethical and sustainable business practice, BKL expects its suppliers to adhere to all relevant laws related to employee treatment, environmental protection and workplace health and safety. Furthermore, suppliers are encouraged to continuously improve their management systems to minimize any negative impact their activities may have on both humans and the environment.

9.1 HEALTH AND SAFETY

Suppliers must provide a safe and secure work environment for all employees, in accordance with local legislation and industry standards.

Suppliers must comply with legislation on health and safety at work. Suppliers must use a management system to ensure this compliance.

Suppliers must take necessary measures to prevent and manage workplace accidents and illnesses.

9.2 ENVIRONMENTAL PROTECTION

Suppliers must operate in an environmentally responsible and efficient manner, to ensure that no harm is done to the environment. Compliance with all relevant legislation on environmental protection is a must.

The supplier must take full responsibility for their environmental impact and make every effort to minimize any negative effects on the environment.

9.3 CONFLICT MINERALS

BKL expects suppliers to comply with international standards and legal requirements regarding conflict minerals. To identify and manage the source of our components. More detailed information can be found at www.responsiblemineralsinitiative.org

9.4 ROHS-REACH

BKL is committed to comply with EU legislation regarding Restriction of Hazardous Substances (RoHS) in electrical and electronic equipment and Registration, Evaluation, Authorization and restriction of Chemicals (REACH).

All products delivered to BKL must comply with RoHS and REACH:

- Products do not contain any of the RoHS substances that exceed maximum weight concentrations in homogeneous materials;
- Products must comply with restrictions as laid down in the REACH restriction list of the EU Regulation;
- The use of Substances of Very High Concern (SVHCs) should be avoided or reported to BKL by the supplier if present in any delivered product in a concentration above 0.1% by weight;
- The supplier has a legal responsibility to ensure the chemicals used are registered with the European Chemical Agency (ECHA), for continuous monitoring of the publications and updates of the REACH regulations and must avoid at all times the supply of parts with substances restricted or banned by REACH legislation.
- The supplier is responsible for addressing its supply chain with respect to compliance with the RoHS directive.
- The supplier has the responsibility to submit conformity statements regarding RoHS and REACH compliance and submit to BKL.

Information on RoHS Directive can be found on the website of the European Union: www.ec.europa.eu

Information on the REACH regulation can be found on the website of the ECHA: www.echa.europa.eu

9.5 PFAS

Per- and polyfluoroalkyl substances (PFAS) are emerging substances of concern in products. PFAS are a group of chemicals that includes PFOA, PFOS, GenX, and other chemicals used to manufacture everyday household products since the 1940s. Many of these substances have been identified as hazardous as well as being persistent and mobile in the environment making them more widely known as the “forever chemicals.” As such, many governments are taking actions to restrict the use of substances in products.

For these reasons, BKL is taking steps to monitor the presence of PFAS in its supply chain and, in collaboration with the supplier, will take the necessary measures to replace the material or ensure that it meets the requirements if PFAS are detected.

10 SANCTION LAWS

The supplier must deliver all items according to all sanction laws (including without limitation Article 3g (1) of Regulation (EU) No 833/2014 with respect to iron or steel of Russian origin).

11 SUPPLIER INFORMATION SECURITY

All suppliers will meet the BKL supplier security requirements. This applies to all ICT assets used in the provision of services to BKL: computers, workstations, laptops, mobile phones, software, firewalls, servers, etc. BKL will work with you and provide you with guidance to achieve the appropriate level of information security that we require.

Validation of your information security controls may include remote or onsite assessment. Depending on the outcome of the assessment, BKL expects the supplier to cooperate with further improvement plans.

Suppliers will meet these information security controls:

1. Information on security policies and governance
Your information security policies will comply with industry standards, such as ISO 27002.
2. Confidentiality and integrity
Make sure that BKL information is protected throughout the entire life cycle: creation, transformation, use, storage and destruction, regardless of the storage media.
3. Data loss protection
Use proper solutions for data loss prevention and protection, to identify, monitor and protect data in use (endpoint actions), data in motion (network actions), and data at rest (data storage).
4. Vulnerability management
Keep all ICT assets up to date with system patches.
5. Physical security
Physical access to ICT assets must be secured. Use secure methods to grant, adjust, and revoke physical access to data storage facilities.
6. Digital security
The use of ICT assets must be digitally secured. Use secure methods to grant, adjust, and revoke digital access to ICT assets (such as encryption, strong passwords and 2-factor authentication).
7. Malware defense
Use malware detection and scanning services and procedures on all ICT assets

Revision History

Revision	Status	Date	Author	Remarks
00	-	2018-10-02	Willem Buijs	
01	-	2018-11-05	Willem Buijs	Name document changed
02	-	2019-03-20	Willem Buijs	Chapter 4.2 Welding changed
03	-	2020-03-23	Willem Buijs	Chapter 3.5 Packaging & Delivery changed
04	-	2020-05-05	Willem Buijs	Chapter 3.5 Packaging & Delivery changed
05	-	2020-09-16	Willem Buijs	Chapter 4.4 Glass bead blasting / Ceramic bead blasting and chapter 4.9 Passivation are changed Chapter 4.11 Cleaning Grade 4 added
06	-	2020-12-14	Willem Buijs	Chapter 2.2 Target Changed Chapter 4.1 Changed Chapter 4.12 Cleaning Grade 2 added
07		2024-06-27	Willem Buijs	New version Supplier Manual
08		2025-04	Willem Buijs	New version Supplier Manual
09		2025-08	Willem Buijs	New version Supplier Manual
10		2026-03	Willem Buijs	Chapter 3.3 Quotation Chapter 3.7 Production & Quality Control Chapter 3.8.1 Packaging Chapter 3.8.2 Delivery Chapter 3.9 Quality control at BKL Chapter 9.5 PFAS

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ATTACHMENT A

ADDITIONAL BKL QUALITY REQUIREMENTS

The criteria listed below apply in addition to the prescribed specifications. If it appears that the prescribed specifications (TPD) and the criteria listed below conflict with each other, the TPD is leading.

A.1 GENERAL

Due to the facts BKL is delivering custom made tooling to their customers that will be used in High Tech environments all products must have the 'High tech' look and feel.

So,

all sharp edges must be broken,

all products must be delivered free of chips, grease and (cutting) oil,

no scratches allowed (depth >0,1 mm, Length > 5 mm)

no damages due to transportation or handling errors

no corrosion on the delivered products

A.2 ENGRAVING

Quality criteria:

- 1) Spelling
- 2) Format
- 3) Location
- 4) Readability
- 5) Serial number

A.3 PAINTING / POWDER COATING

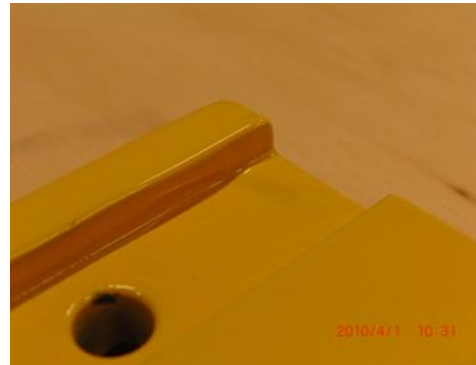
Quality criteria:

- 1) Fully opaque
- 2) No colour difference between separate parts
- 3) No raised edges
- 4) No granular structure
- 5) Thread and pass holes are lacquer free

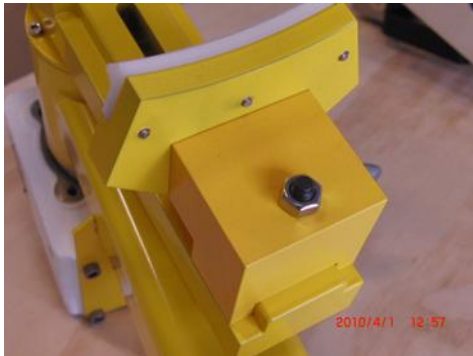
Example of rejection for painting / powder coating:



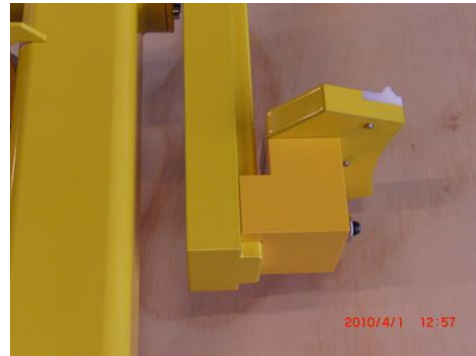
Raised edge



Raised edge



Colour difference



Colour difference



Threaded hole not lacquer free



Threaded hole not lacquer free and welding spatters

A.4 NICKEL PLATING

Quality criteria:

- 1) No stains
- 2) No irregularities and / or scratches
- 3) Products may not be oiled

Example of rejection for nickel plating:

Stains



Stains



Stains



Scratch/ Stains

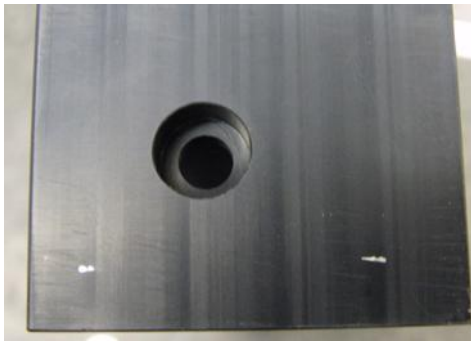


A.5 ANODIZING

Quality criteria:

- 1) No stains
- 2) No irregularities and / or scratches
- 3) No colour difference between products of the same order and / or composite products
A slight deviation is permitted for material differences
- 4) No discoloration of the welds
Use silicon free additive material
- 5) No attachment points on visible spots or in the pass holes

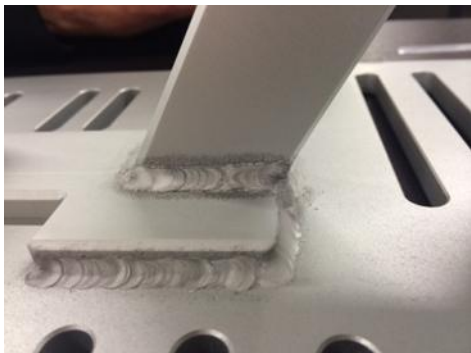
Example of rejection on anodizing:



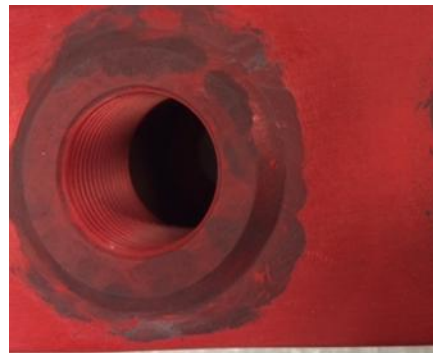
Attachment points visible



Colour difference



Discoloration of the weld



Discoloration of the weld

A.6 PVD COATING

Treat coated products with suitable (clean) gloves. This is to prevent that products are permanently damaged and / or cannot be cleaned.

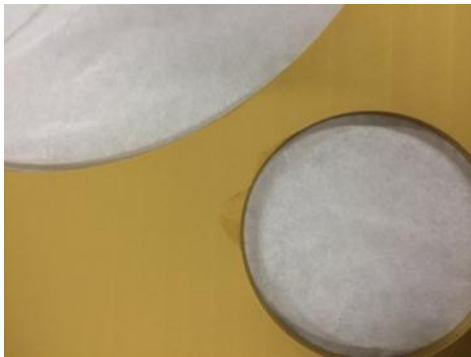
Quality criteria:

- 1) No stains
- 2) No irregularities and / or scratches
- 3) No colour difference between products of the same order and / or composite products)

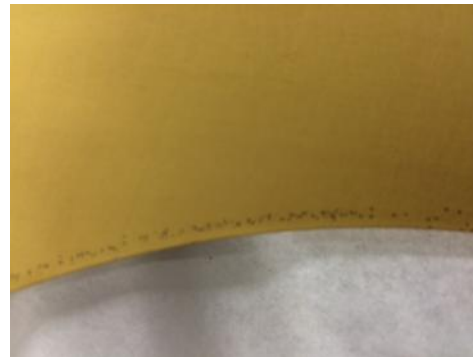
NOTE:

Wear clean gloves when handling PCD coated products to prevent damage and/or staining.

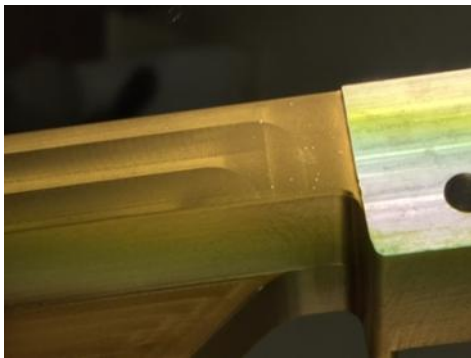
Example of rejection with PVD coating:



Stains

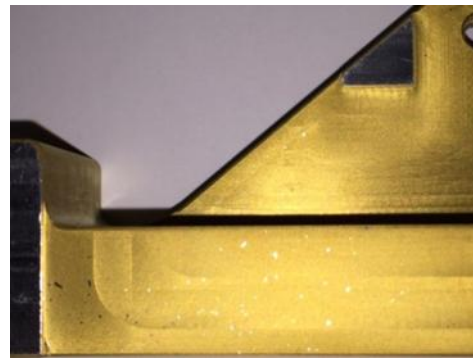


Stains



Dots:

With PVD coating on aluminium this is unfortunately not entirely preventable. Limited allowed.



A.7 PASSIVATION

Quality criteria:

- 1) No (liquid) stains
- 2) No irregularities and / or scratches

Example of rejection for welding:

Liquid (stains)



Liquid (stains)



Liquid (stains)



A.8 GLASS BEAD BLASTING / CERAMIC BEAD BLASTING

Glass bead blasting or ceramic bead blasting are only allowed when indicated on the drawing.

Quality criteria:

- 1) Smooth surface
- 2) No blast grid in the parts
- 3) Roughness (Ra) <3.5µm

Example of rejection for welding:

Good blasted product



Bad blasted product



A.9 WELDING

Quality criteria:

- 1) Weld must be evenly flowed
- 2) The weld contains NO holes and / or cracks
- 3) The weld in NOT porous
- 4) Welding spatter must be removed

Example of rejection for welding:



Crack in the weld



Weld is porous



Holes and welding spatters



Welding spatters

A.10 CLEANING GRADE 4

The supplier will provide the parts without any stains when the term Grade 4 is mentioned on the drawing. The goal is to prevent stains on the product so BKL can deliver the product according to the Grade 4 specification (no stains and no particles) after assembly, testing and internal Cleaning at BKL.

Quality criteria (Grade 4):

- 1) No traces of machining or post-treatment fluids (including coolant, oil, pickling fluid)
- 2) No stains ($\leq 8 \text{ cm}^2 / \text{m}^2$ with each single stain $\leq 3 \text{ cm}^2$)

NOTE:

Complete grade 4 cleaning and packaging is **not** allowed when Grade 4 is mentioned on the drawing.

The products only need to be delivered without any stains.

Complete grade 4 cleaning and packaging is **only allowed** when Grade 4 specifically is mentioned on the RFQ and PO.

A.11 CLEANING GRADE 2

When the term Grade 2 is mentioned on the drawing, the part must be delivered completely according that specification.

To make sure all Grade 2 can be assembled in our cleanroom after delivery, all Grade 2 parts as to be delivered including measurement report.

The content of this measurement report contains the following measurement data:

1. All fits
2. All dimensions dimensioned more accurately than ISO 2768
3. All shape and position tolerances
4. If applicable, confirmation of the requested treatments
5. Possible additional questions per product reported by us, such as confirmation of specific weld (qualities) or specific defined dimensions.

Note:

A digital measurement report must be sent to: ingangscontrole@bkl.nl

Make sure the measurement report and the individual product can be linked.

Packaging:

On the outside of the packaging this must be visible clear if the packaging contains a grade 2 cleaned product.

A sticker "opening cleanroom only" is **not sufficient**.

There must be consistently clear distinction between grade 2 and other products.

Quality criteria:

- 1) All delivered products must be cleaned and packed according to the specifications (see TPD)
- 2) All delivered products must contain a measurement report
- 3) Information required on the inner packing layer
 - 1) Part number / Drawing number
 - 2) Name product
- 4) Information required on the outer packing layer
 - 1) Part number / Drawing number
 - 2) Name product
 - 3) BKL PO number
 - 4) Yellow Sticker 'open in cleanroom only'
 - 5) Sticker with remark 'Grade 2 product'