This manual has been created to assist our suppliers in understanding the purchasing expectations and quality requirements for all supplies to OETIKER. The manual is also a tool to assist OETIKER in complying with the IATF 16949 and to develop our suppliers.
本手册的目的旨在帮助我们的供应商了解向欧梯克所有供货的采购期望和质量要求。本手册还可作为工具，有助于欧梯克遵循IATF 16949的相关规定，并且有助于开发我方的供应商。

The purpose of this Supplier Manual is to define the minimum requirements for all supplies. All suppliers shall be obliged to fulfil the requirements defined in this manual.
本供应商手册的目的旨在规定所有供货的最低要求。所有供应商均有义务满足本手册中规定的相关要求。

In addition, other relevant documents named in this manual shall become applicable with the acceptance of this Supplier Manual. Other local agreements may exist and require supplier acceptance, they have a complementary character
此外，本手册中指定的其他相关文件应在本供应商手册接受后适用。可能存在其他的需要供应商接受的本地协议，它们具有互补性。

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1. General
概述

1.1 The provisions of this supplier manual, hereinafter the Manual, shall apply to all current and future purchase agreements between OETIKER and the supplier. The Manual's provisions will be considered as a supplement to the requirements defined in the purchase order, OETIKER´s general purchase terms and conditions and any additional requirements as determined by OETIKER
本供应商手册（以下简称本手册）的各项规定应当适用于欧梯克与供应商之间的所有现在和未来的采购协议。本手册的各项规定应当被视为采购订单中规定的要求、采购条款与条件以及欧梯克规定的任何其它要求的补充内容。

1.2 It is the responsibility of the supplier to make products and provide services that meet the requirements agreed in advance in the purchase orders or specifications of OETIKER and its customers. The supplier is further responsible for the quality of the products provided by their sub-suppliers and ensuring that they adhere to the same quality requirements to which the supplier is obligated.
供应商的责任是确保生产的产品和提供的服务满足采购订单中事先商定的要求或欧梯克及其客户的规范。供应商还负责其分供方提供产品的质量，并确保其遵循相同的质量要求。

1.3 It is the supplier's responsibility to inform OETIKER of any change to the status of an approved quality or environmental certification and to provide proof of new or updated certification upon receipt from an approval body.
供应商有责任将已批准之质量或环境认证状态的任何变化告知欧梯克，且在收到批准机构之全新或更新认证后提供证明。

1.4 The Manual is of unlimited duration. OETIKER shall dully notify in writing to the supplier the latest released version of the Manual. Any updates of the Manual will be notified if there are any substantial revisions. Failure to maintain the Manual with OETIKER may result in the supplier being blocked for existing and future business and /or removed from the approved supplier listing.
本手册效力为无限期。欧梯克应以书面方式将手册的最新发布版本通知供应商。如有任何实质性修订，应通知本手册的任何更新。未与欧梯克共同维护手册可能会导致供应商现有及将来业务受阻和/或从已批准之供应商名录里移除。

1.5 The supplier and OETIKER shall keep all details of any communication, verbal or written, confidential. For the exchange of confidential or sensitive information a Non-Disclosure Agreement (NDA) shall be signed
供应商和欧梯克应就所有口头或书面交流的所有细节予以保密。对于机密或敏感信息的交换，应予以签署保密协议（NDA）。

1.6 The supplier and OETIKER shall comply at all times with the data protection legislation applicable and shall not perform any obligation under this Manual in such a way as to breach any obligations under data protection legislation.
供应商和欧梯克应始终遵守适用的数据保护法规，且不得以违反数据保护法规项下任何义务的方式履行本手册的任何义务。

2. Supplier Categories
供应商分类

Given by the impact of the influences to product and services that OETIKER is providing to the customers we categorize the supplier in three groups:
根据对于欧梯克提供给客户之产品和服务的影响，我司将供应商分为三类：

- DIRECT SUPPLIERS.直接供应商。
- INDIRECT SUPPLIERS. 间接供应商。
- SERVICE SUPPLIERS. 服务供应商。

This allows us to identify and mitigate risks.
这使得我司能够识别及规避风险。
This supplier manual is valid only for category SERVICE SUPPLIERS.
本供应商手册仅对服务供应商类别有效。

3. Supplier Selection
供应商选择

To get an approved OETIKER supplier status, the candidate must pass the following selection process:
为获得欧梯克批准供应商的资格，候选供应商必须通过下列选择流程：

- Self-assessment 自评
- Supplier manual agreement 供应商手册签订
- Acceptance of SERVICE specifications 接受服务规范

4. Service Delivery
服务交付

4.1 OETIKER expect service provided which is in accordance with OETIKER schedules, agreements or project plans, etc.
欧梯克期望服务的提供与欧梯克时间计划，协议或者项目计划等一致。

4.2 Early warning and deviation permits: the supplier shall notify OETIKER of any deviation or interruptions from agreed specifications, terms and conditions. Such a notification must be sent in advance and fully detailed with potential consequences of the deviation and a backup service for interruptions.
预警和偏差放行：供应商应将与商定规范、条款和条件的任何偏差或中断通知欧梯克。此类通知必须提前发送，并详细说明偏差的潜在后果和发生中断时的备用服务。

5. Supplier Evaluation and Escalation Process
供应商评价和升级流程

5.1 The supplier is expected to maintain an industry standard management system to provide a service that meets the OETIKER specifications. In order to achieve the objective, the supplier shall have an active continuous improvement program in place.

供应商应保持一个工业标准管理体系，以提供满足欧梯克规范的服务。为达成该目标，供应商应制定积极的持续改进计划。

5.2 All suppliers will be assessed according to our supplier evaluation process to ensure conformity of externally provided products, processes & services to internal & external customer requirements.
所有供应商将根据我司供应商评估流程进行评估，以确保外部提供之产品、流程及服务符合内外客户要求。

5.3 The following indicator will be monitored
监测如下指标:

a) Delivered product conformity to requirements, named as SQD
交付产品符合要求，即SQD
b) Customer disruptions caused by suppliers, named as SCD
供应商对客户造成的干扰，即SCD

5.4 The supplier will be rated for each indicator by an A-, B- or C-classification.
将针对各项指标将供应商评定为A级、B级或C级。

5.5 Reaching B- and/or C-classification can initiate an escalation process to improve the supplier performance. The supplier should support the OETIKER defined escalation steps.
达到B和/或C级将启动升级流程以提高供应商的绩效。供应商应当执行欧梯克规定的升级步骤。

6. Corrective Action
纠正措施

6.1 It is of high importance that the supplier starts the problem solving process upon notification. It is critical that appropriate actions occur immediately to contain the problem and avoid any further disturbances to production or potential quality hazard.
供应商一经通知后立即启动问题解决流程非常重要。关键在于应立即采取适当措施来控制问题，且避免对生产造成任何进一步干扰或潜在质量危害。

When notified of a non-conformance suppliers are requested to react in accordance with the following timelines:
收到不符合通知时，供应商须根据如下时间线作出反应：

- 24 Hours: Acknowledge receipt of quality notification. Begin containment activities and if needed include sorting internally, in transit and at Oetiker facilities. Problem analysis started. Identify other Oetiker sites at risk. (Email or other communication such as 8d)
24小时：确认收到质量通知。开始围堵措施且在必要时实施包括内部、运输途中及欧梯克处的全选。开始问题分析。识别其他有风险的欧梯克场所。（电邮或其他沟通方式例如8d）
- 48 Hours: Containment completed and short term corrective action fully implemented. (Email or other communication such as 8d)
48小时：完成围堵和充分执行短期纠正措施。（电邮或其他沟通方式例如8d）

- 14 days: Root Cause analysis complete for both occurrence and non-detection, permanent corrective action defined and implemented. (Timing starts after confirmation and acceptance of non-conformance.) (Supplier to Submit 8d)
  14天：完成产生和流出的根本原因分析，制定且实施永久纠正措施。（计时从确认和接受不符合开始）（供应商需提交8d）
- 28 days: Effectiveness of permanent corrective action checked and recurrence prevented. (Supplier to Submit 8d)
- 28天：确认永久纠正措施的有效性且防止再度发生。（供应商需提交8d）

If the resolving time lasts longer than 28 days, the supplier must reach an agreement with the quality contact at Oetiker
如果解决时间超过28天，供应商必须与欧梯克的质量联系人达成协议。

6.2 The supplier must arrange backup service for interruptions that the OETIKER requirements could be met.
服务中断发生时，供应商必须安排满足欧梯克要求的备用服务。

6.3 Should the supplier fail to respond on time OETIKER will take appropriate measures to ensure production is not jeopardized. All actions will be documented, and costs tracked.
如果供应商未能及时响应，则欧梯克将采取适当措施确保生产不会受到危害。将记录所有措施且跟踪成本。

6.4 The supplier must update the 8D (or similar) document regarding the identification of the root cause(s), actions taken to prevent recurrence, and verification that the actions have been effective. OETIKER has to be informed on a regular base until the issue is closed.
供应商必须根据根本原因的识别、采取的防止再发的措施，及措施有效性验证来更新8D（或类似）文件。供应商需定期通知欧梯克，直至问题关闭。

6.5 The concern will be deemed as closed with an official closing confirmation is sent to supplier.
向供应商发送正式关闭确认，视为欧梯克确认问题已关闭。

7. Containment Actions and Failure Costs
围堵措施和失效成本

7.1 In the event an interruption is found, OETIKER will take reasonable actions necessary to maintain production at OETIKER or customer location(s). All costs incurred will be documented and may include, but is not limited to, inspection, premium freight, travel and expenses to and from customer sites. All or some of the costs incurred may be charged to the supplier (the costs could be covered by an insurance-solution, which is limited to a defined level).
一旦发生中断，欧梯克将采取合理措施以维护欧梯克或客户处的生产。所产生的全部成本将记录在案，且可能包括但不限于检验费、超额运费，和往返于客户处的差旅费。所引发的全部或部分成本可向供应商收取（该成本可由保险解决方案支付，但仅限于规定水平）。

7.2 The supplier must ensure the effectiveness of corrective actions. The evidence must be shown for an adequate and from OETIKER approved period.
供应商必须确保纠正措施的有效性。证据要充分且得到欧梯克的批准。

7.3 OETIKER reserves the right to participate in tests and inspections carried out by the supplier and their sub-suppliers to verify the effectiveness of corrective actions.
欧梯克保留参与供应商及其子供应商所实施的用于验证纠正措施有效性的测试和检验的权力。

8. Code of Conduct
行为准则

8.1 OETIKER expect our supplier to act according to our Business Partner Sustainability Standard (Code of Conduct) available at section Supplier Document at https://oetiker.com/en/Downloads/ which outlines the basic rules for decision-making and specifies what is in violation of legal, ethical and moral norms. Oetiker's expectations of conduct in the areas of human rights, labor standards, business ethics, environmental protection and safety are outlined. Oetiker expects our suppliers to communicate these requirements to their employees as well as to their own suppliers and to ensure compliance.
欧梯克希望供应商按照我司的《商业合作伙伴可持续性标准》（行为准则）行事，该标准在https://oetiker.com/en/Downloads/之供应商文件一栏可查，其概述了决策的基本规则且规定了哪些为违反法律、伦理和道德规范。概述了欧梯克在人权、劳动标准、商业道德、环境保护和安全方面的行为期望。欧梯克希望我们的供应商将这些要求传达给其员工及其自己的供应商，以确保合规。

8.2 Oetiker engage our suppliers to undertake the assessment in a sustainability system, Oetiker will provide all needed information prior. The assessment covers the areas of environment, labor & human rights, Ethics and sustainable procurement and are in alignment with Oetiker Supplier CoC and suppliers should strive to provide as much information as possible. Suppliers who are asked to join the assessment will be expected to undertake the assessment within the time period specified in the system.
欧梯克鼓励我司供应商在可持续系统中进行评估，欧梯克将事先提供所有必需信息。该评估涵盖环境、劳动与人权、道德和可持续采购等方面且与欧梯克供应商行为准则保持一致，供应商应尽力提供尽可能多的信息。被要求参加评估的供应商需在系统规定的期限内进行评估。

9. Regulatory and Statutory Requirements
监管和法定要求

9.1 The supplier must ensure that services delivered comply with all relevant with all applicable laws, with all regulatory requirements on occupational and public health and safety and as well as environmental protection. These for the country of manufacture as well as in the country of sale. Supplier must ensure that all statutory and regulatory requirements are passed on to the complete supply chain
供应商必须确保所交付的服务符合所有相关适用法律以及职业、公共健康安全和环境保护方面的所有监管要求。这些适用于生产国以及销售国。供应商须确保将所有法定和监管要求传达至整个供应链。

9.2 The supplier must provide all regulatory required documentation for the services delivered in the languages available from the supplier.

9.3 OETIKER would encourage that the supplier establishes and maintains an environmental management system in accordance with ISO 14001 or equivalent. At least, environmental procedures should be in place.
欧梯克鼓励供应商根据 ISO 14001或等效标准建立及保有环境管理体系。至少应有环境程序。

10. Intellectual Property
知识产权

The supplier ensure that the parts / components delivered are exempted from any claims on the part of a third party
供应商确保所交付之零部件免于第三方索赔。

11. Contingency Plan
应急计划

Suppliers shall develop a contingency plan for potential catastrophes disrupting product flow to OETIKER, and advise OETIKER at the earliest in the event of an actual disaster.
供应商应当针对可能对欧梯克供货造成影响的潜在灾难而制订应急计划，并且在发生实际灾难时第一时间通知欧梯克。

12. Agreement to Comply

同意遵守

As an authorized representative of the supplier, I certify that supplier agrees to comply with and adhere to this revision of the supplier manual.
作为供应商的授权代表，本人证明供应商同意遵守此版本的供应商手册。

This manual is finally interpreted in English, Chinese version is for reference only.
本手册的最终解释以英文为准，中文仅供参考

Supplier Name 供应商名称 _____

Product liability Insurance 产品责任险

Insurance name / Policy no. _____
保险名称/保单号

Insured coverages _____
保险范围

Address _____
地址

_____

_____

Date 日期 _____

Printed Name
印刷体姓名 _____

Title of Signatory _____
签署人职务
Signature _____
签名

Do not fill out this section – only for internal use 请勿填写本节 - 仅供内部使用

Release of confirmed supplier manual (please confirm with date & initials)
经确认之供应商手册的发布（请以日期和首字母确认）

☐ **declined 拒绝**
☐ **accepted 接受** CM **/** Purchasing _____

☐ **declined 拒绝**
☐ **accepted 接受** SD / SQA _____

Comments 注释:_____

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13. Change history 变更历史

Status	Created/ changed	Reviewed	Approved	Comment (changed/added)
00	Christian Kuntze Team Leader Procurement 29-May-2018	Patrick Russi Global Procurement Director 29-May-2018	Dan Roche Quality Director 29-May-201	Initial release
01	Manuel Martinez Procurement Processes and Compliance Mgr. 09-Dec-2019	Patrick Russi Global Procurement Director 09-Dec-2019	Guenter Henritzi Director Global Quality & HSE 09-Dec-2019.	New document number. Content transferred to new template. Supplier category definition was removed . Others minor changes marked in yellow.
02	**Manuel Martinez** Head Procurement Process & Compliance 19-Oct-21	**Sandra Klint** Head Supplier Development 19-Oct-21	**Andreas Forslund** Head Procurement Category Mgmt. 19-Oct-21	Added code of conduct section. Remove some Regulatory and Statutory Requirement Other minor changes.
03	**Manuel Martinez** Head Procurement Process & Compliance 11-Nov-21	**Sandra Klint** Head Supplier Development 11-Nov-21	**Andreas Forslund** Head Procurement Category Mgmt. 11-Nov-21	Update responsible to release/approve supplier manual in Agreement to Comply section