

Uponor



Uponor Supplier Policy

Uponor is a supplier of innovative plumbing, heating and cooling, and infrastructure solutions serving international markets. As a supplier to Uponor you are a member of the Uponor team, working alongside us to help us fulfil our mission, strategy and values.



Uponor's vision is to provide expertise and solutions that enrich people's way of life throughout the world.

Uponor's strategy is to grow through building on our current platforms; to strengthen the Uponor brand throughout the world; and to integrate the company through operational excellence.

Uponor's values, which shall be reflected in all that we do, are:

- Knowledge
- Enabling
- Most rewarding
- Improving effectiveness
- Committed

Uponor's Supply Chain Strategy

Uponor's Supply Chain is working towards providing a speedy response at all times, maintaining **high availability** for our customer needs, being **scalable and flexible** with respect to market demand, and achieving the best 'overall cost effective' supply chain for **high quality** products and systems.

An integral part of Uponor's Supply Chain, its purchased components are expected to arrive at the Uponor facility ready to begin their journey to the end customer. The quality of products and packaging must fulfil the specification and requirements 100 %.

It is of the utmost importance that agreed delivery times are adhered to and any exceptions are duly reported, since Uponor's promises to its customers are based on the information it receives from its suppliers.

Our **sourcing strategy** consists of leveraging our global volumes and creating competencies by working alongside our suppliers in Category Teams.

For Uponor, customer needs and demands occupy a key position. We work with suppliers who have the ability to respond and adapt quickly to a changing environment and who provide optimally priced, high quality products.



Uponor Supplier Requirements

Uponor's [Code of Conduct](#) can be accessed at www.uponor.com. While the code applies to all Uponor employees, we also request that our suppliers familiarise themselves with, and honour, the Uponor code of conduct in their dealings with Uponor.

Central to the code of conduct is Uponor's determination to comply with the highest ethical standards and the letter of the applicable international and national laws. In all of its agreements, Uponor strives for mutual satisfaction and good faith, high product quality, fair pricing and excellent after-sales service. We treat all stakeholders, including suppliers, in accordance with the same mindset as that with which we approach our customers.

Any questions or concerns regarding compliance with Uponor's [Code of Conduct](#) can be sent to [Uponor Vice President of Sourcing](mailto:sourcing@uponor.com) (sourcing@uponor.com).

Suppliers must agree to introduce and maintain a **Quality Management System** according to ISO 9001:2000 or the equivalent system recognised by Uponor.

Uponor's **Environmental Management** principles also apply to its suppliers. Suppliers should implement an environmental policy and ensure that all operations and processes comply with the relevant standards, legislation and international conventions. Suppliers should also undertake to identify and document any significant environmental aspects of manufacturing or the materials, components and services they sup-

ply to Uponor, as well as implementing a programme of continuous improvement of their sustainability performance.

Uponor's **Corporate Responsibility** principles require that all products and services sold under the Uponor brand are sourced according to practices which uphold internationally accepted standards. These sourcing practices must also comply legally with human rights and workplace practices throughout the value chain. Our aim is to ensure that environmental, ethical, and health and safety issues, as well as labour practices, are not separate add-on features, but are embedded in our sourcing process. We expect our suppliers to take a similar approach.

Confidentiality in business matters is a requirement of doing business with Uponor. All suppliers will be required to sign a Non-Disclosure Agreement upon entering the initial discussions with Uponor. Additionally, a new Non-Disclosure Agreement shall be signed every third year.

Supplier Qualification Process

The first step in the **Supplier Qualification Process** is to fill in the Uponor Supplier Qualification Questionnaire, provided by Uponor. Supplier qualification includes audits, manufacturing and technology verification and any other checks deemed necessary.

In line with Uponor's sourcing strategies, it will select a supplier based on its technical ability to supply a specific raw material, component, system, or service, and

to meet the company's Quality, Total Cost and Delivery criteria. The level of qualification and audits required will be determined based on criticality and the processing difficulty of the product or service, the potential for liability during use and the level of annual spend. All suppliers will be required to pass the qualification and the determined audit level in order to become a fully approved Uponor supplier.

The resolution of non-conformances in products supplied to Uponor will be addressed in the manner that best meets Uponor's requirements. Expenses associated with supply non-conformances will be the responsibility of the supplier.

Where needed, suppliers are expected to work with Uponor to improve its performance and/or processing capability. Based on the supplier's performance, Uponor may modify the level of control exercised. In the case of repeated poor performance or failure to improve, suppliers will be removed from the Uponor Supplier List.

Once deliveries of a raw material, component, system, or service have begun, Uponor will monitor the supplier's performance in order to establish a trend of **Continuous Improvement**. Uponor will work with the supplier to develop the appropriate improvement targets.

Supplier Performance Indicators and areas for potential improvement are as follows:

- On-time delivery
- Lead-time reduction
- Total cost improvement
- Quality improvement
- Environmental, health and safety improvements

Uponor requires that qualified suppliers of critical products and services have a **Supply Agreement** with Uponor. The goal of the Supply Agreement is to provide a clear statement of the expectations and requirements binding on both Uponor and the supplier. Supply Agreements are viewed by Uponor as a best business practice that helps both parties to avoid future misunderstandings and conflicts.

Uponor Sourcing Categories

Uponor's business is organised into three segments; Building Solutions - Europe, Building Solutions - North America, and Infrastructure Solutions.

Uponor's Sourcing is organised under the following Sourcing Categories: Plastic resins and raw material; Metals and fittings; Tools, panels and packaging; Controls and manifolds; Transportation; and Indirect material. The Category Teams' objectives are to leverage our global volumes and maximise global opportunities. Infrastructure Solutions and Building Solutions - North America have their own regionally organised sourcing teams and personnel.

Sourcing strategies, supplier selections, price and contract negotiations and other aspects of supply selection and management are led and managed by Sourcing, in co-operation with other functions within Uponor. The planning of availability, issuing of purchase orders, provision of routine forecasts and other tasks in the ongoing delivery of goods are handled by Supply Planning. In some cases, planning is organised based on one planner being responsible for arranging purchases and deliveries to multiple warehouses.

Suppliers who wish to inquire about the requirements for supplying Uponor should contact Uponor at one of the following email addresses:

[Sourcing at Building Solutions - Europe](mailto:Sourcing@uponor.com)
(Sourcing@uponor.com)

[Sourcing at Building Solutions - North America](mailto:SourcingNA@Uponor.com)
(SourcingNA@Uponor.com)

[Sourcing at Infrastructure Solutions](mailto:SourcingInfrastructure@Uponor.com)
(SourcingInfrastructure@Uponor.com)

