

Information for suppliers of Klüber Lubrication

克鲁勃给供应商的告知函

Munich, Oct 2022
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Dear suppliers of Klüber Lubrication
尊敬的克鲁勃润滑产品供应商

What do we expect of you - apart from products and services to be delivered in the quality agreed and on the date agreed? Our "guideline" and supporting documents will give you an overview of what is important for our cooperation. To give us, in return, an overview about your company, please make all basic information such as contact persons, certificates, etc. available in our supplier portal. As a matter of fact, a fair and successful cooperation is only possible if both parties know what they are talking about.

我司对贵司有什么期待？除了在双方协议日期交付满意的产品和服务外，还有什么？我司的“供应商指南”及支持文件概括地介绍了双方合作至关重要的事宜。事实上，只有双方都清楚彼此讨论的内容，才能取得公平成功的合作。作为反馈，请在我司的供应商门户网站中，提供关于贵司的基本信息诸如联系人，资质等。

For specific topics it suggests itself to conclude agreements, specifications or contracts, which we will prepare with you individually and directly.

关于对于特定的议题，我司将会与您单独直接准备协议，指标或者合同规定。

If you can foresee that you cannot meet any of the general expectations we ask you to contact us in time. We are confident to find a solution.

如果您能预见可能不能满足我司基本期望中的任何一条，请及时联系我司，我司有信心能找到解决方案。

We look forward to a good and successful cooperation with you!
期待与您达成友好成功的合作！

The Strategic Procurement team 战略采购部
Klüber Lubrication 克鲁勃

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1. Klüber Lubrication - the world market leader for speciality lubricants

克鲁勃润滑产品-特种润滑剂全球市场领导者

Innovative tribological solutions are our passion. Through personal contact and consultation, ambitious technical concepts and outstanding speciality lubricants for complex, technological applications we help our customers to be successful – worldwide, in all industries and markets. What our customers appreciate is that we support them in meeting the challenges of their company and offer them leading technological and powerful solutions with long-term perspective.

克鲁勃致力于创新摩擦解决方案。通过单独和客户联系和咨询，运用大胆的技术概念以及针对复杂技术应用的卓越优质特种润滑产品，我们帮助客户在全球范围内，所有行业和市场取得了成功。令我们的客户赞赏的是，当他们遇到挑战时，我司大力给予支持，并从长远视角客户提供领先的技术和强大的解决方案。

The performance of our suppliers is a substantial contributor to our success. Now as before we rely on partners who react quickly, are flexible and develop continually. On partners who, like us, take responsibility for people, environment and employees - in everything we do. That's how we can embark on future projects together, push the limits again and again and set new standards.

克鲁勃认为供应商的表现是克鲁勃成功的一个重要因素。一如既往地，我司依靠快速反应、不断灵活发展以及和我司一样对人类、环境和员工负责任的合作伙伴。这正是我们和供应商一起开展未来的项目，一再推进极限，并制定新的标准。

For ensuring sustained profitability of our company we want to achieve more than just meeting the legal requirements and relevant standards.

为了确保我司的持续盈利能力，我们要求的不仅仅只是满足法律要求及相关标准。

- Quality: zero defects
- 质量: 零缺陷
- Environmental protection: zero waste and zero incidents
- 环境保护: 零废弃物，零意外
- Occupational safety: zero accidents
- 职业安全: 零事故
- Sustainability: acting ethically and responsibly in all areas
- 可持续性: 各领域都恪守道德，勇于承担责任

We also expect our suppliers to comply with our standards and pass them on to their suppliers.

我司也希望供应商能遵守我司的标准并将这些标准传递给上游供应商。

Pls see also our [Guideline for Quality, Environment, Occupational Safety and Health](#).

也可以参考我们的质量，环境，职业安全与健康的指导方针。

2. Supplier portal 供应商门户网站

All Klüber production plants worldwide procure production materials, many of them from internationally active suppliers. The bundling of information in a single electronic system

helps us to network our activities more closely and also to make life easier for you as a supplier.

克鲁勃在全球各地的生产工厂会向全球范围内采购生产原材料。其中许多是从国际上活跃供应商购买。如果贵司通过该电子系统平台注册并提供相关的信息，这将帮助我们更加紧密将我们的活动联系起来。也能使贵司作为供应商的工作更轻松。

The complete registration in our supplier portal is a basic requirement to be approved as a supplier of Klüber Lubrication. In your profile you provide us with general information about your company and your product portfolio, contact persons, quality and other management systems.

在我们的供应商门户网站完整地注册是被批准为克鲁勃供应商最基本的一个要求。在贵司的资料中，贵司应向我司提供有关您的公司和产品类别，联系人，质量以及其他管理体系的信息。

The supplier portal provides you with information from our side, e.g. the supplier assessment, furthermore complaints are processed there, reminders about the update of ISO certificates etc. The range of functions of our supplier portal is constantly being questioned and, if necessary, expanded in order to make the processes on both your and our side as efficient as possible.

供应商门户网站为贵司提供了我司对贵司的一些反馈，比如供应商评估，供应商投诉处理，以及有关ISO体系证书更新的提醒等。我们供应商门户网站的功能范围在必要时进行不断地扩展，以使贵司和我司双方的沟通及处理等流程尽可能高效。

Most Klüber Lubrication companies and their suppliers are already working with our supplier portal. Those companies not yet linked will follow step by step. In the meantime, our responsible colleagues will approach you individually for supplier approval, supplier assessment, etc.

大多数克鲁勃子公司和他们供应商已经在使用我们的供应商门户网站，尚未链接的公司也将逐步进行，同时，我们负责的同事将就供应商批准，供应商批准等单独与贵司进行联系。

3. Ethical principles 道德准则

Value-oriented and sustainable management has always been a pillar of our corporate culture. Acting responsibly in terms of people and nature is something we expect from our suppliers too. We have defined our expectations in Ethical Standards. They imply social, health, safety, environmental and economic aspects and are largely based on international agreements and principles such as the Universal Declaration of Human Rights, ILO (International Labor Organization) and the UN Global Compact, to which Klüber Lubrication committed itself as a company of the Freudenberg Group.

- ➔ Meeting our Ethical Standards for suppliers is one of the prerequisites for being approved as a supplier of Klüber Lubrication.
[Attachment 1 – Ethical standards for suppliers](#)
- ➔ Depending on the risk classification, it may be necessary for our suppliers to participate in a further assessment by Ecovadis. [Details can be found under this link.](#) If we invite you to participate in the Ecovadis assessment, we expect your cooperation. A refusal may lead to the termination of the business relationship, if applicable.

价值导向以及可持续管理一直是克鲁勃公司文化的重要部分，克鲁勃同样希望供应商能有责任地对待人和自然，我司已经在道德标准里对此进行了定义，即承担社会、健康、安全、环境和经济方面的责任，这些标准大部分都是根据国际性的协议和准则来定义的，例如世界人权宣言，ILO（国际劳工组织）和联合国全球契约。克鲁勃润滑产品作为科德宝集团下的公司也将遵守这些道德准则。

➔ 满足供应商道德标准是成为克鲁勃润滑产品认可供应商的前提条件之一。

[附件1—供应商道德标准](#)

➔ 根据风险分类，我们的供应商如必要，需参与EcoVadis的进一步评估。[详细信息可以在此链接下找到](#)。如果我们邀请贵司参加EcoVadis评估，我们希望贵司能够配合。一旦拒绝可能会导致双方业务关系的终止。

4. Environmental protection 环境保护

It is a matter of course for our suppliers and a minimum requirement of us for them to comply with laws and rules. It would be ideal if our suppliers have an environmental management system in line with ISO 14001 and/or EMAS; we give preference to suppliers who are certified accordingly.

供应商应遵守各项法律法规，这也是克鲁勃对供应商的最起码要求。克鲁勃优先核准经 ISO 14001 和/或者 EMAS 的认证的具有环境管理系统的供应商。

5. Quality management system 质量管理体系

Both our suppliers and we are committed to the zero-error goal. Like Klüber Lubrication, they work on the basis of an up-to-date and efficient quality management system.

➔ Certification according to ISO 9001 by an accredited certification body is a prerequisite for cooperation. The certificate must bear the accreditation mark of a recognized IAF MLA member and the product offered must be in accordance with the scope of the certification.

As an IATF 16949-certified company dealing with customers from the automotive industry and other "sensitive" industries, we have to fulfil many quality management and process requirements which exceed ISO 9001 stipulations. We are obliged to transfer many of these requirements into our supply chain.

- ➔ We expect from our automotive-relevant suppliers that they are prepared to develop and improve their quality management system towards IATF 16949 requirements and, ideally, get the corresponding certification.
- ➔ Any change in the certification status needs to be notified to us immediately, this also applies to
- ➔ special status messages of automotive OEMs.

We will inform you individually about any further obligations and, if necessary, conclude a quality assurance agreement with you.

我司和供应商都应致力于达成零误差的目标。为此，克鲁勃使用了最新高效的质量管理系统。

➔ 获得认可的认证机构根据 ISO 9001 进行认证是合作的前提条件。该证书必须带有认可的 IAF MLA 成员的认可标志，并且所提供的产品必须符合认证范围。

从 IATF16949 来看，被认证公司如果和汽车行业的客户以及其他“敏感”行业客户有业务关系，我方对于质量管理和加工处理的要求将高于 ISO 9001 标准，我方有义务将这些要求落实到我方的供应链中。

- ➔ 我希望汽车行业相关的供应商能够准备朝着 IATF16949 管理体系发展和改进，最好是，已经得到相关认证。
- ➔ 认证情况的任何变更须立即通知我方，此条款也适用于
- ➔ 汽车原始设备制造商的特殊情况信息。

如有必要，我们将单独告知贵司应尽的其他义务，并与贵司签订质量保证协议。

6. Audits 审核

As part of our supplier management, an on-site audit at our suppliers' premises may be necessary. We expect you to agree to an audit and to cooperate accordingly by providing resources and documentation as well as follow-up work. Of course, we guarantee you absolute confidentiality.

作为供应商管理的一部分，可能需要在供应商厂区内做现场审核。希望贵司同意我司进行现场审核并配合提供相关资源，文档包括后续的跟踪来进行相应的合作。当然，我司对相关信息绝对保密。

7. Product quality 产品质量

- ➔ Together with the supplier we clearly define the product quality in specifications using selected parameters.
- ➔ We expect the quality of shipment to comply with the specification agreed with you.
- ➔ Unless otherwise agreed, an analysis certificate has to be provided for chemical products, by no later than upon receipt of the goods.
- ➔ A shipment should consist of no more than two manufacturing batches.
- ➔ The remaining shelf life of the delivered goods shall still be at least 50% of the guaranteed shelf life when they are received by us.

Deviations from the agreed items result in a deduction of points in our supplier appraisal (see point 15.)

- ➔ 和供应商在指标中用所选的参数对产品质量进行清晰明确的定义。
- ➔ 我希望货物运输质量符合双方认可的指标。
- ➔ 除另经同意，化学品在到货前必须提供分析证书
- ➔ 单次到货不得送超过两个生产批次的货物
- ➔ 产品交付给克鲁勃时，剩余保质期应不少于产品本身保质期的一半。

若有违反约定条款，供应商评估时将被减分（见 第 15 条）

8. Authorisations 授权

Depending on the type of material and the intended use, different rules apply to our approval procedure. Therefore, we agree with our suppliers on approval criteria and authorizations for products, processes and services in each individual case.

根据不同的材料类型和预期用途，不同的规则被用于我们的审批程序。因此，我们同意我们的供应商针对每一个案例对产品、流程和服务的制定批准标准和授权。

9. Traceability of products 产品追踪

All materials of our suppliers have to be retraceable so that we are able to provide information to our customers and reconstruct causes if problems arise.

➔ Therefore, we need manufacturing batches and labelling data for both chemical products and packagings. Please refer to point 14 for the corresponding specifications regarding marking/labelling.

供应商的所有材料必须是可追溯的，以便我司能为客户提供相应的信息，并在出现问题时重建原因。

➔ 因此，我司需要化学品和包装的生产批次以及标签信息。有关标记/标签的相应规范，请参见第 14 条。

10. Product availability, changes, cancellations 产品供货能力，变更，取消

Many of our products are subject to customer specifications. Therefore, we rely on long-term security of supply and early notification of changes of our suppliers. Ideally,

➔ you confirm availability of your products for a period of

- 24 months for chemicals
- 12 months for packaging materials.

➔ The same lead time is required for the notification of changes to products, to product compositions, production settings, etc...

We also require your information on other changes that may affect our business relationship, such as changes to product names, product specifications, distribution channels, change of company name, etc.

我们还要求贵司提供其他可能影响我们业务关系的变更信息，例如产品名称、产品指标规格，分销渠道的变更以及公司名称的变更等。

我司的许多产品都符合客户要求，因此，我司需要供应商保持长期的供货安全状态，同时供应商若有变化，需尽早通知我司。理想的是，

➔ 供应商确认一段时期内的产品供货能力

- 化学品 24个月
- 包装材料12个月

➔ 对于产品、产品成分、生产设置等的变更，均需在相同的提前期内进行通知

11. Legal and regulatory requirements 法律法规要求

As a matter of course, our suppliers are bound to all relevant laws, standards, regulatory requirements and guidelines. This includes inter the following:

- REACH (Europe) – for suppliers of chemicals this is a matter of course, but our packaging suppliers are also affected: In compliance with article 33 of the REACH regulation SVHC-substances according to the latest ECHA Candidate list must be

declared. If you as a packaging supplier use SVHC substances in your products you are legally obliged to inform us accordingly. If applicable we expect your information.

- GHS guideline
- Country-specific authorisations and listings in national chemical substances inventories.
- Directive 94/62/EC on Packaging and Packaging Waste (Europe)
- Directive 2008/47/EC on aerosol dispensers (Europe)
- National and international regulations on the labelling and transport of hazardous goods
- Requirements of the national and international export, customs and foreign trade law

If special regulations have to be complied with beyond laws and official requirements, we inform our suppliers individually.

As far as legal and official requirements are concerned, our suppliers have to provide us with various written information, e.g.

- ➔ information on the international approval of chemicals in chemicals registers as well as automatic information on changes in the listing status
- ➔ up-to-date safety data sheet for chemicals; in the case of changes we expect suppliers to automatically provide us with the updated version
- ➔ information on commercial and preferential origin, and, if applicable, a long-term supplier declaration for the preferential origin.
- ➔ Klüber Lubrication produces in many countries of the world. Our customers use, import, export and sell our products also internationally. Here, country-specific legal regulations must be observed, which can only be complied with if the ingredients are known. Violation of such regulations can lead not only to prohibitions of use and marketing, but also to substantial financial damages and fines, as well as personal far-reaching penalties (entry bans, imprisonment). We must, of course, avoid such breaches.

In special cases, therefore, we need full and detailed disclosure of the composition of raw materials at individual substance level. Only in this way can we comply with national legal obligations. Should this be necessary, we naturally conclude a non-disclosure agreement with our suppliers, thus ensuring confidentiality.

供应商理应遵守所有相关的法律、标准、监管要求以及指南，具体包括如下：

- 化学品的注册、评估、授权和限制（欧洲）-对于化学品来说，这些是必须的，但对于我们的包装物供应商也会受到影响：根据 REACH 法规第 33 条规定，必须申报最新 ECHA 候选名单中的 SVHC 物质。如果贵司作为在产品中使用 SVHC 物质的包装供应商，贵司在法律上有义务应当通知我们。如适用，我们期待贵司的信息反馈。
- 全球化学品统一分类和标签制度
- 国家化学物质清单中国家特定的授权和清单
- 94/62/EC 包装及包装废弃物法令（欧洲）
- 2008/47/EC 气雾剂法令（欧洲）
- 关于危险品标签及运输所在国和国际法规

- 所在国和国际贸易法规的要求

如果有除了必须遵守的法律和官方要求之外的特殊规定，我司将会单独通知供应商。

出于法律和官方要求，供应商需提供各种书面信息，比如：

- ➔ 化学品注册机构出具的化学品国际认可信息以及相应的名单变化信息
- ➔ 化学品最新安全数据表，如果变更，我司希望供应商及时提供最新的版本
- ➔ 商业以及原产地特惠信息，若可以，提供一份长期的供应商原产地特惠声明
- ➔ 克鲁勃润滑产品在世界多个国家生产。我们的客户也在国际上使用，进口，出口和销售我们的产品。因此，在成分已知的情况下必须遵守特定国家的法律法规才能合法合规。违反法规不仅会导致禁止使用和销售，还会导致巨额的经济损失和罚款，以及对个人的长久惩罚（禁止进入，监禁）。当然，我们必须避免这种违规，因此，在特殊情况下，我们需要完整详尽的单个物质的组成成分。只有这样，我们才能做到遵守国家法律的义务。若有必要，我们自然愿意与供应商签订保密协议，从而确保机密性。

12. Qualification of employees 员工资质

We expect that all the employees of our suppliers are fully qualified for their tasks and that their competences and knowledge are kept up-to-date by adequate training.

- ➔ If special qualification features/competences are deemed necessary by us, we will inform you in each individual case.

我司希望供应商的所有员工都有足够的能力完成他们的任务，同时通过足够的培训，员工的能力以及知识是与时俱进的。

- ➔ 如果我认为供应商的员工另需一些特殊技能/能力，我将另行给予单独通知。

13. Meeting deadlines 满足截止日期

It is indispensable for our production planning that goods are available on the date agreed.

- ➔ We always need a written order confirmation within three work days upon receipt of our order.
- ➔ Delivery dates need to be confirmed with the exact date and not with "arriving approx.", calendar week, etc.
- ➔ If deviations from the delivery date are foreseeable - delivery dates or delivery volumes deviating from the order/confirmation - we need to be informed at least three days prior to the confirmed date of delivery.
- ➔ We expect the exact delivery date to be kept by the supplier.
- ➔ Late deliveries for which the supplier is responsible and which cause stock-out, give us reason for complaint and may result in downgrading of the supplier status.

Deviations from the aforementioned requirements result in a deduction of points in the supplier assessment (see point 14.)

对于我司的生产计划，供应商应保证在双方同意的日期内供货。

- ➔ 我司一直要求供应商在收到我方订单后的三个工作日内提供书面订单确认
- ➔ 交货日期必须是准确的日期形式，而不是大约在某周到货等
- ➔ 供应商如果预见送货日期或者送货量与书面确认的订单有偏差，供应商需在确认的交货日期前三天通知我司
- ➔ 我司要求供应商保证准确的送货日期
- ➔ 由于供应商原因导致的延迟交货以及缺货问题，供应商应给到我司具体原因，由此可能会被降级

与上述要求有偏差将会导致供应商评估时将被减分。（见第 14 条）

14. Commercial-logistical requirements 商业物流要求

Our requirements for the delivery of goods and general documentation are specified in the

- ➔ fact sheet "commercial-logistical requirements"

As some companies of the Klüber Lubrication Group operate under different circumstances, the fact sheet is site-related. Please follow the link to find the specific requirements for the individual Klüber Lubrication site:

[Commercial-logistic requirements](#)

(please scroll down to the list "Information sheet commercial-logistic requirements" and select your Klüber company)

- ➔ In case you cooperate with logistical service providers, please ensure that our specifications are met by these providers as well.

If our customers have special characteristic requirements regarding packaging units or labels, these customer requirements will be passed on to our suppliers, where applicable. They will be part of the specification.

Deviations from the specifications agreed results in a deduction of points in our supplier assessment (see point 15.)

我司对货物运输和基本文档的要求在“商业物流要求”中进行了具体说明

- ➔ 概况表“商业物流要求”

由于克鲁勃润滑集团的一些公司在不同的情况下运作，因此要求也是依据不同工厂制定。请点击如下链接查找单独的指定要求：

[商业物流要求](#)

（请向下滚动至“商业物流品质”列表，然后选择贵司服务的克鲁勃公司）

- ➔ 如果供应商还和物流公司合作，请确保这些物流公司也能满足相关说明要求。

如果我们的客户对于包装单位及标签有特殊特定要求，那么这些客户的要求应在适用情况下传达给我们的供应商，这些也应纳入与贵司约定的指标中。

与上述要求有偏差将会导致供应商评估时将被减分。（见第 15 条）

15. Supplier assessment 供应商评估

The performance of our suppliers is assessed at regular intervals. Every receipt of goods is checked and assessed in terms of

- product quality
- adherence to delivery dates
- commercial-logistical delivery quality.

From the total of the ratings we generate the yearly supplier assessment and inform our suppliers about their status.

Our supplier assessment serves as a basis for deciding on

- measures for supplier development
- selection of preferred suppliers
- if necessary, phasing out of low-performing suppliers.

For detailed information please refer to the information sheet "[Supplier assessment Klüber Lubrication](#)"

我司将定期对供应商进行评估，每批货物到货都将进行检查并根据以下方面进行评估：

- 产品质量
- 准时交付
- 商业物流配送品质

根据总评分，得出年度供应商评估结果，并通知供应商评估情况。

供应商评估结果将用于决定

- 供应商开发措施
- 选为首选供应商
- 如必要，淘汰不合格供应商

具体信息，请参考“[克鲁勃润滑产品供应商评估](#)”信息表

16. Complaints 投诉

We will inform our suppliers in time and in writing when deliveries give rise to complaints due to errors upon receipt of goods, during production or at the customer. Depending on the importance of the deviation, the supplier is requested to handle the complaint by means of the 8D methodology within the time limits requested. The overall goal is to identify the root cause precisely and establish appropriate corrective measures to prevent the error from recurring.

Additional costs caused by deviations from our suppliers will be passed on to them.

在收货，生产过程中或者客户收到货物时，我司一旦发现有错误而产生投诉时，将及时以书面形式通知供应商。取决于偏差的重要性，供应商被要求使用 8D 分析法在要求的时限内来处理解决投诉。这样做的目的是识别根本原因并建立适当的纠正措施以防止错误再次发生。由于供应商的偏差而产生的额外费用，由供应商自行承担。

17. General terms and conditions of purchase and foreign trade data 采购一般条款及条件和外贸数据

Unless otherwise agreed, our

➔ general terms and conditions of purchase apply.

They are published for the individual companies of Klüber Lubrication on our website www.klueber.com for download.

General conditions of purchase

(please scroll down to the list "General conditions of purchase" and select your Klüber company)

The indication of the customs tariff numbers, the countries of origin and, as far as possible, the long-term supplier declarations (EU) are an important part of your deliveries to us in order to meet the legal requirements for the export of our products.

In case of missing or incorrect documents/information we may have to hold you liable for resulting damages.

除非另经同意，均使用我方的

➔ 采购一般条款及条件

克鲁勃润滑产品不同公司的采购一般条款及条件可在网站 www.klueber.com 下载

采购一般条款及条件

（请向下滚动至“[一般采购条款及条件](#)”列表，然后选择贵司服务的克鲁勃公司）

海关关税号码、原产国以及尽可能需要提供的长期供应商声明（欧盟），这些是订单中，供应商向我们交货的重要组成部分，以便满足我们产品出口的法律法规要求。如果文件信息缺失或不正确，我们可能需要让供应商承担由此造成的损失。

18. Secrecy 保密条款

Our suppliers undertake not to disclose to third parties any information concerning the cooperation with Klüber Lubrication. Klüber Lubrication also undertakes to maintain secrecy, e.g. in the case of recipe disclosures. Relevant details are stipulated in a non-disclosure agreement.

我司供应商不得向第三方公司透露任何关于和克鲁勃润滑产品合作的信息，克鲁勃同样也承担保密的义务，比如在得知原料配方的情况下，相关细节在保密条款中进行了规定。