

Global Supplier Manual
MANN+HUMMEL

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05/2021

Revision History

Rev.	Date	Change	Editor
01	02/15/2016	Initial	Corporate Purchasing/ Supplier Quality Development
02	01/09/2017	Update of Hyperlinks	Corporate Purchasing
03	04/27/2018	Update of Hyperlink	Strategic Purchasing
04	11/15/2018	Add HSE regulations	Strategic Purchasing
05	03/21/2019	Update of Hyperlink	Strategic Purchasing
06	09/05/2019	Change VRS	Strategic Purchasing
07	02/10/2020	Logistics	Global Supply Chain
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09	28/05/2021	Supplier Quality	Supplier Development

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List of Abbreviations

8D	8 Disciplines Problem Solving
AIAG	Automotive Industry Action Group
APQP	Advanced Product Quality Planning
ASL	Approved Supplier List
CIP	Continuous Improvement Process
Cmk	Machine capability index
CSL	Controlled Shipping Level
CP	Control Plan
Cpk	Long-term process capability index
CQI	Continuous Quality Improvement
D-U-N-S®	Data Universal Numbering System: nine-digit coding scheme to clearly identify companies
eCONN	MANN+HUMMEL Supplier portal (electronic connection)
EDI	Electronic Data Interchange
ELV	End of Life
EL	Escalation Level
EPC	Early Production Containment
eRFQ	Electronic request for quotation
ERS	Evaluated Receipt Settlement
EUTR	European Timber Regulation
FMEA	Failure Mode and Effects Analysis
GADSL	Global Automotive Declarable Substance List
Gauge R&R	Gauge repeatability and reproducibility
GASG	Global Automotive Stakeholders Group
HSE	Health, Safety & Environment
IMDS	International Material Data System
M+H	MANN+HUMMEL Group
MSA	Measurement Systems Analysis
NPM	Non-production material

PM	Production Material
PPAP	Production Part Approval Process
Ppk	Preliminary process capability index
PPM	parts per million
PRFPP	Product Requirements for Purchased Parts
PSW	Part Submission Warrant
QAA	Quality Assurance Agreement
RCI	Root Cause Investigation
REACH	Registration, Evaluation, Authorization and Restriction of Chemicals
RoHS	Restriction of Hazardous Substances Directive
RPS	Rapid Problem Solving
SCR	Supplier Change Request
SOP	Start of Production
SPC	Statistical Process Control
T&C	Terms & Conditions of Purchasing
TCM	Technical Change Management
VRS	Vendor Rating System

1 General Information

1.1 Purpose and Scope of the MANN+HUMMEL Supplier Manual

Purpose of this supplier manual is to provide information about MANN+HUMMEL's policies, processes and procedures for our supplier base.

This manual will assist suppliers in understanding both our commercial and quality/HSE processes and requirements in order to avoid quality problems and to ensure legal compliance and efficiency to minimize costs.

These expectations are based on MANN+HUMMEL vision & values as well as legal regulations and several underlying quality systems, including ISO 9001 or ISO/TS 16949.

It is our hope that by providing this information, a clear understanding of our goals is developed so that together we may exceed the needs and expectations of our mutual customers.

All suppliers doing business with MANN+HUMMEL have to comply with the guidelines given in this document.

This supplier manual applies within the entire MANN+HUMMEL Group for suppliers of production material, trading goods and non-production material. Chapter three "Quality Processes & Requirements" is only applicable for production material and trading goods suppliers.

Following the regulations in this manual is required to ensure that all our suppliers use our systems and adhere to our processes.

Latest released version of MANN+HUMMEL Supplier Manual is located in the Supplier Area on the MANN+HUMMEL website (<https://www.mann-hummel.com/en/the-company/download-center/documents-for-suppliers/>).

All documents referred to in this supplier manual can be found in the appropriate section in the supplier area on the MANN+HUMMEL website or on our supplier portal eCONN.

Suppliers are responsible to use the current version of the MANN+HUMMEL supplier manual and therefore check updates on MANN+HUMMEL website.

1.2 Management Policy

Our Vision:

Leadership in Filtration by inspired people delivering outstanding solutions and superior results.

A key element of our MANN+HUMMEL corporate strategy is to live the MANN+HUMMEL Management System.

WE FIRMLY COMMIT TO:

- Respect our employees and provide a great place to work in terms of occupational health and safety, individual development and career opportunities
- Encourage the cooperation and teamwork between employees worldwide
- Act sustainably and protect our environment starting from development, through production until end of life of our products
- Reduce the environmental impact of our activities
- Comply with all statutory requirements in all countries where we are present and live the MANN+HUMMEL Code of Conduct and Social Charter
- Understand and meet our customers' expectations and requirements and thus contribute to their success
- Be our customers' first choice in terms of quality, best service and innovative technologies
- Challenge the status quo and continuously improve our processes
- Cooperate with our suppliers in a fair partnership
- Be a valuable member within the society assuming social responsibility
- Reward our stakeholders through superior financial performance
- Provide the necessary resources to live up to our commitments
- Continuously measure our progress versus set targets and strive for excellence. Zero defects and zero accidents is our goal

1.3 Purchasing Strategy

MANN+HUMMEL desires to stand out from their competitors regarding quality, costs and delivery. In purchasing, we want to provide best sourcing solutions for materials, equipment and services with optimized **quality, costs and delivery service**.

Fairness and cooperation is important in purchasing in order for mutual success.

We offer reliability, flexibility, innovations and a passion for quality with the expectation that our business partners do as well.

As one Purchasing Team we want to enable "Operation Excellence", "Best Sourcing Solutions" and "Supplier Development". To achieve our goals in purchasing and our common goal "Leadership in Filtration", we have defined the following key enablers:

- **Global Footprint:** Drive innovation with our purchasing organization with a focus on developing global supplier footprints. This means we focus on suppliers which are globally represented.
- **Professional Material Group Management:** Encourage consistent supplier portfolio strategies worldwide with our global Material Group Management.
- **Reliable Quality and Performance:** Innovation and cost gains the business, while quality retains the business. Facilitate innovation and improvement. The quality of purchased parts and services affects our products and thereby our customers. Our customers require perfect quality.
- **Advanced Standardization:** Improve transparency, efficiency and collaboration both between our employees and business partners by standardizing systems and processes.

- **Excellent Competitiveness:** Foster continuous cost improvement to maintain cost/price balance is a key success factor. We like active input from and permanent cooperation with our suppliers.
- **Top People:** Maintain focus on training and qualification. A capable and well trained purchasing team is a MUST to be successful in our business environment every day.

- We do not allow gifts or advantages granted to us to influence our decisions.
- We do not collude on prices, markets, customer areas, delivery conditions, calculations and other competitive topics.
- Discrimination, sexual harassment, bullying or verbal abuse are not tolerated. Interactions are open and honest, marked by respect and responsibility.
- No child, slave and enforced labor
- Compliance with national laws pertaining to work hours, wages and other stipulations under labor law.
- Occupational safety, health and environmental protection – a matter for all of us.
- Environmental protection and economical utilization of resources in product development, purchasing, production, logistics and waste disposal.

1.4 Responsibility and Sustainability

1.4.1 Code of Conduct & Social Charter

As a successful global company, MANN+HUMMEL has a particular corporate and social responsibility. All ethical, social and legal guidelines and principles are documented in the MANN+HUMMEL CODE, which includes the Code of Conduct and Social Charter. MANN+HUMMEL will only do business with suppliers who share our expectations for and commitment to sustainable business practices. We believe in fair, constructive and loyal cooperation with our suppliers. We oppose all anti-competitive measures and practices, and reject dubious business practices.

Our business partners and suppliers will be encouraged to introduce comparable principles in their corporate structures and to apply them in the context of their own corporate policy. We regard those principles as a suitable criterion for lasting business relationships:

- Compliance with laws and contracts
- No bribery and collusion

Important elements of our success are cooperation and communication within the company and when dealing with our business partners, based at all times on mutual appreciation and recognition.



More information about [M+H Code of Conduct and Social Charter](#)

1.4.2 Conflict Minerals

All suppliers assimilating the so called “**Conflict Minerals**” (wolframite, cassiterite, columbite, tantalite or gold) are under the obligation to report the origin of the material. Conflict resources are natural resources whose systematic exploitation and trade in a context of conflict contribute to, benefit from or result in the commission

of serious violations of human rights, violations of international humanitarian law or violations amounting to crimes under international law.

MANN+HUMMEL Group is fully committed to make reasonable efforts

- to obtain the information on sources of conflict minerals
- to have its suppliers disclose the sources of conflict minerals used in their products
- to end procurement as soon as commercially practicable of those products containing conflict minerals

To ensure MANN+HUMMEL complies to this mandate, we ask our suppliers to disclose the use of conflict minerals. In addition we request our supplier partners to solicit this information in turn from the next tier of suppliers continuing down the supply chain.

1.4.3 Information Security Management

To protect information and information systems from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction suppliers have to comply with the following regulations according to ISO/IEC 27001 and 27002:

- Obligation to pass on all requirements to sub-suppliers.
- Obligation to notify MANN+HUMMEL in case of (expected) security incidents as well as having an information security incident management.
- Obligation to provide information security trainings to the employees on a regular basis.

- Obligation to have adequate physical security measures (safety zones, access security, alarm system, video control, fire prevention, safe removal and disposal methods etc.) .
- Obligation to implement fundamental technical safety measures (user authentication; access control; network, email, portable media and disposal management procedures; prevention of malicious software).
- Obligation to have necessary organizational safety measures (contact person for information security, procedure for on-/off-boarding, procedure for permissions assignment)
- Right for MANN+HUMMEL to do on-site inspections (incl. regulation of frame conditions like frequency, cost consequences, (also at sub suppliers)).

2 Commercial Processes & Requirements

2.1 Supplier Portal eCONN



MANN+HUMMEL has implemented the supplier portal eCONN (electronic connection) to improve communication with suppliers worldwide. eCONN is used to handle the supplier registration process (2.2), the supplier master data management process (2.3), the eRFQ process (electronic request for quotation) (2.5) and to display the vendor rating (3.7).

All suppliers should use this communication portal. Reasons to use a centralized system of communication are e.g.:

- Process standardization
- Master Data Management
- Management of quality & environmental certificates
- Management of eRFQs
- Exchange of documents
- Access to the Vendor Rating System

2.2 Supplier Registration Process

2.2.1 Supplier Invitation

The registration process of all new MANN+HUMMEL suppliers must be initiated by a MANN+HUMMEL employee. If companies are interested in becoming a supplier to MANN+HUMMEL, they have to fill out the self-assessment questionnaire on our website (<https://www.mann-hummel.com/en/contact-us/suppliers/become-a-supplier/>)

This request will be forwarded to the responsible purchasing representative.

MANN+HUMMEL uses two different registration processes for new suppliers depending on the material group they will deliver:

1. The registration process is handled completely by MANN+HUMMEL without involvement of the supplier (for most NPM material groups) or
2. Suppliers will receive an invitation email to the supplier portal eCONN (for all PM and some NPM material groups).

In case suppliers receive an invitation email they shall submit a completed supplier profile (master data & supplier questionnaire) before establishing a business relationship.

Depending on whether it is a non-production material supplier or a production material supplier the questionnaire contains mainly some general questions or is more comprehensive including questions about e.g. logistics, quality (incl. upload of certificates) or environment as well as some material group specific questions.



Link to M+H supplier portal:

<http://www.pool4tool.com/portal/mann-hummel/>

[Registration instructions](#) (several languages)

DUNS number:

[Information about DUNS number](#)

[Request a DUNS number at D&B UPIK](#)

2.2.2 Supplier Approval Workflow

Each new supplier must pass the MANN+HUMMEL internal approval workflow.

Based on the supplier questionnaire and depending on material group(s) supplier will deliver to MANN+HUMMEL, the workflow steps vary and different selection criteria will be taken into account e.g.:

- Content of **supplier questionnaire** and correct **master data** (incl. D-U-N-S® Number)
- **Quality requirements** (certificates, audit etc.)
→ see chapter 3
- **Contractual situation**
Necessary contracts have to be signed to enter into a business relationship with M+H e.g. Terms and Conditions of Purchasing (T&C) (2.4), Electronic Data Interchange Agreement (EDI) or Quality Assurance Agreement (QAA)
- **Health, Safety and Environmental requirements**
→ see chapter 4
- **Capability & Capacity**
 - Knowledge/skills/competencies, physical/material resources, financial resources
 - deliver products in time, ability to meet seasonal or varying demand levels

As soon as a supplier is approved by all instances a SAP vendor number will be generated which is the basis for doing business together (receive purchase orders, book invoices etc.).

All suppliers of MANN+HUMMEL are classified in the Approved Supplier List.

2.3 Master Data Management

Master data of suppliers are managed through the supplier portal eCONN. Suppliers of MANN+HUMMEL are obliged to keep their master data up-to-date, including the upload and update of required certificates (after expiry) and to verify all data at least once a year. The suppliers must promptly notify us if the certificate is revoked.

In case suppliers do not yet have access to the supplier portal, they should contact srm-portal@mann-hummel.com.

If any master data are changed in eCONN, MANN+HUMMEL will be informed about it automatically via the supplier portal. A new registration could be necessary in case several major information are modified. Suppliers will be informed about it separately via email.



Manuals: Instructions for suppliers

- [Update of certificates and questionnaire on MANN+HUMMEL supplier portal eCONN](#)
- [Update of supplier master data](#)

2.4 Contracts

In order to ensure the business relationship between MANN+HUMMEL and suppliers some mandatory contracts must be signed (e.g. Terms & Conditions of Purchasing, EDI Agreement). Additionally, depending on the delivered goods or materials contracts like Quality Assurance Agreement or Tool Rental Agreements have to be closed.

2.4.1 Purchasing Terms and Conditions

MANN+HUMMEL Terms and Conditions of Purchasing are the legal base for doing business with the suppliers. Due to the international footprint of the company, T&Cs that apply on a regional level were developed. MANN+HUMMEL differentiates between a version for production material and a version for non-production material suppliers. All **current valid versions of T&Cs can be found on MANN+HUMMEL website**. In general MANN+HUMMEL T&C of Purchasing are not negotiable.



MANN+HUMMEL Terms and Conditions of Purchasing for all sites can be found in the [Supplier Area on M+H website](#)

2.4.2 Quality Assurance Agreement (QAA)

The QAA specifies and regulates all quality assurance measures designated by the parties and serves as a supplement to MANN+HUMMEL's general purchasing terms and conditions. Signing the QAA is a crucial, fundamental step to becoming a strategic supplier.

2.5 Procurement Process

It is important that all suppliers of MANN+HUMMEL are aware of the procurement process. Therefore this chapter provides a brief overview about the process starting with the request and ending up with invoicing and payment.



2.5.1 Request for Quotation (RFQ) & Submitting Quotes

MANN+HUMMEL issues numerous RFQs for new or revised products in order to get comparable offers. Depending on the requesting site, the material groups of the demand and the value limit our supplier portal eCONN is used to process eRFQs and to receive quotes. If the eRFQ process is used suppliers shall provide feedback via the supplier portal, either upload their quotes or reject the request. With an eCONN account suppliers can easily handle all their eRFQs at one place.

All relevant information is typically provided with each request. It needs to be considered and adhered to:

- 2D Drawings
- 3D Drawings (transferred via SWAN)
- Specifications & Standards
- Contracts
- Costbreakdown
- Contact information (Purchasing, Design)
- etc.

If additional information is needed to complete the quotation, suppliers should either notify the purchasing contact for commercial

issues or the design contact for technical issues. If any templates are sent together with the RFQ suppliers shall use them.

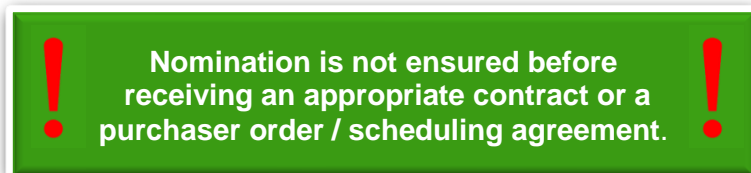
When quoting, suppliers must provide detailed cost information. If requested the MANN+HUMMEL standard cost breakdown has to be used.

2.5.2 Sourcing Decision and Nomination

MANN+HUMMEL assesses and selects suppliers on the basis of capabilities to meet particular requirements. The regulations for comparing quotes depend on the material groups.

The following criteria might be taken into account as part of the nomination process:

- Total costs (incl. e.g. product costs, release costs, duties, freight, payment terms, currency, travel costs)
- Capability / Capacity
- Supplier risk
- Contractual situation
- Classification in MANN+HUMMEL Approved Supplier List
- Vendor Rating (Quality & Delivery performance)
- Strategic aspects



2.5.3 Purchase Order / Scheduling Agreement

MANN+HUMMEL uses purchase orders (mainly for NPM / individual orders) and scheduling agreements (recurring demand) to

cover the request of goods & services. Purchase orders and scheduling agreement releases specify the quantities and delivery time. The releases are transferred preferably by EDI or WebEDI or as an alternative via fax. Suppliers should not start production before receiving an order to be sure that the agreed requirements have not been changed.

Precondition to receive orders / releases is a MANN+HUMMEL SAP vendor number (2.2).

Requirements for eCatalog suppliers can be found in the Supplier Area on M+H website.

2.5.4 Payment / Invoicing

Invoicing Requirements

When issuing invoices, the invoices should include the following data. It may vary depending on local requirements:

- Name and address of supplier & MANN+HUMMEL location
- M+H SAP vendor number
- Description of goods / services & quantity
- Order number (where applicable) / Delivery note number (where applicable) / Invoice number
- Invoice type (invoice, credit note, debit note)
- Date of supply & Invoice date
- VAT ID / GST ID / relevant tax number of the supplier
- VAT ID / GST ID / relevant tax number of MANN+HUMMEL company (where applicable)
- Bank details
- Tax rate (in %), Amount of tax, Amount without tax, Total amount
- Currency
- Delivery terms

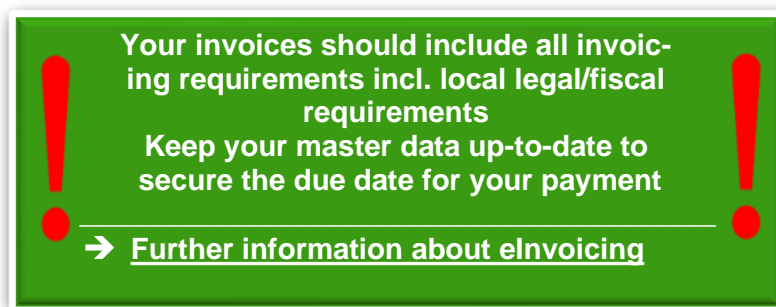
- Harmonized code
- Weight (net & gross)
- Further legal requirements applicable for respective country

The items on the invoice must match with the items on the order. MANN+HUMMEL reserves the right to return invoices with incomplete or inaccurate order data or with inaccurate or incomplete billing address to the supplier. In order to proceed with the payment, supplier master data in eCONN/SAP must fit to supplier data on the invoice. If necessary suppliers shall update data on the MANN+HUMMEL supplier portal.

eInvoicing

Some MANN+HUMMEL locations offer the electronic receipt of invoices via e-Mail in PDF format.

Therefore MANN+HUMMEL implemented specific email addresses that should be used (see link below).



Evaluated Receipt Settlement (ERS)

ERS is a procedure for settling goods receipts automatically. The system posts the invoice document automatically on the basis of the data in the purchase order and goods receipts. This eliminates

invoice variances. Therefore suppliers have to transfer the task of invoicing to MANN+HUMMEL. Suppliers do not have the administrative work to create an invoice anymore and payments on time are secured. To put it into practice suppliers have to contact their purchasing contact in order to sign the MANN+HUMMEL Self Billing Declaration.

2.6 Logistics

2.6.1 Global Supplier Handbook

To reach MANN+HUMMEL’s common goal of Leadership in Filtration, not only the quality of our products and efficient purchasing processes are important but also smooth communication and efficient logistic processes.

To point out the importance of logistics and provide clear guidelines to the suppliers, MANN+HUMMEL has created a separate handbook for logistics.

The handbook comprises a general section containing the instructions applicable to all sites and a plant-specific section dealing with specific features of individual sites.

Content of the Supplier Manual Logistics in detail:

- Communication (EDI/WebEDI)
- Packaging
 - Empties management
 - Special instructions
- Dispatch to MANN+HUMMEL
 - Shipping notification and delivery date

- Delivery services
- Accompanying documents for material
- Loading and transport
- Custom clearance for third-country imports
- Purchases from EU
- License obligations and US exports
- Security in the supply chain

- Irregularities
 - Cancellation of order
 - Supplier evaluation – Vendor Rating System
 - Errors in delivery



→ The handbook as well as further logistics instructions can be downloaded in English from the supplier area on [MANN+HUMMEL Website](#)

2.6.2 Risk Assessment

MANN+HUMMEL requires its suppliers to perform regularly a logistics risk assessment (e.g. according MMOG) and provide this on request.

Especially the following processes need to be ensured:

2.6.2.1 Supply Chain Risk Assessments

MANN+HUMMEL requires its suppliers to have a risk assessment process in place to identify areas within the supply chain process that could affect the ability to meet the organization's requirements. A supplier's risk assessment process prioritizes which processes should be documented within the contingency /back-up procedures based on probability of occurrence, severity of the impact, detection etc. This process could include the use of analytic tools as appropriate.

2.6.2.2 Contingency Plan

MANN+HUMMEL requires its supplier to develop contingency plans that would be implemented in the event of a deviation or disruption from the normal business process. This could include EDI, transportation, packaging, equipment failure etc.

3 Quality Processes & Requirements

It is imperative for MANN+HUMMEL to be our customers' first choice in quality, service and innovation. This is why we always strive to exceed the expectation of our customers. As the quality of our purchased components has a significant impact on the performance of our MANN+HUMMEL products, we expect the same approach and enthusiasm from our suppliers.

Therefore, suppliers have to respect the MANN+HUMMEL quality requirements described in this section and the terms which finally are agreed in the Quality Assurance Agreement. Suppliers are fully responsible for the quality of their products.

In order to ensure zero defects, an effective Quality Management System must be in place. As a minimum requirement, suppliers are expected to work in accordance with the requirements described in ISO 9001. Additionally, we are requesting suppliers to work towards ISO/TS 16949 specification esp. respecting the Automotive Core Tools such as:

- Advanced Product Quality Planning (APQP)
- Production Part Approval Process (PPAP)
- Failure Mode and Effects Analysis (FMEA)
- Control Plan (CP)
- 8 Disciplines Problem Solving (8D)
- Measurement Systems Analysis (MSA)
- Statistical Process Control (SPC)

As the master data of suppliers are managed through the supplier portal eCONN, all suppliers of MANN+HUMMEL are obliged to keep their latest certification(s) up-to-date. This includes the upload

and update of required certificates, as well as the promptly notification in case certificates are revoked.

The following diagram "Supplier Quality Lifecycle" gives a brief overview of processes, methods and tools being applied by MANN+HUMMEL to manage supplier quality. Starting with the supplier selection, followed by the Advanced Product Quality Planning (APQP) and the Production Part Approval Process (PPAP), we are regularly monitoring parts' quality and the quality and delivery performance of our supply base during series production.

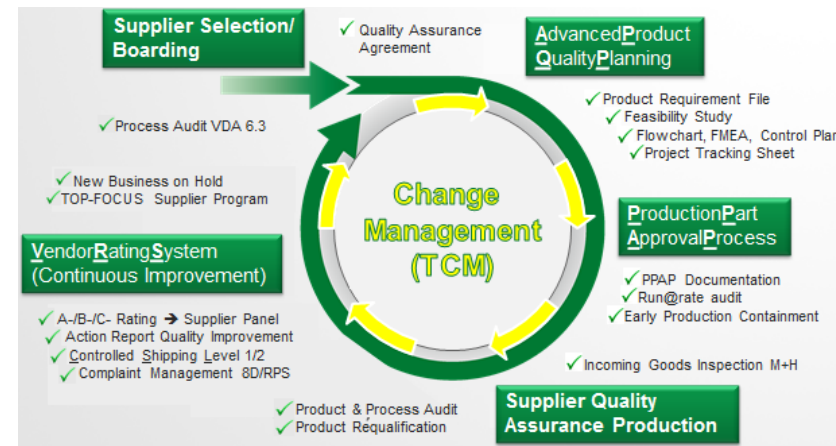


Diagram "Supplier Quality Lifecycle"

In order to remain competitive and to assure a long-term business success for MANN+HUMMEL and its suppliers, we have to continuously improve the efficiency of processes, finding effective ways to eliminate waste and to reduce the cost of our products together. In addition to complying with the quality expectations defined in this section, suppliers must also comply with the additional quality expectations, where applicable, of specific MANN+HUMMEL locations or customers.

3.1 Advanced Product Quality Planning (APQP)

APQP is a structured process with focus on quality aspects and preventive quality assurance, to be applied before start of production (SOP) during the entire project phase.

The supplier shall perform an APQP process that is in compliance with the AIAG APQP manual or the VDA 2 "Quality Assurance for Supplies" for all new parts and also for changes.

As an input to this project planning the supplier will receive all product related requirements from MANN+HUMMEL put together in the PRFPP (Product Requirements for Purchased Parts - MHG-SP-F-0003). The PRFPP is part of the contract between MANN+HUMMEL and the supplier. PRFPP needs to be signed by the supplier accordingly.



Product Requirement File for Purchased Parts (MHG-SP-F-0003) can be downloaded in the [document area](#) in our supplier portal eCONN.

PRFPP is covering topics such as feasibility commitment, FMEA, control plan, continuous improvement and project tracking.

The PRFPP consists of two parts:

Part 1: contains the general description of all product requirements, drawings as well as additional technical and packaging requirements. Also the Production Part Approval Process (PPAP) is defined here including special characteristics and handling of certificates for any measurement.

Part 2: includes the templates to be used by the supplier like the APQP status report and packaging proposal.

During the contract review, the supplier shall check the feasibility of all technical requirements outlined in the relevant specifications, drawings, CAD data, packaging requirements and standards upon receipt. The supplier shall promptly inform MANN+HUMMEL of any mistakes, missing documentation, risks and improvement possibilities hereby discovered.

The supplier shall have a defined product development process incorporating the APQP process. During this development process the supplier shall apply suitable preventive quality planning methods, e.g. feasibility analysis, risk analysis and FMEA.

The supplier shall take experiences from previous/similar projects (processes, process data, feasibility studies etc.) into account.

3.2 Production Part Approval Process (PPAP)

The PPAP is the confirmation that a manufacturing process is ready to produce parts consistently meeting all customer requirements for series production.

All products shall be approved following the requirements of the AIAG PPAP manual or the VDA 2 manual, according to what has been defined by MANN+HUMMEL and agreed upon in the PRFPP (Product Requirement File for Purchased Parts).

The supplier is responsible to meet all requirements before submission of the PPAP to MANN+HUMMEL, including obtaining MANN+HUMMEL approval for any deviation prior to sending the documentation to us. If the supplier recognizes that requirements cannot be met, the purchasing department at MANN+HUMMEL must be informed immediately. MANN+HUMMEL shall make a decision about further action together with the supplier. In addition, the supplier is responsible for all sub-supplier PPAP submissions and approvals, including those suppliers MANN+HUMMEL has directed for use (if not specified differently).

A series delivery may only be started once the approval from MANN+HUMMEL has been given by signing the Part Submission Warrant (PSW) cover sheet. The approval does not free the supplier from its liability for defects.

Special characteristics require capability studies (Cmk / Ppk / Cpk) and have to be monitored during series production.

Target values for capability are:

Cmk \geq 1.67 (machine capability)

Ppk \geq 1.67 (preliminary process capability)

Cpk \geq 1.33 (long-term process capability, stable process; minimum requirement for ongoing series production)

In individual cases other requirements can be agreed in writing per project.

Capable processes are expected both, in the PPAP phase and in series production and may be checked during Run@Rate audit by MANN+HUMMEL. The Supplier may also be required to submit these data periodically.

Unless otherwise specified by MANN+HUMMEL, if the process does not meet the Cpk capability target, the supplier must supply a containment plan describing the 100% inspection method that prevents non-conforming parts from being shipped to us, and a corrective action plan for capability improvement.

3.2.1 Run@Rate Audit

As a verification of the supplier's production readiness, MANN+HUMMEL may require completion of the Run@Rate process audit based on form MHG-PU-F-0014 prior to start of production (SOP). Following topics need to be considered:

- MANN+HUMMEL determines level of Run@Rate activity in the PRFPP.
- If required, supplier conducts a Run@Rate self-audit, completes forms along with supporting documentation, and returns to MANN+HUMMEL.
- MANN+HUMMEL may require formal Run@Rate presentation meeting/audit.
- MANN+HUMMEL and supplier agree on corrective action plan, if required. All temporary and permanent corrective actions must be in place prior to start of series production.
- All equipment and processes must have been verified at documented capacity rates and be ready to run production at the peak quoted capacity rate. Validation for equipment and tooling must be completed with positive result.
- Operators and support personnel must be trained in the requirements of the current/updated control plan, equipment, and gauges.
- Process capability, operator instructions, and Gauge R&R studies must be completed and documented. This also applies to all sub-suppliers.
- Material handling systems, packaging, and routings must be in place.

MANN+HUMMEL will decide whether the Run@Rate audit will be completed on-site or a self-assessment can be accepted.



Run@Rate template (MHG-PU-F-0014)

can be downloaded in the [document area](#)

in our **supplier portal eCONN**.

3.2.2 Early Production Containment (EPC)

Early Production Containment has to be applied for all pre-production and production runs that require the Production Part Approval Process, and whenever mandated by MANN+HUMMEL on any part that presents significant risk to a MANN+HUMMEL plant, e.g. at annual shutdown, model year change, etc.

The purpose of EPC is:

- To reduce the risk to MANN+HUMMEL and to protect customers as well as the supplier itself, through increased detection
- To document supplier efforts to gain control of its processes during start-up and launch so that any quality issues that may arise are quickly identified and corrected at the supplier's location and not at the customer's manufacturing location.

The development and documentation of the EPC plan is expected to occur during the Advanced Product Quality Planning Process. The EPC requires a documented launch or pre-launch control plan that is a significant enhancement to the supplier's production control plan. Therefore, the supplier is responsible for the implementation of a containment process that respects the following elements:

- Identification of the person responsible for the containment process
- Off-line, separate and independent check from the normal production process
- Additional checks and 100% inspection of at least the product characteristics defined in the PRFPP
- Increased verification of label accuracy
- Additional controls regarding the production process, i.e. set-up procedure, machinery, fixture, tooling, operator, preventive maintenance, and error proofing verification

- Increased involvement and visibility by top management, including increased internal audits
- Increased frequency/sample size of receiving goods
- Defined sub-supplier containment and sub-supplier support, which may include on-site audits.

The EPC quantity/timeframe will be agreed with the supplier during the APQP process and documented in the PRFPP. The supplier has to record all inspection and testing results to be able to present to MANN+HUMMEL on request. To indicate compliance with the EPC requirements, suppliers will attach a special label to each shipment and/or apply special marking as agreed to between the supplier and MANN+HUMMEL.

Supplier will be eligible to self-exit EPC provided it meets the quantity/timeframe agreed to with no discrepancies found at supplier or MANN+HUMMEL. Otherwise, EPC plan must be kept in place until process controls and capabilities will be proven effective and exit criteria are met.

3.3 Supplier Quality Assurance during Series Production

The target is a Zero Defect production. In case MANN+HUMMEL and the supplier agree on certain PPM failure rates/targets this shall not relieve the supplier in any way from its obligation to deliver non-conformity products and shall in no way limit the liability of the supplier.

Therefore, suppliers have to ensure that production is monitored systematically by using appropriate testing methods and applying statistical methods, where applicable. The supplier shall keep continuous records of all tests. MANN+HUMMEL at any time has the right to view the testing documentation and when needed to demand test certificates in accordance to EN 10204 requirements.

MANN+HUMMEL will inspect shipments of products/material only with respect to identity, quantity and externally visible damage, e.g. transport damage. MANN+HUMMEL is not obligated to conduct any other testing before using the product supplied. Any non-conformity detected during incoming goods inspection and/or at a later point of time during manufacturing will immediately be indicated to the supplier.

To this extent the supplier waives all rights to raise objections because of non-inspections of incoming products and/or delayed notification of defects.

Products that don't meet the specification shall only be delivered to MANN+HUMMEL after obtaining special written approval from MANN+HUMMEL. In this case the supplier has to submit a request for special approval to Purchasing prior to shipment. These deliveries may only be made for a specific time and in a specified amount and have to be labeled accordingly.

Based on risk evaluation suppliers have to implement a traceability system which ensures that final components and subcomponents can be traced back to the manufacturing date, equipment, tool number and the respective inspection/conformity results. The purpose is that in case of non-conformities the amount of affected parts/products/product batches can be limited.

Nevertheless, suppliers are required to ship material on a "first in – first out" (FIFO) basis.

3.3.1 Requalification

To maintain validation that PPAP documentation matches with current process practices and capability, suppliers will agree to a regular requalification of all MANN+HUMMEL production parts/ materials. If not otherwise defined in the PRFPP the requalification shall be performed once a year, covering all product characteristics. Where appropriate logical product groups can be used. Suppliers

are required to have the relevant requalification documentation, incl. components/material from sub-suppliers available for submittal or review upon MANN+HUMMEL's request.

3.3.2 Internal Audits and Continuous Quality Improvement (CQI-Requirements)

In order to prove the effectiveness of manufacturing processes and to support continuous improvement programs MANN+ HUMMEL is expecting suppliers to regularly perform internal process and product audits.

Internal process audits shall cover all quality management related processes, activities and shifts, and shall be scheduled according to an annual plan. Product audits are needed to verify conformity to all specified requirements, such as product dimensions, functionality, packaging and labelling, at a defined frequency.

Unless otherwise agreed to in writing all MANN+HUMMEL suppliers for metal parts and/or plastic parts are required to comply with the relevant AIAG CQI standard:

- CQI-9 Heat Treatment (metal parts)
- CQI-11 Plating (metal parts)
- CQI 12 Coating (metal parts)
- CQI-15 Welding (metal parts)
- CQI 17 Soldering (metal parts)
- CQI 23 Molding (plastic parts)

The goal of these standards is the development of a specific management system providing continual improvement, defect prevention and reduction of variation and waste in the supply chain.

Therefore, suppliers for metal parts and/or plastic parts are expected to perform annual self-assessments, including a job audit as defined in the relevant CQI manual.

The CQI manuals can be obtained at “AIAG.org”, listed under products and publications.

Please, check with your MANN+HUMMEL representative to determine whether a CQI standard must be applied.

MANN+HUMMEL reserves the right to complete its own on-site assessment.

3.4 Complaint Management

MANN+HUMMEL will immediately notify the supplier if non-conforming products/material are found and upon verification will issue an official complaint in writing. Non-conforming products are components, raw materials, packaging units, or labels identified in the series phase as not meeting the specification approved at the PPAP and/or at any other subsequent agreement with the supplier. Non-conformities can be either detected at the MANN+HUMMEL incoming goods inspection, in the warehouse, in production or at MANN+HUMMEL customers.

MANN+HUMMEL may also initiate a complaint for a non-conformity detected during the project phase.

Suppliers are required to immediately initiate containment actions, to analyze the root causes, to introduce suitable corrective actions and to review their effectiveness. All actions have to be documented using the MANN+HUMMEL 8D/RPS form (**R**apid **P**roblem **S**olving); more details see below.

3.4.1 Containment Actions

In order to protect MANN+HUMMEL and customers, supplier has to take containment actions within 24 hrs, such as:

- Identification of affected batches/shipments and quarantine of affected products in circulation
- Sorting and/or replacement of suspect material
- Implementation of 100% inspection
- Rework, only if possible and after written authorization from MANN+HUMMEL
- Check whether similar products or processes might be affected and need to be checked
- Unless otherwise directed, labeling as certified for the specific defect for the next three shipments.

If there is a decision to perform sorting or rework all non-conforming parts/units will be counted toward the supplier's PPM number, no matter if the sorting is done by MANN+HUMMEL or the supplier or a sorting company. If parts are returned to the supplier, supplier has to notify the number of non-conforming parts after sorting - otherwise the complete number of the returned parts are counted as PPM relevant. In certain cases an extrapolation of a defect rate based on a spot check will make sense.

In case of packaging issues (e.g. wrong packaging material but, parts are OK) or labeling issues (wrong label/part no., label not according to standard, label lost, missing part index, etc.) a complaint will be initiated but, only the number of packaging units are counted as PPM relevant. In case of mixed-up parts the number of parts with the wrong reference will be counted.

In case of Trading Goods Aftermarket where e.g. the color of the box and the imprint are considered as a significant product characteristic each separately packed filter element has to be counted.

MANN+HUMMEL will not issue a complaint and supplier's PPM number will not be affected, if the supplier has got an approved Supplier Change Request (see also chapter “3.8 Technical Change Management”) or another equivalent MANN+HUMMEL approval to cover 'out of spec' conditions prior to shipping parts. The same rule

applies if the supplier proactively notifies a potential quality concern prior to the concern being found by MANN+HUMMEL and removes or sorts the suspect material and replaces it with "certified" material.

3.4.2 Rapid Problem Solving (8D/RPS)

The Supplier will respond to complaints by using the MANN+HUMMEL 8D/RPS-Form.

MANN+HUMMEL 8D/RPS Form and **Training documentation 8D/RPS method** can be downloaded in the [document area](#) in our **supplier portal**.

- IS/IS NOT ↔ 5W/2H
- Factor evaluation
- Cause and effect / Fishbone diagram
- 5 Why
- Pareto chart
- Flow chart
- Run chart
- Scatter plot
- Control chart
- Histogram

More details regarding problem solving can be obtained at "AIAG.org", in the standards CQI 20 "Effective Problem Solving Practitioner Guide" and CQI 21 "Effective Problem Solving Leader Guide", as well as within the MANN+HUMMEL RCI toolbox (Root Cause Investigation - MHG-QU-F-0018).

RCI Sheet (MHG-QU-F-0018) can be downloaded in the [document area](#) in our **supplier portal**.

The supplier is responsible to keep records of all problem solving activities and has to respect following deadlines for reporting:

Part of 8D	To be on hand by MANN+HUMMEL
3D	Within 24 hours
6D	< 10 working days
8D	< 60 working days

The Supplier may request approval for an extension of the deadlines, but must do so prior to the original deadline. In order to implement the right corrective actions and avoid recurrence of failures MANN+HUMMEL requires a proper root cause analysis, considering quality tools such as:

If the 8D/RPS identifies a change to the process or part, the MANN+HUMMEL Change Management requirements must be followed (see chapter "3.8 Technical Change Management"). Supplier may be requested to present their corrective actions on-site at the MANN+HUMMEL facility. MANN+HUMMEL and its customers reserve the right to verify product conformance to the requirements at the supplier's and their subcontractor's plants. When the corrective action is completed and verified to be effective, the MANN+HUMMEL 8D/RPS champion is responsible for approving

the 8D/RPS closure and notifying the supplier contact of the closure.

3.4.3 Charge Back / Cost of Poor Quality

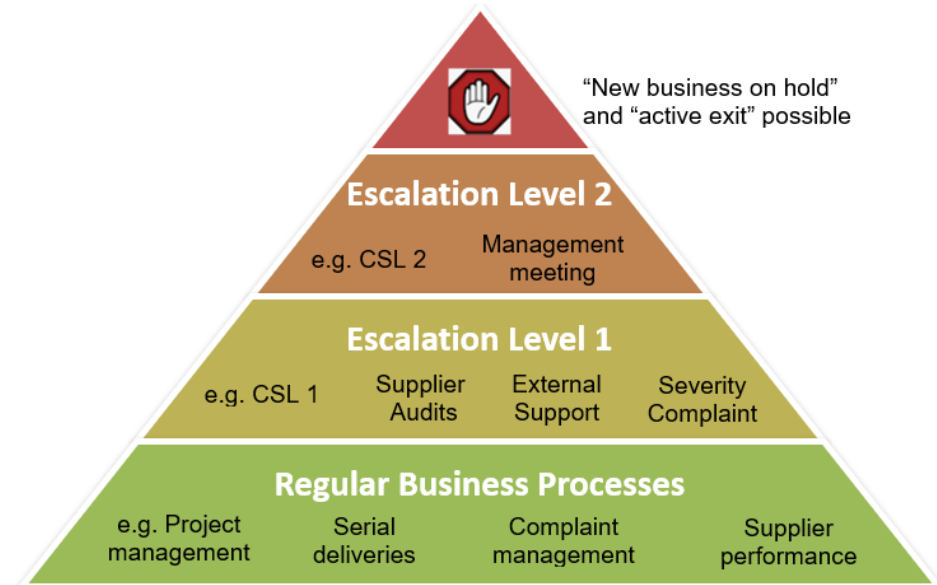
The Supplier accepts financial responsibility for the consequences of non-conforming products and rejected PPAP submissions including, but not limited to, costs incurred for:

- Containment
- Sorting & Rework
- Additional testing
- Premium freight
- Replacement of defective material
- Resulting overtime, and productivity loss incurred by MANN+HUMMEL or by MANN+HUMMEL's customers.

As the MANN+HUMMEL chargeback process and the relevant charges for containment activities may differ from site to site, local circumstances have to be respected.

3.5 Escalation Levels (EL)

On top of the regular claim handling process, MANN+HUMMEL defined Escalation Levels (EL) which require appropriate actions. The escalation process applies during serial production and can be applied during project and pre-production phase. Different circumstances can lead to an escalation such as unsatisfying claim handling, supplier performance issues (e.g. quality, logistic, communication) or major project delays.



The first escalation step is EL1, which includes different measures like CSL 1 (see 3.5.1), audits or external support. If the supplier is not capable to implement effective corrective actions within a given timeframe, MANN+ HUMMEL may announce EL 2. Additional actions, on top of the already implemented EL 1 actions, are requested and the escalation is raised to management attention. All costs related to EL1 /2 are at the suppliers' expense. If EL 2 is not clearly leading to a de-escalation, the supplier will be blocked for new business and eventually put on active exit. In each escalation step the supplier will be notified in writing about the escalation status and what actions are requested. Escalation Levels effect the suppliers' Vendor Rating System (see chapter "3.6 Vendor Rating System") negatively.

3.5.1 Controlled Shipping Levels (CSL)

CSL requires a supplier to add an additional inspection process for a specific non-conformance on top of the existing measures. This temporary inspection needs to continue as long as the containment actions are fully validated and approved by MANN+HUMMEL.

CSL 1 is a 100% inspection of the complained criteria in addition to the existing checks defined in the control plan. This temporary quality wall/inspection can be performed by the supplier or a third party service provider, but separated from the production line.

CSL 2 is a 200% inspection (100% on top of CSL 1) of the complained criteria in addition to the existing checks defined in the control plan. This temporary quality wall/inspection shall be performed by a third party service provider separated from the production line.

3.5.2 TOP-FOCUS Supplier Program

TOP-FOCUS Supplier Program will be considered in case suppliers are continuously causing serious problems e.g.:

- Severe quality and/or delivery issues which disturb the supply chain to the customer
- Ongoing poor performance in terms of quality or logistics also indicated by special status EL1/2 and/or a B- or C-rating in the VRS.

The program usually starts with a kick-off meeting at MANN+HUMMEL where the TOP-Management of the supplier has to participate. The purpose of such a meeting is first of all, to get a common understanding of the actual performance and the gap to what is

expected by MANN+HUMMEL. Therefore, the input will be performance data such as number of complaints, PPM level, Pareto analysis, etc. as well as actual status of corrective actions.

The output shall be an agreed action plan for continuous improvement with measurable milestones and a PPM-/complaint-reduction plan.

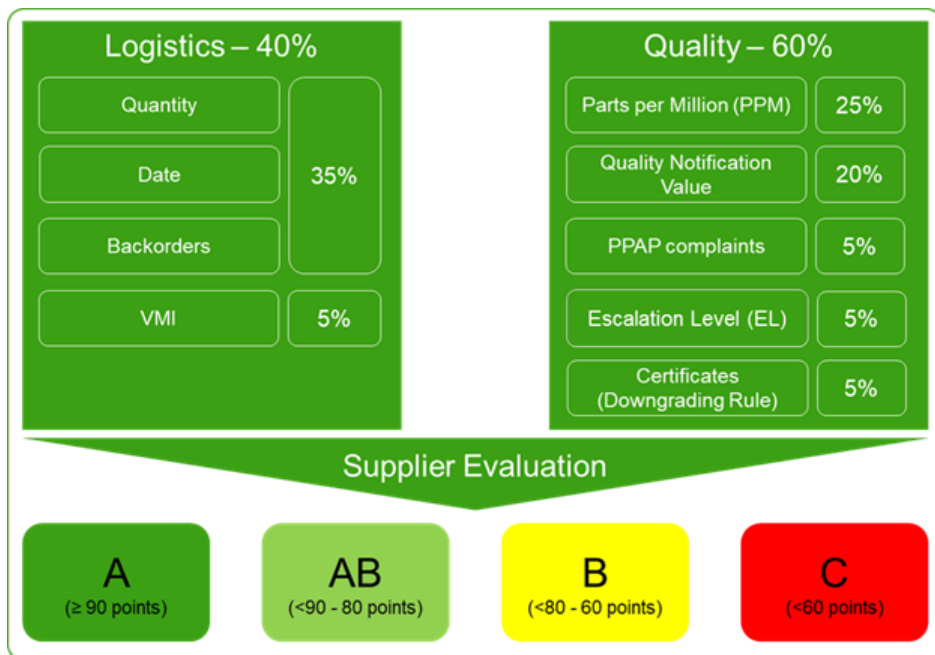
If necessary, after the kick-off meeting on Top-Management level, regular follow up meetings on expert level may be agreed on. As soon as corrective actions have been implemented and the MANN+HUMMEL experts have verified the improvements, there should be a final closing meeting.

For strategic suppliers, the Top-Focus Supplier Program can be used for development reasons as well. The aim is to find and overcome potential risks which might have a negative impact on growing our business partnership.

3.6 Vendor Rating System (VRS)

In order to support the continual improvement processes at the supply base MANN+HUMMEL systematically evaluates the performance of its suppliers with regard to quality and delivery reliability.

The MANN+HUMMEL vendor rating system is essentially based on 2 supporting columns: the quality of the supplier products in terms of PPM evaluation, a quality quota, PPAP complaints, EL status and the certificate status of our suppliers and the suppliers' logistic performance in terms of a delivery reliability for quantity, date, Vendor Managed Inventory (VMI) and backorders, based on VDA 9003 recommendation.



The results of the evaluation will have an impact to the selection process of suppliers for future projects as well as following consequences, i.e.:

- A** (≥ 90 points): **Preferred Supplier**
 - Unconditionally approved for sourcing
 - Besides 8D/RPS management no further actions required
- AB** (<90 - 80 points): **Approved Supplier**
 - Unconditionally approved for sourcing
 - Besides 8D/RPS management no further actions required
 - Development of their Management System (ISO/IATF) possibly needed
- B** (<80 - 60 points): **Approved Supplier**
 - Room for improvements in quality and/or logistics performance
 - Action plan has to be established and presented on demand to M+H
- C** (<60 points): **Blocked Supplier**
 - New Business on Hold
 - Action plan has to be established in presented within 4 weeks
 - Focus supplier, preferably will be considered for "Top Focus Supplier Meeting", process audits or improvement workshops



More information about VRS

Ratings are calculated automatically every month including the past 12 months rolling average and provided to the suppliers on the Supplier Portal eCONN. The results are updated on every 15th working day of each month.

Suppliers are responsible to check their current ratings on a regular basis on eCONN. MANN+HUMMEL expects the suppliers to work on continuous improvement and to act pro-actively. Therefore, any access to our portal is tracked (Login Tracking) and monitored.

Please note: Registration on eCONN has to be completed (**profile published**) to be able to see the menu item "Vendor Rating" and display the current status.

3.7 Audits

MANN+HUMMEL and its customers reserve the right to verify product and process conformance by performing audits at the suppliers' and sub-suppliers' premises.

MANN+HUMMEL is mainly focused on process and product audits based on VDA 6.3 process audit and potential analysis and/or VDA 6.5 product audit. More details regarding before mentioned audit types and relevant assessment questionnaires can be obtained from the German Association of the Automotive Industry (<http://www.vda-qmc.de/>).

In addition MANN+HUMMEL applies Run@Rate audits as part of the APQP/PPAP (see chapter 3.2.1) and control plan and/or 8D/RPS review audits in series production.

In all cases MANN+HUMMEL and the supplier will jointly define the timing and scope of the audit. The supplier will provide access to all production areas, testing facilities, warehouses and other relevant areas during normal business hours, as well as to all quality related documents, e.g. FMEA, control plan, work instructions, etc. The supplier has the right to limit the extent of the audit as appropriate in order to safeguard its industrial secrets and know-how. MANN+HUMMEL is under the obligation to treat information gained in an audit as confidential, including any information from and regarding the sub-suppliers.

As far as deviations are determined and agreed on, the supplier is responsible to implement the relevant corrective actions within the agreed deadlines and to report the progress to MANN+HUMMEL on a regular basis.

3.8 Technical Change Management

Recognizing that managing change is of critical importance, MANN+HUMMEL has implemented a corporate-wide Change Management System. Suppliers are expected to take a proactive approach and must request approval as described below prior to the implementation of changes related to:

- Product design
- Material
- Technical data and/or specification
- Manufacturing and inspection processes
- Processing locations or warehousing
- Delivery quantities
- Sub supplier changes, e.g. switching vendors

Therefore, supplier must notify MANN+HUMMEL minimum six months in advance of any change, using our Supplier Change Request form (SCR).



Supplier Change Request (MHG-OC-F-0007)

The form must include all relevant information. MANN+HUMMEL may approve, reject and/or define conditions of approval to the SCR. The disposition is determined by the nature of the change, the impact on manufacturing and customer requirements, respecting lead times for qualification and validation requirements.

Approval of the SCR does not authorize the supplier to ship - it is only the authorization to proceed with coordination of PPAP submission.

Suppliers should never implement changes and ship such product before receiving full PPAP approval.

In case a supplier has implemented an unauthorized change and MANN+HUMMEL and/or its customers have been negatively impacted, the supplier will be responsible for compensating MANN+HUMMEL for all associated costs.

4 Health, Safety & Environment (HSE)

Our position as a leading company for filtration products makes us aware of our social responsibility. Therefore, occupational health, safety at work, and environmental protection are linked to our policy and FILTER values and are a key element of our strategy. MANN+HUMMEL shelters employees, customers and suppliers

from conditions which could influence their health and safety in a negative way.

It is a MANN+HUMMEL standard to act HSE friendly throughout the entire supply chain, from purchasing to disposal. MANN+HUMMEL expects the same from all suppliers, sub-suppliers and other contractors.

The supplier is under the obligation to take precautions for safe, healthy and environmental friendly production processes, working conditions and materials, conforming to the requirements of all valid legal HSE regulations or state regulations. All products delivered to MANN+HUMMEL must meet all relevant HSE regulations and technical standards valid in the country of production and country of use (e.g. REACH, RoHS, etc.).

MANN+HUMMEL prefers suppliers who have implemented certified HSE Management Systems according to ISO 14001 and ISO 45001 or comparable systems. This is in regards to process, surveillance and / or registration audits performed on-site at supplier and sub-supplier locations. MANN+HUMMEL also considers HSE aspects as part of these evaluations.

There are special legal requirements and automotive standards which need to be followed. MANN+HUMMEL acts according to the requirements such as IMDS, GADSL, REACH, RoHS, ELV and EUTR.

The MANN+HUMMEL Contractor Guideline (MHG-HS-I-0011) describes our HSE requirements for on-site services. This guideline is binding for all suppliers and external service providers working on our premise and regarding HSE. The guideline is applicable for single activities (e.g. construction activities, installation activities, repair or maintenance services) and frame work contracts like general services (e.g. cleaning service, IT-service, gardening service).

IMDS (International Material Data System)

The International Material Data System (IMDS) is a global data repository that contains information on materials used by the Automotive industry. In the IMDS, all materials present in the Automotive product are documented and maintained.

All suppliers are required to provide material data in electronic format as defined in the IMDS database. Suppliers of components are responsible for the on-time provision of all IMDS relevant material data for their products and the products of their suppliers. IMDS affects passenger cars and trucks up to 3.5 tons. MANN+HUMMEL follows these strict guidelines “no data, no business”, i.e. PPAP will not be approved without this information.

For more details regarding IMDS use the link to the MANN+HUMMEL Supplier Portal:



Global Automotive Declarable Substance List

The GADSL (Global Automotive Declarable Substance List) was created by a global team from the Automotive, Automotive parts suppliers and chemical/plastics industries who have organized the Global Automotive Stakeholders Group (GASG).

Target of the GADSL is to facilitate communication and exchange of information regarding the use of certain substances in automotive products throughout the supply chain.

The GADSL only covers substances that are expected to be present in a material or part that remains in a vehicle at point of sale.

REACH (EC No 1907/2006)

The Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) is a European Union regulation.

The intention of REACH is to regulate the production, the use of chemical substances and their potential negative impacts on both human health and the environment. It is the strictest law to regulate chemical substances.

Restriction of Hazardous Substances (RoHS)

The Restriction of Hazardous Substances Directive (RoHS), is a European Union directive and became law in each member state. This directive restricts the use of defined hazardous materials in the manufacture of various types of electronic and electrical equipment.

It is linked to the Waste Electrical and Electronic Equipment Directive (WEEE, also Directive of the European Union) defining collection, recycling and recovery targets for electrical goods and aims at solving the problem of huge amounts of toxic e-waste.

End of Life Vehicles (ELV)

The ELV-directive (Directive of the European Union) is a regulation for making dismantling and recycling of end of life vehicles more environmentally friendly.

ELV sets quantified targets for reuse, recycling and recovery of the vehicles and their components.

Timber Regulation (EUTR, No 995/2010)

The Timber Regulation (Directive of the European Union) aims to counter illegal logging and associated trade in timber and timber products.

The EUTR establishes obligations on 'operators' who place timber and timber products on the European market and on 'traders' who

buy or sell timber or timber products already on the European market.

Referenced Documents

Document	Where to find
M+H Code of Conduct and Social Charter	<u>Website</u>
Supplier portal - Registration instructions	<u>Website</u>
Supplier portal - Update of certificates and questionnaire	<u>Website</u>
Supplier portal - Update of supplier master data	<u>Website</u>
MANN+HUMMEL Contractor Guidelines	<u>Website</u>
Information about DUNS Number	<u>Website</u>
MANN+HUMMEL Terms & Conditions of Purchasing	<u>Website</u>
Information about eInvoicing	<u>Website</u>
MANN+HUMMEL Supplier Handbook Logistics	<u>Website</u>
Product Requirement File for Purchased Parts (MHG-SP-F-0003)	Supplier Portal eCONN
Run@Rate (MHG-PU-F-0014)	Supplier Portal eCONN
Supplier Change Request (MHG-OC-F-0007)	<u>Website</u>
MANN+HUMMEL 8D/RPS Form	Supplier Portal eCONN
Training Documents RPS/8D Method	Supplier Portal eCONN
RCI - Root Cause Investigation (MHG-QU-F-0018)	Supplier Portal eCONN
Information about Vendor Rating System	<u>Website</u>
IMDS User Guide	<u>Website</u>