



# Supplier Quality Assurance Manual

## SUPPLIER QUALITY ASSURANCE MANUAL

---

**Company Standard**

**Instruction**

### **Aim and purpose**

The aim of this document is to establish the minimum quality requirements which NORDEX's suppliers and subcontractors need to fulfill in order to be qualified.

### **Validity**

Global  Regional

Countries	//
Valid from	<b>01.01.2026</b>
Responsible department	<b>Global Supplier Quality</b>
Owner (name / function)	<b>Balasubramanian Ramakrishnan/Director Supplier Quality, Global QHSE</b>
Author	<b>Carsten Schmidt/Ana Farinas/Inaki Cebrian</b>

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### Table of Content

<b>MESSAGE TO OUR SUPPLIERS AND SUBCONTRACTORS</b>	<b>5</b>
<b>1. Definitions, Abbreviations and References</b>	<b>6</b>
1.1. Definitions and Abbreviations	6
1.2. References	7
<b>2. Contracting Parties, In Scope</b>	<b>7</b>
2.1. Contracting Parties	7
2.2. Scope	7
2.3. Out of Scope	8
<b>3. Code of Conduct Principles &amp; Compliance</b>	<b>8</b>
3.1. General Principles	8
3.2. Supplier Obligations	8
3.3. Human Rights and Core Values	9
3.4. Prohibited Practices	9
3.5. Workplace Culture and Inclusion	9
<b>4. Requirements for Quality, Occupational Health &amp; Safety and Environmental Management</b>	<b>9</b>
4.1. Quality Management System	9
4.2. Occupational Health and Safety and Environmental Management System	10
<b>5. Communication</b>	<b>10</b>
5.1. Communication Principles	10
5.2. Confidentiality	11
5.3. Data Protection	11
5.4. Cyber Security	12
<b>6. Contingency Plan</b>	<b>12</b>
<b>7. Supplier Qualification Requirements</b>	<b>13</b>
7.1. Supplier on-site assessment	13
7.2. Maintaining Approval Status	14
7.3. Supplier Reassessment	14
<b>8. Minimum Requirements for Traders' Qualification</b>	<b>15</b>
8.1. Quality Management System Requirements for Traders	15
8.2. General Trader Qualification Requirements	16
8.3. Traders On-Site Assessment	18
<b>9. Product Qualification Requirements</b>	<b>18</b>
9.1. APQP – Advanced Product Quality Planning	18
9.2. Production Part Approval Process (PPAP) Expectations	20
<b>10. Sub-supplier Management</b>	<b>20</b>
<b>11. External Manufacturers (suppliers of Build-to-Print products) Management</b>	<b>21</b>
<b>12. Change Management by Supplier</b>	<b>22</b>
<b>13. Traceability</b>	<b>23</b>

## SUPPLIER QUALITY ASSURANCE MANUAL

---

<b>14. Documents</b>	<b>23</b>
14.1. Documentation Requirements	24
14.2. Retention Period	24
<b>15. Packaging, Storage, Handling and Labelling</b>	<b>24</b>
<b>16. Delivery and Invoicing Conditions</b>	<b>25</b>
<b>17. Supplier Performance Criteria</b>	<b>26</b>
<b>18. Supplier Escalation Process</b>	<b>27</b>
18.1. Triggers for Escalation	27
18.2. Consequences During Escalation	28
<b>19. Quality Complaints and Non-Conformities</b>	<b>29</b>
19.1. Use of the 8D Process	29
19.2. Immediate Actions and Timeline	30
19.3. Return of Defective Parts	30
19.4. General Principles	31
19.5. Cost Handling for Quality Issues	31
<b>20. Deviation Request / Permission for Deviation</b>	<b>31</b>
<b>21. Continuous Improvement</b>	<b>32</b>
<b>22. Associated documents</b>	<b>34</b>
<b>23. Revision Index</b>	<b>35</b>
<b>24. Acknowledgement and consent</b>	<b>36</b>

## SUPPLIER QUALITY ASSURANCE MANUAL

### MESSAGE TO OUR SUPPLIERS AND SUBCONTRACTORS

Dear Contractor, Dear Supplier,

NORDEX, as a developer and manufacturer of high-performance wind turbines, offers services and products of the highest quality in almost all geographic regions of the world. It is the objective of NORDEX to safeguard and strengthen these high-quality standards of NORDEX Group and to satisfy customer requirements to the full. This requires the consistent application of quality assurance measures by NORDEX and its suppliers in order to safeguard the quality of products and services.

In order to achieve continuous improvement, NORDEX Group expects that its suppliers collaborate with NORDEX Group in a spirit of trust, cooperation and teamwork. The aim is to establish a mutual understanding between suppliers and NORDEX Group on key topics that set the intention for the partnership.

In such regard, this Supplier Quality Assurance Manual (hereinafter referred to as this “**SQAM**”) forms the basis of the business relationships with NORDEX and provides a clear and transparent foundation on how NORDEX Group and its suppliers collaborate. The SQAM outlines the minimum quality standards which are applicable to all suppliers engaged in business relationships with NORDEX Group, including without limitation those suppliers and subcontractors directly or indirectly providing products and services for the development, manufacturing, installation and service operations of NORDEX Group. This SQAM also includes the minimum requirements for Traders to be qualified as NORDEX’s Traders.

By aligning on this foundation, we can foster a strong and structured long-term partnership where we work proactively and predictively to achieve “Zero defects, Zero accidents, Zero delays, and Zero waste.”

Thank you for your contribution to our joint success.



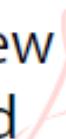
**Wim Geldhof**

Chief Procurement Officer



**Luis Alberto Fernandez Romero**

Chief Operations Officer

**Andrew Mould**   
Digitally signed by Andrew Mould  
Date: 2026.01.26 10:47:43 +01'00'  
Andrew Mould

Senior VP Global QHSE & TM

## SUPPLIER QUALITY ASSURANCE MANUAL

### 1. Definitions, Abbreviations and References

#### 1.1. Definitions and Abbreviations

Abbreviation/Definitions	Description
<b>APQP</b>	Advanced Product Quality Planning
<b>CoA</b>	Certificate of Analysis
<b>CoC</b>	Certificate of Conformity
<b>CIP</b>	Continuous Improvement Process
<b>CR</b>	Change Request
<b>CTQ</b>	Critical to Quality
<b>DFMEA</b>	Design Failure Mode and Effect Analysis
<b>DR</b>	Deviation Request
<b>EU</b>	European
<b>FFF</b>	Form, Fit and Function
<b>FIFO</b>	First In, First Out
<b>FTR</b>	First Time Right
<b>HSE</b>	Health, Safety and Environment
<b>ISMS</b>	Information Security Management System
<b>KPI</b>	Key Performance Indicator
<b>MTBF</b>	Mean Time Between Failures
<b>MTTR</b>	Mean Time to Repair
<b>NC</b>	Non-Conformity
<b>NCR</b>	Non-Conformity Report
<b>NDA</b>	Non-Disclosure Agreement
<b>NORDEX Group</b>	NORDEX and NORDEX's affiliated companies within the meaning of §§ 15 ff. German Stock Corporation Act (AktG)
<b>OEE</b>	Overall Equipment Effectiveness
<b>OTIF</b>	On Time In Full
<b>PA</b>	Purchase Agreement
<b>PDCA</b>	Plan, Do, Check, Act
<b>PFMEA</b>	Process Failure Mode and Effect Analysis
<b>PO</b>	Purchase Order
<b>PPAP</b>	Production Part Approval Process
<b>PSW</b>	Part Submission Warrant

## SUPPLIER QUALITY ASSURANCE MANUAL

<b>QHSE</b>	Quality, Health, Safety and Environment
<b>RFI</b>	Request for Information
<b>SAP</b>	Systems, Applications & Products
<b>SMED</b>	Single-Minute Exchange of Die
<b>SPC</b>	Statistical Process Control
<b>SQA</b>	Supplier Quality Assurance
<b>SQIP</b>	Supplier Quality Improvement Plan
<b>SQAM</b>	Supplier Quality Assurance Manual
<b>Trader</b>	Distributor of products
<b>TFC</b>	Team Feasibility Commitment
<b>TPM</b>	Total Productive Maintenance
<b>TPS</b>	Technical Product Specification
<b>VAT</b>	Value Added Tax

### 1.2. References

As stated in the Preamble, this SQAM outlines the minimum quality standards which are applicable to all suppliers engaged in business relationships with NORDEX Group. To minimize repetition, other processes and guidelines are referenced within this SQAM, focusing on broad concepts and expectations.

Additionally, where a process, policy or regulation is mentioned, the latest revision of such process, policy or regulation, is the one to be applied.

For the purposes of this SQAM the term "Supplier" shall also include the Traders. However, specific obligations that expressly only refer to Traders shall be limited to the Traders.

## 2. Contracting Parties, In Scope

### 2.1. Contracting Parties

This SQAM applies to all deliveries of products and services provided by the Supplier to NORDEX and to all companies affiliated with NORDEX within the meaning of §§ 15 ff. German Stock Corporation Act (AktG). Accordingly, this SQAM shall be deemed an integral and inseparable part of any supply agreements and/or POs issued by the NORDEX Group to the Supplier.

### 2.2. Scope

The purpose of this SQAM is to define a common framework of quality requirements and necessary practices which must be in place to ensure a successful and professional business relationship between NORDEX, NORDEX's customers and the Supplier. In such regard, the

## SUPPLIER QUALITY ASSURANCE MANUAL

---

terms and conditions of this SQAM shall apply to the Supplier (including Supplier's sub-suppliers and subcontractors) which shall comply in full with the same.

If the Supplier identified any potential deviation with the terms and conditions set forth in this SQAM (e.g. before submitting a quotation, during qualification, or prior to delivery), the Supplier shall immediately inform NORDEX in writing. Such notification must be confirmed in writing by NORDEX to be considered valid.

The requirements outlined in this SQAM are fundamental and, as such, may be supplemented, amended, or further specified by other agreements or technical documentation applicable to the business relationship between NORDEX and the Supplier. However, in the event of any conflict or inconsistency between the provisions of this SQAM and more specific terms contained in supply agreements, purchase orders, Technical Product Specifications (TPS), drawings, or any other specific product or service documentation, the specific requirements shall take precedence over the requirements outlined in this SQAM.

Notwithstanding the foregoing, for certain product groups that are subject to strict requirements on safety, quality, and traceability, NORDEX may separately define additional specific requirements that exceed the general provisions of this SQAM. This applies particularly to external manufacturers in, amongst others but without limitation, Blades, Nacelle and Towers areas.

In any case, any additional requirements shall be binding upon the Supplier and form an integral part of the applicable supply agreement and/or POs.

### 2.3. **Out of Scope**

Specific requirements for Blade manufacturers are defined in the Blade Supplier Quality Manual.

## 3. Code of Conduct Principles & Compliance

### 3.1. **General Principles**

The Supplier acknowledges that ethical conduct is a core value of NORDEX Group. The principles of compliance, integrity, and ethical behavior are binding on all NORDEX Group employees, contractors, and suppliers.

### 3.2. **Supplier Obligations**

NORDEX Group expects from the Supplier that – throughout the entire duration of their business relationship with them – it shall act with integrity and ethical law-abiding behavior as well as strict adherence to the binding principles set forth in NORDEX's Group Code of Conduct for Contractors and Suppliers (<https://www.nordex-online.com/en/company/compliance>), which forms an integral part of this SQAM. This SQAM is designed to provide a more detailed description for those requirements.

## **SUPPLIER QUALITY ASSURANCE MANUAL**

---

### **3.3. Human Rights and Core Values**

NORDEX Group is committed to internationally respecting human rights and upholding the values of Integrity, Respect, Colleagueship and Ownership. NORDEX Group Human Rights Policy is publicly available on NORDEX Group website and shall be observed by the Supplier.

### **3.4. Prohibited Practices**

The Supplier shall ensure that no form of child or forced labor, corruption, discrimination, harassment or retaliation occurs in any part of its operations or supply chain. NORDEX Group expressly prohibits all such practices.

### **3.5. Workplace Culture and Inclusion**

NORDEX Group promotes a workplace culture based on dignity and respect. All Parties to this SQAM, individually and collectively, share the responsibility for fostering an inclusive environment, regardless of title or level. NORDEX Group Diversity & Inclusion Policy is publicly accessible on NORDEX Group website and shall be respected by the Supplier.

## **4. Requirements for Quality, Occupational Health & Safety and Environmental Management**

### **4.1. Quality Management System**

The Supplier must establish and maintain a valid quality management system and standards which meet or exceed DIN EN ISO 9001 International Standard in all Supplier's production sites where products are manufactured or services are rendered to NORDEX, and through the entire Supplier's business organization. The Supplier agrees to furnish proof of certification to NORDEX without explicit request by submitting a certificate issued by an accredited certification body.

If the Supplier does not already maintain a quality management system at the time of the conclusion of this SQAM, the Supplier must immediately start to implement a certified quality management system (at a minimum per DIN EN ISO 9001), in coordination with NORDEX, and finalize the implementation within one (1) year at the latest. Furthermore, the Supplier undertakes to develop its quality management system further in accordance with the standards contained in DIN ISO 9004. NORDEX's participation in implementing such quality management system does not constitute any liability or full or partial responsibility for the quality of the products or services.

Should Supplier have contractual partners or sub-suppliers for the purpose of production or quality assurance of the to be delivered products or services, the Supplier must either include them in Supplier's own quality management system or must otherwise ensure the quality of such pre-deliveries. However, such inclusions do not relieve the Supplier from Supplier's sole liability for the to be delivered products or services. The Supplier is obliged to provide evidence of a complete quality assurance in the sub-supplier chain.

## **SUPPLIER QUALITY ASSURANCE MANUAL**

---

The Supplier is obliged to distribute copies of this SQAM in all relevant Supplier's production sites, and through the entire Supplier's business organization, and shall ensure that its employees and subcontractors (if any) acknowledge, accept and adhere to the requirements of this SQAM in all aspects. Upon request, a controlled version of Supplier's own quality management manual and related supporting procedures must be made available to NORDEX for review or audits.

### **4.2. Occupational Health and Safety and Environmental Management System**

The Supplier shall comply with all applicable laws, regulations, and standards relating to Health, Safety, and Environment (HSE) at all Supplier's relevant production sites where products are manufactured or services are rendered to NORDEX. The Supplier shall also ensure compliance in all production (including their sub supplier production) with all relevant internationally recognized regulations and standards (including but not limited to ISO 14001 and ISO 45001, or equivalent).

The Supplier shall manage chemicals safely and responsibly, including reducing the use of hazardous chemicals and implementing safe disposal practices. This obligation may be achieved, amongst others but without limitation, by adopting safer alternatives to hazardous chemicals and by implementing comprehensive chemical management programs.

The Supplier acknowledges that NORDEX Group is committed to the protection of the environment and reporting of its global impact under the EU Taxonomy Regulations. In such regard, NORDEX Group maintains a Hazardous Materials Corporate Standard, which identifies: (i) a blacklist of hazardous materials whose use in the manufacture of products for NORDEX Group is strictly prohibited; and (ii) a grey list of hazardous materials which may only be used in the manufacture of products for NORDEX Group under specific controls and with prior written permission from NORDEX Group. The Supplier shall fully comply with this Corporate Standard and ensure that no prohibited materials are used in its production processes.

The Supplier confirms that it has reviewed NORDEX Group QHSE Policy, publicly available on NORDEX Group website and undertakes to act in accordance with the principles and values set forth therein.

## **5. Communication**

### **5.1. Communication Principles**

In order to ensure effective communication, NORDEX expects that the Supplier works together with NORDEX's procurement and operational departments on all commercial and technical matters. The Supplier shall maintain timely and professional communication and cooperation with NORDEX throughout the term of the SQAM. This includes, without limitation, responding in a timely manner through any communication channel, providing accurate and complete

## SUPPLIER QUALITY ASSURANCE MANUAL

---

information, and keeping NORDEX informed of any actual or potential issues or delays – whether past or anticipated- that may impact NORDEX's schedule or the delivery of products and/or services.

In order to ensure its clearness and effectiveness, the communication between the Supplier and NORDEX Group will be made in English. Therefore, all correspondence, including, without limitation, emails, phone calls and written documents, shall be conducted in English unless otherwise expressly agreed in writing by both Parties.

The Supplier should provide NORDEX with up-to-date information on the contact people responsible for the different areas of NORDEX and the Supplier's business collaboration. Any changes in the contact persons must be notified by the Supplier to NORDEX in writing without undue delay.

### 5.2. **Confidentiality**

The Supplier is obliged to keep all information and knowledge received from NORDEX (including but without limitation, Technical Specifications, product materials and designs, production plans, commercial information, etc.) - in whichever way – strictly confidential and not disclose it to third parties without the prior written consent of NORDEX. The Supplier hereby commits not to use such information for its own use or for any other purpose than the one for which it was intended (that is, the provision of products and/or services to NORDEX).

The Supplier agrees that any information and knowledge received from NORDEX will only be disclosed to those of its respective directors, employees, agents, representatives and advisors who have a need to know such information and knowledge received from NORDEX and who are bound by confidentiality terms no less restrictive than those herein contained. The Supplier shall be liable for any costs and damages caused by negligent or intentional acts or omissions of any of its employees, agents, representatives and advisors.

The Supplier also agrees to take all reasonable measures and steps to protect the secrecy of the information and knowledge received from NORDEX. Such measures shall include, but not be limited to, the same degree of care that the Supplier utilizes to protect its own information and knowledge of a similar nature and shall in any event no less than reasonable care.

### 5.3. **Data Protection**

The Supplier undertakes to comply with all applicable data protection laws and regulations in the jurisdictions where it conducts business, including but not limited to the General Data Protection Regulation (GDPR) in the European Union and any other relevant local, national, or international data protection provisions. The Supplier shall implement appropriate technical and organizational measures to ensure the security and lawful processing of personal data.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 5.4. Cyber Security

NORDEX takes the potential risks associated with cyber threats and data breaches very seriously. NORDEX requires its suppliers to help NORDEX maintain the security and integrity of NORDEX's wind turbine fleet and to offer protection against potential cyber-attacks. In such regard, the Supplier shall ensure that any component or industrial control system that is connected to processes or transfers information (data) through NORDEX systems and/or wind turbines shall have in place an effective Information Security Management System (ISMS) such as ISO 27001.

On top of this, technical windfarm components and software shall be subject to IEC 62443 cyber security practices, with the corresponding scope and security/maturity level according to the nature of the services provided by the Supplier.

Upon NORDEX's request, the Supplier shall provide NORDEX with all the information needed to support and enable conformity with the applicable legal and regulatory requirements.

## 6. Contingency Plan

The Supplier shall develop a contingency plan to respond effectively to unforeseen or emergency situations (including, without limitation potential cyber security attack, bankruptcy or catastrophes disrupting product flow (this also includes strikes at the Supplier) which may impact and/or disrupt the supply of products or services by the Supplier to NORDEX (the **“Contingency Plan”**) and shall inform NORDEX at the earliest possible time upon implementation of the Contingency Plan.Upon occurrence of a situation which may impact the supply of products or services to NORDEX, The Supplier will immediately notify NORDEX in writing of the scope and duration of such circumstance.

While developing the Contingency Plan, the Supplier shall at least consider the following points:

- identify and assess the internal and external risks associated with all processes that are key to maintain productive results and ensure that customer requirements are met;
- establish Contingency Plans that ensure continuity of supply in, at least, the following situations: failure of key equipment, shortage of external supply products, processes or services, recurring natural disasters, fire, labour shortages, infrastructure problems, cyber-attacks and pandemics;
- periodically verify the effectiveness of the Contingency Plan;
- carry out reviews of the Contingency Plan (at least annually), updating it when appropriate; and
- ensure that the Contingency Plan is documented in writing. Likewise, the Supplier shall document updates and reviews to Contingency Plans keeping track of the review dates,

## SUPPLIER QUALITY ASSURANCE MANUAL

---

the team involved in the updates and the update's authorization process (i.e. definition of the team who authorized the changes).

## 7. Supplier Qualification Requirements

Supplier qualification is a NORDEX Group standardized process which describes the requirements to be qualified as a NORDEX Group supplier. Supplier's formal approval by NORDEX is mandatory before any products or services are to be delivered and shall also apply to the relevant Supplier's individual sites or production plants. Supplier validation process needs to ensure their product (including sub-supplier product) test and validation for the entire range of tolerance limits.

Supplier qualification process consists of following sequential phases:

- Supplier Registration.
- RFI (Request For Information).
- Supplier self-assessment using a NORDEX questionnaire.
- NORDEX Desk-Review by a cross-functional NORDEX team.
- Supplier on-site assessment.
- Supplier's subcontractors' "on-the-job" validation.

### 7.1. Supplier on-site assessment

The Supplier will agree to supplier assessment and/or inspections by NORDEX, NORDEX's customer or any NORDEX's entrusted third party upon reasonable notice.

For the purposes of this SQAM, assessment and audit are treated as synonyms. The supplier assessment shall be conducted at the Supplier's facilities, unless NORDEX and the Supplier expressly agree in writing to conduct the assessment remotely. The audit's agenda will be aligned with the Supplier's prior assessment activities.

The supplier agrees to a supplier assessment and/or inspections by NORDEX Group customer or NORDEX Group entrusted Third-Party upon reasonable notice.

The Supplier must grant NORDEX access to Supplier's facilities and, if required, to its sub-suppliers' facilities for auditing purposes. In addition, the Supplier shall make available qualified employees to support NORDEX during the on-site assessment.

The type of assessment required (, such as regarding quality, HSE standards, or financial stability) will depend on the risk level. In any case, the overall assessment determines the Supplier's classification into the following categories:

- Fully approved > 90%

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- Conditionally approved with an action plan 70 – 90%
- Rejected < 70%

NORDEX's auditor will create an audit report documenting the findings and the assessment categorization.

The Supplier is required to create an action plan based on the audit findings and deviations with clear timelines and responsibilities and shall provide NORDEX with such plan within 10 working days as from the communication to the Supplier of the assessment categorization. The action plan must be fully reviewed and agreed with NORDEX. NORDEX will only agree to closing open actions in the plan upon presentation of evidence, such as files, photos, videos, drawings or similar means or forms of evidence that clearly demonstrate the completion and effectiveness of the action.

In case of categorization as "Conditionally approved", NORDEX shall be entitled to review the implementation of all actions defined in the action plan. The Supplier will allow NORDEX to monitor the actions' implementation so that NORDEX can review the audit's score. At NORDEX's discretion, the onsite monitoring of the actions' implementation could be replaced by the review of the evidence and/or information on the actions implementation shared by the Supplier to NORDEX.

For the avoidance of doubt, the performance of the Supplier's on-site assessments, audits, verifications, releases or approvals by NORDEX do not release the Supplier from its responsibilities under this SQAM and do not constitute acceptance in the legal sense.

### 7.2. Maintaining Approval Status

Once "Approval" is granted, the Supplier is obliged to continuously develop its processes and ensure that quality standards are maintained. In case of significant deviations, poor performance, or negative reassessments, the "Approval" status may be suspended.

Audits such as Re-Audits, Manufacturing process audit, Control plan verifications, Product audits inspections etc., may be conducted at suppliers' location (including sub-supplier) at any time by NORDEX, NORDEX's customer or any NORDEX's entrusted third party upon reasonable notice.

### 7.3. Supplier Reassessment

NORDEX Group shall be entitled to perform Supplier reassessments based on a risk-oriented approach. Such Supplier reassessments might consider, including but not limited to, the following criteria

- Supplier Quality Improvement Plan,
- Supplier Performance Monitoring regarding quality, on time deliveries and collaboration,
- Results from corporate risk assessments, and

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- Changes to the initially released product or service, process, location or new production facility, branch or subsidiary.

The Supplier agrees to allow NORDEX to conduct audits upon a previous notice of 14 days, unless a different timeframe is mutually agreed between the Supplier and NORDEX. Notwithstanding the foregoing, the Supplier expressly acknowledges that, in cases of need or special urgency, NORDEX may provide a shorter notice period.

In any case, NORDEX reserves the right to perform a reassessment or visit the Supplier after a reasonable period, which shall not exceed 4 years from the previous reassessment.

## 8. Minimum Requirements for Traders' Qualification

This SQAM shall also be applicable to any external trader or distributor delivering material to NORDEX ("Trader"). The primary purpose of this section is to make Traders aware of NORDEX's requirements to be qualified as an authorized NORDEX's Trader.

Any Trader shall provide relevant certification and/or compliance documentation, including but not limited to an Authorization Letter or equivalent from the respective manufacturers, confirming that no counterfeit or unauthorized items are supplied by the Trader. In addition, for every delivery, the Trader shall provide NORDEX with the appropriate documentation so as to enable NORDEX to verify the manufacturer's information and all detailed needed by NORDEX:

- 3.1 Certificate,
- Certificate of Analysis (CoA), and
- Certificate of Conformity (CoC).

The Trader shall obtain and maintain all necessary business registrations, licenses and permits in accordance with the applicable laws and regulations.

The manufacturer of the products distributed by the Trader must be included in NORDEX's List of Approved Materials.

### 8.1. Quality Management System Requirements for Traders

The following requirements shall be verified in detail on-site by NORDEX in order to qualify a Trader as a NORDEX-approved Trader from a Quality Management System perspective:

- The Trader shall maintain a documented quality manual that clearly outlines quality policies, procedures, and responsibilities aligned with NORDEX's requirements.
- The Trader shall ensure that this SQAM is shared with all the sub-traders involved in the supply of products for NORDEX.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- The Trader shall demonstrate the existence and implementation of documented procedures and work instructions for all critical processes.
- The Trader shall ensure that its employees are adequately trained and shall maintain records which evidence of such training.
- The Trader's Quality Management System shall be accredited according to a recognized international standard, such as ISO QMS 9001 or equivalent. In such regard, the Trader shall share a valid certificate with NORDEX.
- The Trader shall appoint a qualified quality representative or maintain a dedicated quality department to take responsibility in case of poor-quality performance. Trader shall request and, to the extent applicable, initiate corrective actions within its supply base.
- The Trader shall implement and maintain an effective document control procedure in order to ensure that all documents are effective and at an up-to-date revision level.
- The Trader shall maintain record-keeping practices which shall comply with NORDEX's Trader quality requirements.

### 8.2. General Trader Qualification Requirements

The following requirements shall be verified in detail on-site by NORDEX in order to qualify a Trader as a NORDEX-approved Trader from a management point of view:

- The Trader shall manage all changes related to sub-traders and shall without undue delay inform NORDEX about any deviation from the original agreement, including changes in raw materials, processes or sub-processes.
- The Trader shall maintain a complete record of sub-trader management.
- The Trader shall ensure that all sub-traders hold a valid certification according to ISO 9001 or an equivalent recognized standard and shall control the existence of such certification.
- The Trader shall regularly evaluate the performance of sub-traders. NORDEX may verify if any approval audit or visit is to be performed based on the sub-traders' scoring.
- The Trader shall maintain a list of approved Traders and sub-traders, including full material traceability.
- The Trader shall define and document the criteria required to be fulfilled by a sub-trader to become an approved sub-trader within the Trader's supply chain.
- The Trader shall establish and share quality agreements with its sub-traders, clearly communicating the Trader's expectations and requirements.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 8.2.1. Health, Safety and Environment

Trader shall review NORDEX's Group Code of Conduct for Contractors and Suppliers ([Compliance - Nordex SE](#)) and shall incorporate its principles and requirements to their own Code of Conduct.

The Trader maintains and implements effective health and safety policies in place to ensure compliance with applicable laws and NORDEX's standards.

The Trader's environmental policies shall meet the Trader's quality requirements and shall be subject to verification during the qualification phase by NORDEX to ensure compliance with NORDEX's environmental standards.

The Trader's waste management and disposal practices shall be subject to verification during the qualification phase by NORDEX to ensure compliance with NORDEX's waste management and disposal standards.

### 8.2.2. Facilities and Equipment

The Trader shall ensure that warehouse and storage conditions comply with applicable specifications, laws and regulations, guaranteeing that the materials are stored properly.

The Trader's material handling and storage practices:

- shall ensure damage and material contamination prevention; and
- shall include a proper labelling system which guarantees products' full traceability. In such regard, the FIFO (*First-In, First-Out*) methodology shall be applied.

The materials' packaging shall be defined, shared and agreed between Trader and NORDEX prior to the commencement of deliveries.

### 8.2.3. Inventory Management

The Trader shall implement effective inventory control procedures.

The Trader's stock levels and inventory turnover shall be managed efficiently.

If applicable, the safety stock agreed between the Trader and Nordex shall be properly managed by the Trader, always ensuring that products to be delivered are according to the latest drawing and specification revision.

The Trader's inventory accuracy shall be verified through cycle counting or physical inventory checks.

### 8.2.4. Shipping and Delivery

The Trader shall implement effective shipping procedures.

The Trader's packaging and labelling practices must meet NORDEX's quality requirements, particularly in cases where repacking takes place at the Trader's site.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

The Trader's delivery performance shall be tracked and monitored, including on-time delivery rates.

### 8.3. Traders On-Site Assessment

The same procedure and criteria as applicable (cf. section 7. for any Supplier on-site assessment shall also apply to the Traders.

In such regard, each Trader's facility will be individually assessed, evaluated and approved. Therefore, the approval for the Trader material production shall be valid solely for the audited facility. In cases where a Trader operates multiple facilities, each location shall undergo a separate evaluation and approval process. Approval granted to one facility shall not be extended to any other facility.

## 9. Product Qualification Requirements

The Supplier shall ensure that its employees and subcontractors (if any) acknowledge, accept and adhere to the requirements of this SQAM in all aspects.

This SQAM represents the minimum requirements for NORDEX. In such regard, in order to achieve continuous improvement in the business relation between NORDEX and the Supplier and to ensure a sound collaboration in a spirit of trust, cooperation and teamwork, the Supplier is required to implement its own quality system. Many of the activities mentioned in this SQAM are further detailed in the APQP4Wind manual which can be found at [apqp4wind.org](http://apqp4wind.org). For critical components ( including sub-supplier components), Nordex Quality Assurance safe launch approach is also an requirement to track & ensure all product realization requirements are met.

Annual independent testing should be included in the control plans of all suppliers of key components with any link to hazardous materials.

### 9.1. APQP – Advanced Product Quality Planning

Both Supplier and Supplier's sub-suppliers shall apply the APQP4Wind methodology as a standardized quality assurance approach for the Global Wind Energy Industry. The APQP4Wind manual sets forth the information and requirements to develop a product quality plan that should enable the development and production of high-quality products and services which, in turn, are in compliance with wind turbine manufacturers' requirements.

In such regard, the Supplier should perform a self-evaluation to determine whether its own quality system is aligned with the terms and conditions of this SQAM and those of the APQP4Wind manual. In addition, the Supplier is required to integrate the APQP4Wind methodology into its overall product and process development activities. At least one certified APQP4Wind employee (or an individual with an equivalent qualification) is mandatory. The number of trained personnel shall be appropriate to the complexity of the product and the scope of the qualifications required.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

**Important Note:** The application of the APQP4Wind methodology shall not replace NORDEX's specific requirements and deliverables.

In any case, Supplier and NORDEX expressly agree that the APQP4Wind methodology shall be applied in the following cases:

- New product and/or process developments.
- Changes to the existing products and/or processes.
- Changes to the existing sub-suppliers' products or processes.
- Changes to the existing production sites.
- Technology transfers.
- Processes outsourcing.

The product qualification activities and deliverables in accordance with the APQP4Wind methodology shall be agreed upon during the project kick-off meeting between NORDEX and the Supplier. The list of critical sub-supplier component details and their approval status must be updated in the APQP4Wind workbook. The PPAP Risk Assessment template shall be used to determine the appropriate risk submission level and it shall be used with the sub-suppliers.

In case NORDEX decided to perform the APQP4Wind process for new products or new product parts and new developments on Supplier's own responsibility, the Supplier shall support NORDEX accordingly.

During the project execution phase, NORDEX shall assess the Supplier's readiness for upcoming Advanced Product Quality Planning (APQP) milestones. These sessions aim to confirm that NORDEX and the Supplier are working together to ensure that the project is progressing according to the agreed milestone deadlines and deliverables. If the project is found to be off track, NORDEX will initiate the escalation process as defined in section 18. below.

After reviewing NORDEX's requirements, specification and/or guidelines, the Supplier shall complete, sign and provide NORDEX with the Team Feasibility Commitment (TFC) template, which shall include (if applicable) the description of any deviations. NORDEX will evaluate any reported deviation and decide whether such reported deviation can be approved or not.

NORDEX reserves the right, at any time, within an appropriate scope and upon reasonable notice, to audit Supplier and its sub-suppliers for compliance with the requirements and guidelines defined in the APQP4Wind manual.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 9.2. Production Part Approval Process (PPAP) Expectations

The purpose of the Production Part Approval Process (PPAP) is to establish the methodology to perform the approval of products, product parts or processes.

Prior to the start of serial deliveries to NORDEX Group and in any other cases defined by NORDEX, the Supplier shall submit to NORDEX a completed PPAP package for each new product part. The PPAP approval released by NORDEX is mandatory (signed Part Submission Warrant, PSW) for its application. Suppliers and Traders shall submit the PPAP documentation for internal first review by NORDEX SQA team before delivering the first samples to NORDEX.

The provision of the PPAP package shall enable the verification by NORDEX of the parts and materials purchased by the Supplier from the sub-suppliers. Therefore, the Supplier shall guarantee that the completed PPAP packages delivered by the sub-suppliers are available to NORDEX.

The importance of the Production PPAP is such that the Supplier shall under no circumstance ship products that have not been previously approved through the PPAP, unless approval to ship is expressly granted in writing by NORDEX.

**Important Note:** For the avoidance of doubt, the approval by NORDEX of the PPAP does not release the Supplier from its responsibilities under this SQAM (for example but without limitation, product liability) and does not constitute an acceptance in the legal sense.

The PPAP documentation and the PPAP samples shall comply with APQP4Wind requirements and, additionally, with any specific NORDEX Group requirements.

The first samples provided by the Supplier shall comply with NORDEX's requirements and successfully fulfill the Form, Fit and Function (FFF) test during the first trials. In case the FFF test is not successful, NORDEX will require the Supplier to implement corrective actions. In such cases the products will be quarantined and will not be released for production until full PPAP, or conditional approval is granted by NORDEX. Once the corrective actions are implemented, the Supplier shall submit new samples for validation.

The Supplier's manufacturing process shall demonstrate the capability to meet all quality requirements for the agreed Product and Process Special Characteristics (such as CTQs or equivalent).

The minimum sample size shall be 30 units. In case of low production volume, a 100% inspection shall be implemented and in place until the process capability is determined

## 10. Sub-supplier Management

Sub-supplier (including subcontractors) selection, qualification and ongoing monitoring shall be the responsibility of the Supplier and shall be carried out in accordance with the selection,

## SUPPLIER QUALITY ASSURANCE MANUAL

---

qualification, selection and monitoring procedures defined by NORDEX to the Supplier in order to ensure the same defined quality standards at sub-suppliers as applicable to the Supplier. In such regard, NORDEX's selection qualification and monitoring process shall be applicable.

A quality management system certification according to the latest version of ISO 9001 or equivalent is a mandatory part of the sub-supplier selection, qualification and monitoring process. The Supplier shall ensure that NORDEX has access to the selection, qualification, selection, reviewing and performing assessments of the sub-suppliers.

In certain exceptional cases, NORDEX may designate specific sub-suppliers to be used by the Supplier for the provision of goods or services by the Supplier. Notwithstanding such designation, the Supplier shall remain fully responsible for the day-to-day operational management and performance of the sub-supplier. This responsibility includes, but is not limited to:

- Conducting incoming inspections in accordance with NORDEX's technical specifications;
- Managing and processing of non-conformities (NCs); and
- Issue resolution in collaboration with the designated sub-supplier

Where required or deemed necessary by NORDEX, the Supplier shall ensure that APQP4Wind guidelines are implemented and applied to its sub-suppliers, especially for quality or safety-critical products and processes. In such cases, the provisions of Section 9. in this SQAM will also apply to the Supplier's sub-suppliers.

## 11. External Manufacturers (suppliers of Build-to-Print products) Management

In the specific case of external manufacturers (suppliers of Built-to-Print products for NORDEX) ("Build-to-Print Supplier"), the responsibility for the selection, qualification and ongoing monitoring of sub-suppliers shall lie exclusively with the Build-to-Print Supplier. Notwithstanding the foregoing, if NORDEX expressly requested changes in writing to the Build-to-Print Supplier's sub-suppliers list, then NORDEX shall be the responsible for the selection, qualification and ongoing monitoring of the new sub-suppliers whose homologation had been requested by NORDEX.

The Build-to-Print Supplier shall comply as a minimum with NORDEX Group requirements applicable to NORDEX's direct suppliers, as well as with any other additional NORDEX Group requirements specifically applicable to them.

The day-to-day operational management shall remain the responsibility of the Build-to-Print Supplier, including but not limited to:

- Performing quality incoming inspections in accordance with NORDEX's specifications.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- Processing and management of non-conformities (NCs).
- Issues resolution in collaboration with NORDEX where support is required.
- Reporting sub-suppliers' performance evaluation to NORDEX upon NORDEX's request.

The Build-to-Print Supplier shall actively participate in the APQP4Wind cross-functional team and shall provide all necessary support to NORDEX to achieve a successful material or sub-supplier qualification.

Specifically, the Build-to-Print Supplier (i) shall be responsible for submitting the Form, Fit and Function (FFF) report to NORDEX in a timely manner, and (ii) shall immediately inform NORDEX about any issue arising during the production trial process.

Upon successful submission and acceptance by NORDEX of the Build-to-Print Supplier FFF report, NORDEX shall sign off the Product Submission Warrant (PSW).

If a change is requested and/or organized directly by the Build-to-Print Supplier, the Build-to-Print Supplier shall be responsible to (i) follow the same qualification procedure as NORDEX by qualifying sub-suppliers and the product in accordance with APQP4Wind guidelines, and (ii) provide NORDEX with all documentation required for this qualification process.

## 12. Change Management by Supplier

Any change that may have an impact on the product, process, service or delivery conditions to NORDEX shall be subject to a binding change management process. The Supplier shall not implement any change independently without obtaining NORDEX's prior written approval after submitting NORDEX's applicable Change Request (CR) templates.

The following changes, among others, require NORDEX's prior written approval:

- Changes to the product or service, including Form, Fit and Function (FFF) and catalogue parts.
- Substitution of materials.
- Change of sub-suppliers.
- Sub-supplier product changes.
- Process changes, including modifications to machinery or production equipment.
- Relocation of production to a different site.
- Use of a new branch or subsidiary to perform services for NORDEX.

An approved change may require that the Production Part Approval Process (PPAP) documentation is updated and may result in a new product and/or process release.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 13. Traceability

The Supplier is obliged to implement and ensure the traceability on the products and repaired products agreed with NORDEX. In such regard, the Supplier shall, in agreement with NORDEX, integrate the specified traceability means into the Supplier's existing traceability system for the products.

Where standards or regulations require the traceability of materials, welds, non-destructive testing, sub-assemblies, etc., the Supplier must identify such standards or requirements and implement the relevant controls to ensure that the same are satisfied.

In addition to NORDEX's required traceability, Supplier is obligated to establish additional traceability measures where a need is identified based on Design Failure Mode and Effects Analysis (DFMEA) and Process Failure Mode and Effects Analysis (PFMEA) risk evaluation.

The Supplier shall keep manufacturing data to ensure that in case of a defect in a product, it can be determined immediately which further products might be also affected.

If any products are supplied to the Supplier from NORDEX or any other subcontractors, the Supplier is obligated to warrant traceability of the products as follows:

- It must be possible to assign products supplied by NORDEX or any subcontractors to the end product (by way of the date of production, index, delivery note number).
- Documentation of the quality and traceability are realised by way of the product-accompanying documentation; this documentation is to be enclosed with every delivery to NORDEX.
- The principle "FIRST IN – FIRST OUT" applies to all products supplied by NORDEX or its subcontractors.

If products supplied by NORDEX or its subcontractors are damaged or destroyed during the manufacturing or assembly process, the Supplier must inform NORDEX in writing without delay.

If the Supplier detects any defects, damage or non-conformities of any kind in products or packaging units supplied by NORDEX or its subcontractors, the Supplier is obligated to inform NORDEX in writing without delay.

### 14. Documents

NORDEX reserves the right to request and obtain access to all relevant documents, data, and reports related to the products, services or related processes to be delivered under the business relationship between NORDEX and the Supplier. This right applies to both the Supplier and any sub-suppliers involved in the supply chain.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 14.1. Documentation Requirements

The Supplier shall establish, maintain and follow a documented procedure for the creation, control, and retention of all quality-relevant documents related to products and processes delivered by the Supplier to NORDEX. This procedure must ensure compliance with applicable standards and contractual requirements.

Upon NORDEX's request, prior to delivery of the respective products, the Supplier shall provide NORDEX with the relevant 3.1 Certificate or equivalent certificate according to DIN EN 10204. The certificate shall be submitted via the information exchange platform defined by NORDEX. Further details on the product/accompanying documentation are defined in the detailed NX specification applicable. Suppliers shall provide relevant material test reports from a recognized entity for every material batch.

The Supplier's documentation shall, at a minimum, include:

- Complete and structured recording of all quality-related information.
- Clear traceability of data throughout the supply and production process.
- Compliance with the applicable requirements as defined in the respective Technical Product Specifications (TPS).

### 14.2. Retention Period

All quality-relevant documentation and records shall be kept safely and shall be made available to NORDEX upon request. Unless NORDEX and Supplier expressly agree otherwise in writing, the Supplier's obligation to retain all quality-relevant documentation and records shall last for a minimum of 30 years as from the date of delivery.

All documents and records shall be stored in a text-searchable format (e.g., searchable PDF files). If so requested by NORDEX, the documentation package will be uploaded by the Supplier into a storage site defined by NORDEX for easy documentation status and progress tracking.

## 15. Packaging, Storage, Handling and Labelling

All products shall be safely packaged, stored, handled, and shipped in accordance with the terms and conditions of the relevant supply agreements and POs agreed between NORDEX and the Supplier. If case no specific packaging conditions were agreed between NORDEX and the Supplier, the standard packaging procedures of the Supplier shall apply, as long as they provide sufficient protection. The Supplier shall avoid any damage to products and use the appropriate packaging for safe handling of the products.

The packaging to be used by the Supplier for the products shall be appropriate and adapted to the different types of transportation agreed for the products' delivery (air, truck, sea, etc.). This means that different forms of packaging might be required if the Supplier's products are to be shipped to multiple regions. It is the Supplier's responsibility to acknowledge and

## SUPPLIER QUALITY ASSURANCE MANUAL

---

understand these requirements and to use appropriate packaging methods depending on the final destination of the products and the type of transport to be used.

Upon agreement between NORDEX and the Supplier, and if so applicable, returnable packaging shall be introduced to achieve cost reductions and to improve sustainability.

The packaging used by the Supplier shall ensure that the materials remain in proper condition and safe while packaged. In particular but without limitation, all material shall be properly stored following the sub-suppliers' recommendations (if any) to protect against both handling damage and climate conditions (such as temperature, humidity, and corrosion) that can affect the quality of the product. Notwithstanding the foregoing, if NORDEX were required to comply with specific handling or storage conditions to ensure the safety, suitability and operation of the products, the Supplier shall expressly inform NORDEX of such requirements to avoid negative impacts on the products. Otherwise, the Supplier shall be held responsible for the lack of instructions.

Likewise, packaging by the Supplier must ensure the personal safety of all workers involved in the end-to-end process (including without limitation the packing, storage, handling, and transportation operations).

All the products will be labelled according to the labelling system defined between NORDEX and Supplier. If no specific labelling systems were agreed between NORDEX and the Supplier, the Supplier agrees to inform NORDEX of its labelling system or other suitable measures taken, enabling NORDEX to take further measures to the extent required.

## 16. Delivery and Invoicing Conditions

Delivered products and/or services must strictly comply with the quantities, delivery dates, and delivery locations stated in the corresponding PO issued by NORDEX to the Supplier. Any deviation with the aforementioned requirements may result in delivery delays, rejection of deliveries, or disputes related to invoicing.

The Supplier is responsible to ensure that:

- All deliveries are made on time, in the correct quantity, and to the designated delivery address.
- All PO delivery requirements are fully met before submitting an invoice.
- Only approved products and services are delivered.

Each invoice shall clearly reference the related NORDEX PO and shall include the following mandatory information:

- A unique invoice number and issue date (or resubmission date, if applicable).

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- Invoice currency matching the currency stated in the PO.
- In the case of credit notes: clear reference to the original invoice and associated PO.
- Supplier's sender address and NORDEX Group recipient entity address.
- For European suppliers: VAT identification numbers of both the Supplier and NORDEX.

Any additional invoicing or processing requirements shall be defined in the applicable supply agreements and/or POs and shall be strictly observed by the Supplier.

### 17. Supplier Performance Criteria

NORDEX shall regularly monitor and evaluate the Supplier's performance based on internally defined Key Performance Indicators ("KPIs"). These KPIs are intended to ensure consistent quality, reliability, and compliance with NORDEX's operational standards. The Supplier is required to provide NORDEX with the KPIs hereinafter defined for review on both a monthly and annual basis.

Typical KPIs which could be used may include, but are not limited to, the following:

- Number of non-conformities ("NCRs")
- Percentage of NCRs open/closed
- Failure Rate (%)
- First Time Right (FTR) rate (%)
- Cost claims resulting from poor quality
- Audit score
- Advanced Product Quality Planning (APQP) Status
- Product Critical To Quality (CTQ) capability
- Process stability (Statistical Process Control, SPC)
- Supplier Risk Level
- On-Time In-Full (OTIF) delivery performance
- PPAP submission compliance rate
- PPAP On-time approval rate
- PPAP First pass approval rate

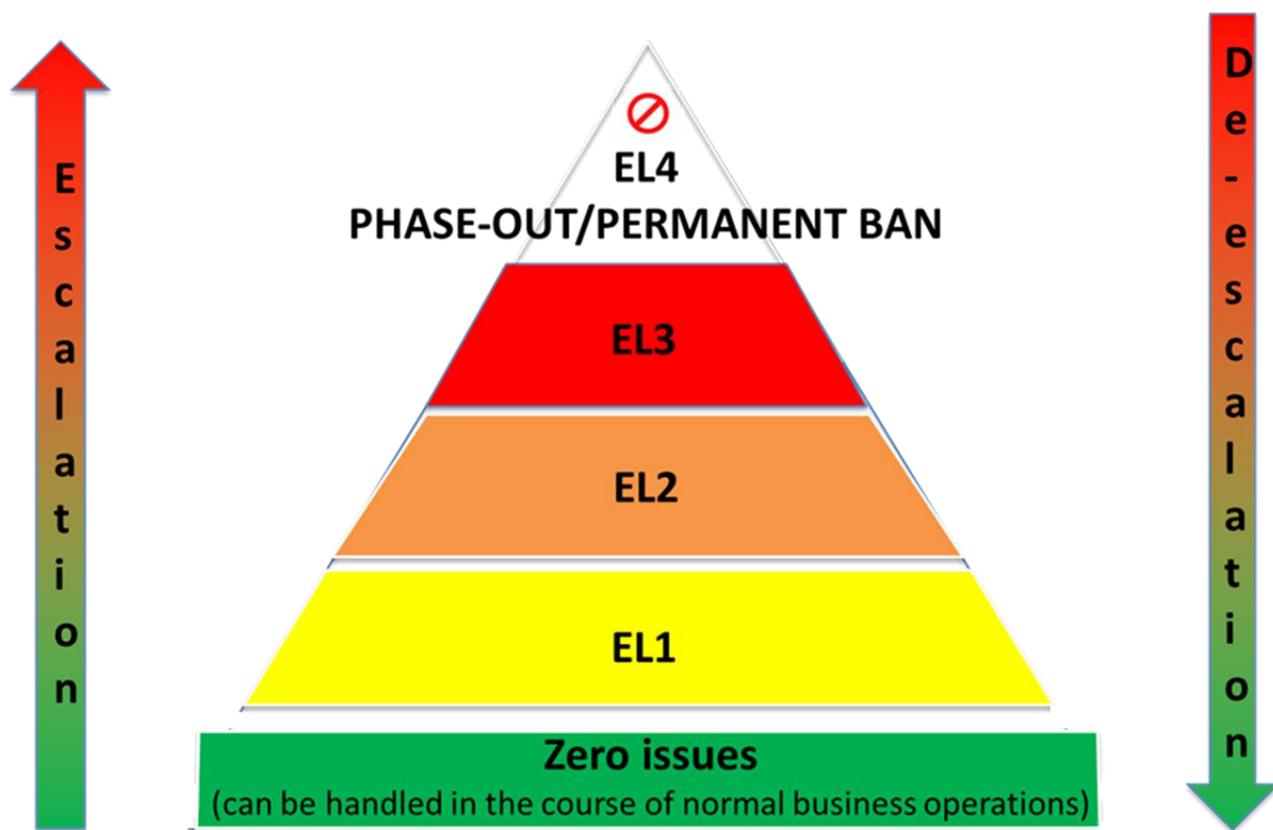
If the Supplier's performance fails to meet NORDEX's target values for any of the above KPIs, NORDEX reserves the right to take appropriate actions, including but not limited to sourcing from alternative suppliers.

## SUPPLIER QUALITY ASSURANCE MANUAL

### 18. Supplier Escalation Process

The escalation process serves as a structured mechanism for NORDEX to identify, address, and mitigate systematic, critical, or recurring performance issues with the Supplier at an early stage. In such regard, the objective is to jointly implement actions between NORDEX and the Supplier so as to realign the parties' collaboration and resolve issues/disputes related to, amongst others but without limitation, quality, safety, delivery, or cost.

The following escalation process should be followed if issues/disputes arise during the business collaboration between NORDEX and the Supplier:



#### 18.1. Triggers for Escalation

The Supplier shall enter the escalation process if one or more of the following conditions are met:

- Repeated quality defects or violations of critical, legal or safety requirements.
- Build Stops or production downtimes at NORDEX's production facilities.
- Failure to meet delivery lead times.
- Ineffective implementation of corrective actions.
- Negative impact on NORDEX's projects or business operations.

## SUPPLIER QUALITY ASSURANCE MANUAL

- Violations of contractual, regulatory, or ethical obligations.

Upon initiation of the escalation process, NORDEX shall issue a formal escalation letter to the Supplier. This communication shall include:

- A clear statement of the specific reason(s) for escalation.
- A definition of the expected (corrective) actions and targeted deadlines.
- Outline of the potential consequences in case of non-compliance.
- Specification of the criteria for de-escalation or removal from the escalation process.

Escalation Level	Responsible NX	Responsible supplier / subcontractor	Action	Condition
EL1	QA/SC Representative	QA/SC Manager	Written notification	Recurring quality/delivery issues with response delays
EL2	Head of QA/SC	CEO	1-3 months business hold	High critical issues where supplier action is missing
EL3	QA/SC Director	CEO	6 months business hold	High critical issues with no improvement after 3 months
EL4	CPO	CEO	Permanent Ban / Phase out	

A similar escalation pyramid and matrix are available for HSE topics (refer to 23. Associated documents).

### 18.2. Consequences During Escalation

Upon entering the escalation process, NORDEX may implement one or more of the following measures, depending on the severity and level of escalation:

- Deployment of internal or external quality assurance controls (e.g., firewall measures, special inspections).
- Obligation for on-site support by the Supplier.
- Suspension of new orders or project assignments.
- Initiation of a structured corrective project (e.g., Supplier Quality Improvement Plan (SQIP), First Time Right (FTR)).
- Obligation to reimburse NORDEX for the additional internal costs incurred by it.

Where the root cause of the escalation lies within the Supplier's area of responsibility, the Supplier shall bear all costs associated with the escalation process.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 19. Quality Complaints and Non-Conformities

The Supplier shall have a system in place to handle non-conformities. The system shall enable the notification of formal non-conformity reports and shall provide information on the non-conforming parts and/or materials (i.e. parts/material identification, location, documentation, evaluation, etc.).

If any non-conformities attributable to the Supplier are determined in the delivered product, NORDEX reserves the right to block the product concerned and inform the Supplier by issuing a non-conformity report (named "**Notification of Defect**") which may include the complaint details, a technical description and the non-quality costs generated, if any. Where complaints regarding defects or non-conformities are not issued immediately by NORDEX, they can nevertheless be asserted at a later time by NORDEX.

In case of non-conformities with NORDEX's requirements in the delivered products or services, the Supplier shall be obligated to address the issue in a systematic, traceable and timely manner following the procedure in section 19.2. All corrective actions must be documented and made available to NORDEX upon request. Unless otherwise agreed in writing between NORDEX and the Supplier, the Supplier shall apply the 8D problem-solving process as a standard methodology.

#### 19.1. Use of the 8D Process

Upon request by NORDEX in case of non-conformities, the Supplier shall complete an 8D report in English. The Supplier shall complete the 8D report in accordance with the lead times in section 19.2. below. The purpose of the 8D report is to identify the root causes of the deviation, identify any deficiencies in the detection or prevention systems, and to implement sustainable corrective actions to prevent recurrence.

All measures, modifications or corrective and preventive actions laid down in the 8D report, such as additional tests and inspections, are to be performed by the Supplier at its own expense.

The Supplier is allowed to either use NORDEX's 8D report template to be used or an equally appropriate document from the Supplier (containing substantially the same information and structure). In such regard, an 8D report shall only be deemed complete when:

- all identified root causes have been effectively resolved,
- appropriate preventive measures have been implemented, and
- NORDEX has formally approved the 8D report closure upon verification of the effectiveness of the implemented corrective actions. In such regard, documented proof that corrective measures have been performed is to be submitted by the Supplier within a reasonable period of time specified by NORDEX in accordance with the urgency.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

Notwithstanding the foregoing, NORDEX reserves the right to request an action plan for a generic case of recurrent non-conformity that is impacting the product or production.

### 19.2. Immediate Actions and Timeline

Upon issuance by NORDEX of the Notification of Defect to the Supplier, the Supplier shall implement and perform the non-conformance process described below in accordance with the defined binding response times:

- Within a maximum period of 2 working days as from the issuance by NORDEX of the Notification of Defect, the Supplier shall evaluate the deviation/non-conformity, implement appropriate initial containment measures (such as without limitation, sorting, blocking, replacement or on-site rework), and shall provide feedback to NORDEX.
- Within a maximum period of 5 working days as from the issuance by NORDEX of the Notification of Defect, the Supplier shall submit to NORDEX an 8D Root Cause Analysis (RCA) up to and including at least the point "error analysis".
- Within a maximum period of 2 weeks as from the issuance by NORDEX of the Notification of Defect, the Supplier shall submit to NORDEX the remainder parts of the 8D Root Cause Analysis (RCA), including causes for the occurrence and insufficient detection, as well as planned corrective actions
- Within a maximum period of 2 months as from the issuance by NORDEX of the Notification of Defect, the Supplier shall provide NORDEX with evidence on the implemented and verified corrective actions. Any long-term corrective actions to be laid down must be notified to NORDEX by way of the accordingly supplemented 8D Root Cause Analysis (RCA) report.

Notwithstanding the foregoing, all actions undertaken by the Supplier shall be subject to review and written approval by NORDEX prior to their implementation. In any case, NORDEX's consent to corrective measures, acceptance of deviations, handling of complaints, or similar actions shall not relieve the Supplier of its obligation to deliver free-from-defects products and services.

In the event that a safety issue or a safety breach is detected, Supplier shall apply immediately "NORDEX Life Saving Rule of STOP WORK" will be applied. All associated costs will be borne by the Supplier (including subcontractor) costs).

### 19.3. Return of Defective Parts

If requested by the Supplier, the defective part or product may be returned to the Supplier from NORDEX's site. The return timeline shall be agreed upon in advance between Supplier and the designated NCR case handler at NORDEX.

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 19.4. General Principles

The Supplier shall ensure that no non-conforming products are shipped or remain within the regular manufacturing processes in any form. If the Supplier becomes aware that a non-conforming product has nevertheless been shipped, the Supplier shall inform NORDEX immediately.

If NORDEX identifies an increase in quality non-conformities compared to the contractually agreed quality conditions, NORDEX reserves the right to block Supplier's deliveries until corrective actions are implemented and evidenced to NORDEX.

The Supplier shall, at its own expense, identify and trace non-conforming products already delivered to NORDEX and shall take appropriate measures to remedy the non-conformities in the delivered products.

### 19.5. Cost Handling for Quality Issues

In case of non-conforming products or services, the Supplier shall carry out the repair or replacement of the affected product or service in accordance with the provisions of the relevant supply agreements. In such regard, depending on the provisions of the relevant supply agreements, the Supplier shall be obliged to carry out the repair or replacement of the affected product or service wherever located at the time and bear all costs incurred by NORDEX due to defective products or services (e.g., inspection, rework, production downtime, customer complaints, processing fee).

## 20. Deviation Request / Permission for Deviation

The Supplier shall only deliver a product or service which deviates from NORDEX's technical requirements if the Supplier has obtained prior written consent from NORDEX after submitting a Deviation Request (DR).

The Supplier shall always submit a DR prior to shipment of any affected product to NORDEX or prior to any service execution. No shipment or service execution shall occur without NORDEX's prior written approval of the DR. The DR shall be sent in writing to the responsible NORDEX Supplier Quality Assurance (SQA) contact or to the relevant NORDEX Quality department.

The DR shall be prepared using the official NORDEX DR template which is available at NORDEX's website. In such regard, any DR submitted to NORDEX shall be complete, accurate, and clearly understandable. Each DR shall include, as a minimum, the following information:

- Name of the Supplier and production facility.
- Contact person responsible for the DR, including full contact details.
- Identification of the affected specification(s).

## SUPPLIER QUALITY ASSURANCE MANUAL

---

- Detailed description of the DR, including its impact on Form, Fit and Function (FFF).
- Exact quantity of affected parts.
- Serial numbers, batch numbers and NORDEX SAP item code.
- Validity period of the DR.
- Proposal for possible rework (if applicable).
- Related NORDEX (PO) number.

NORDEX reserves the right to confirm or reject the deviations in the submitted DR. NORDEX'S failure to reject or approve the DR cannot be perceived as an approval. **Important:** An approved DR constitutes a temporary and quantity-limited special approval. Therefore, unless the Supplier and NORDEX expressly agree otherwise in writing, an approved DR does not constitute a permanent change.

If the DR is approved by NORDEX, the Supplier shall place a copy of the confirmed DR to the final product-accompanying documentation in each pack to be delivered to NORDEX. Otherwise, the product will not be accepted by NORDEX.

The Supplier agrees to bear all additional costs incurred by NORDEX in connection with the deviation request (including a general fee or processing fee associated with handling the deviation request), following the terms and conditions of this SQAM and those set forth in the relevant supply agreements.

## 21. Continuous Improvement

NORDEX expects the Supplier to continuously and systematically improve its processes, products, and services. The objective is to consistently meet or exceed the Key Performance Indicators (KPIs), with particular emphasis on quality, efficiency, and customer satisfaction.

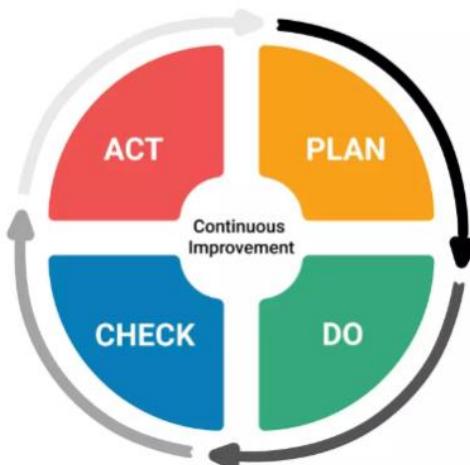
In particular, the Supplier shall demonstrate a commitment to continuous improvement. Each Supplier is expected to maintain a comprehensive philosophy of Continuous Improvement Process ("CIP") throughout the entire Supplier's organization. The CIP shall:

- include concrete actions for performance enhancement.
- be aligned with the relevant KPIs (e.g., safety, quality, process stability, deliveries).
- be shared with NORDEX upon NORDEX's request.
- deliver tangible added value to NORDEX, such as without limitation, cost reductions, reduction in lead times, increased process reliability and defect prevention thorough robust systems.

## SUPPLIER QUALITY ASSURANCE MANUAL

- As a consequence of the foregoing, NORDEX encourages the Supplier to apply recognized methodologies and tools to support CIP, including but not limited to:
- Error proofing/Mistake proofing techniques (POKA – YOKE).
- Six Sigma.
- Lean manufacturing.
- Statistical Process Control (SPC).
- Total Productive Maintenance (TPM).
- Maintenance KPIs (e.g., OEE, MTTR and MTBF) implementation.
- Spare parts for critical components for machines maintenance.
- Process bottlenecks mapping and contingency planning.
- Use of SMED methodology for set up timing reduction.
- Application “Five S” philosophy in the workplace organization.
- Visual inspection systems.
- Regular reviews of Design Failure Mode and Effects Analysis (DFMEA) and Process Failure Mode and Effects Analysis (PFMEA).
- Application of the Plan, Do, Check, Act (PDCA) cycle.

The philosophy of continuous improvement should be extended to all business processes within the Supplier. In such regard, the Supplier is expected to pursue continuous improvement even when CTQs or KPIs are met. The commitment to improvement is considered a core element of the Supplier’s relationship with NORDEX.



## 22. Associated documents

Document	Location
Blade Supplier Quality Manual	BIC NS05.02.05 Supplier & Product Qualification/Homologation
Assembly Partner Quality Manual	BIC NS05.02.05 Supplier & Product Qualification/Homologation
APQP4Wind Manual	<a href="https://apqp4wind.org/">https://apqp4wind.org/</a>
Hazardous Materials Corporate Guideline	<a href="https://www.nordex-online.com/en/sustainability/">https://www.nordex-online.com/en/sustainability/</a>
Deviation Form	BIC NS05.02.03.05 Deviation (Waiver) Handling
Supplier Manual	<a href="https://www.nordex-online.com/en/sustainability/">https://www.nordex-online.com/en/sustainability/</a>
Code of Conduct for Contractors and Suppliers	<a href="https://www.nordex-online.com/en/sustainability/">https://www.nordex-online.com/en/sustainability/</a>
General Purchasing Conditions for Supplies and Services	BIC GF04.10.01 Contract Scope Definition
Contractor HSE Agreement	BIC NS05.01.06 Contractor Management

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 23. Revision Index

Rev.	Date	Author	Reason for modification/chapter
00	01.01.2026	Carsten Schmidt/Ana Farinas/Inaki Cebrian	Overall update of the document and merger from QAA and Blade Supplier Quality Manual

## SUPPLIER QUALITY ASSURANCE MANUAL

---

### 24. Acknowledgement and consent

By signing this document, the supplier confirms acceptance of the Supplier Quality Assurance Manual with the stated principles/requirements and will act responsibly accordingly. The supplier is also responsible for ensuring that their employees, agents, suppliers, subcontractors and service providers understand the contents of the document and take necessary measures to implement the requirements.

Place, date \_\_\_\_\_, \_\_\_\_\_

Company name \_\_\_\_\_

**Supplier's representative name**

Signer position

---

**SUPPLIER QUALITY ASSURANCE MANUAL**

---