



Quality Assurance Guidelines for Suppliers

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For reasons of easier readability, no gender-specific differentiation is made.

Corresponding terms apply in principle to all genders in the sense of equal treatment.

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1. Objective and Purpose

Seisenbacher GmbH (hereinafter referred to as "Seisenbacher") is a leading system supplier of interior solutions for rail vehicles. The high proportion of purchased components and systems, and their quality, largely determine the quality of the services offered by Seisenbacher. It is therefore essential to continuously monitor and improve the quality, safety, durability, environmental compatibility, and energy efficiency of our purchased parts in close cooperation with our suppliers. This Quality Assurance Policy is aimed at achieving this goal, describing the quality requirements for qualified suppliers and their products by us, and it is valid for supplies to Seisenbacher. The present Quality Assurance Policy aims to improve the quality and environmental compatibility of the purchased parts supplied to Seisenbacher. Early involvement, comprehensive mutual information, and the continuous desire to improve together are the basis of a partnership collaboration with suppliers for Seisenbacher.

2. Scope of Application

- 2.1 The subject of this Quality Assurance Policy is the quality requirements for all products and services to be delivered by the supplier. The supplier must therefore provide all deliveries and services to Seisenbacher in compliance with this Quality Assurance Policy. The supplier is fully responsible for the absence of defects in all delivered products and services. The products and services must not exhibit any design, fabrication, material, processing, functional, software, or execution errors, and they must comply with the specifications agreed upon between Seisenbacher and the supplier or directly between the supplier and Seisenbacher's customers. Notwithstanding this, the supplier's quality strategy must focus on continuous improvement of its processes and services. Compliance with test procedures and any approvals by Seisenbacher or Seisenbacher's customers does not exempt the supplier from its obligation to deliver defect-free products and services.
- 2.2 The supplier undertakes to also obligate its suppliers to comply with this Quality Assurance Policy. In the event of a violation of this Quality Assurance Policy by a subcontractor of the supplier, the supplier is fully liable to Seisenbacher as if the supplier had committed the violation itself.
- 2.3 In case of deviations or awareness of deviations by its suppliers from this Quality Assurance Policy, the supplier undertakes to promptly inform Seisenbacher in writing and initiate corrective actions, as well as demonstrate their effectiveness.



3. Supplier Management System

3.1 Quality Management

To ensure and meet the requirements, it is necessary for the supplier to establish and maintain an effective management system in accordance with the current version of ISO 9001. As evidence, the supplier autonomously presents a certificate from a recognized certification body, without Seisenbacher needing to make separate requests, to ensure procurement by Seisenbacher. The supplier shall promptly notify the update after the expiry of the respective period as per the certificate. Additionally, Seisenbacher expects further development of the quality management system according to ISO 22163 (IRIS). A non-certified supplier may be approved by Seisenbacher through a system audit at the supplier's premises.

3.2 Environmental Management

The supplier should establish and maintain an environmental management system according to ISO 14001 in its current version. All requirements of national laws and ISO 14001 must be observed and duly demonstrated. The supplier commits to comply with the requirements of the applicable legal, regulatory, and other environmental regulations even without a certified system.

3.3 Occupational Health and Safety

The supplier should establish and maintain an occupational health and safety management system according to ISO 45001 in its current version. All requirements of national laws and ISO 45001 must be observed and duly demonstrated. The supplier commits to comply with the requirements of the applicable legal, regulatory, and other occupational health and safety regulations even without a certified system.

3.4 Product/Process Specific Certifications/Qualifications

Depending on the product application, additional certifications/qualifications specifically for the railway industry may be necessary on a case-by-case basis. Explicitly required qualifications, if applicable, are described in 3.4.1 - 3.4.4. These will either be queried, managed, and assigned to the respective supplier in the supplier database by Seisenbacher Supplier Management, or communicated and demanded as project-specific requirements. As evidence, the supplier then autonomously presents a certificate from a recognized certification body, without Seisenbacher needing to make separate requests, to ensure procurement by Seisenbacher. The supplier shall promptly notify the update of the relevant certificates after the expiry of the respective validity period.

3.4.1 Quality Requirements for Welding

Suppliers delivering welded assemblies to Seisenbacher within the scope of DIN EN 15085, or performing welding work on behalf of Seisenbacher, must provide a valid welding certificate according to DIN EN 15085-2 from a recognized certification body.

The certificate must include the required certification level according to DIN EN 15085-2 (CL1-CL4) with the necessary scope.

In addition to DIN EN 15085, the DVS guidelines DVS 1610, 1617, 1620, 1621, 1622, and 1623 (RIL 951.0010 for orders for Deutsche Bahn) must be considered in the current edition when manufacturing welded components.

These requirements also apply to manufacturing and extended workbenches outside the European Union.



3.4.2 Quality Requirements for Bonding

Suppliers delivering bonded assemblies to Seisenbacher within the scope of DIN 6701, or performing bonding work on behalf of Seisenbacher, must provide a valid bonding certificate according to DIN 6701 from a recognized certification body.

The certificate must include the required certification level according to DIN 6701 (A1-A3) with the necessary scope.

Furthermore, relevant technical data sheets from adhesive/ bonding agent manufacturers must be considered.

3.4.3 Quality Requirements for Powder Coating

For each order, Seisenbacher creates a project-specific surface specification, the designation of which is indicated in the parts list or drawing for the purchased part to be coated. This surface specification defines all requirements for the required (powder) coating systems with instructions for the desired color tone and component preparation or coating inspection, which are binding for the supplier in addition to the technical standards and guidelines.

The supplier undertakes to establish and maintain an effective coating process based on the requirements and criteria according to DBS 918 340, GSB International, or QUALICOAT.

Any deviations must be communicated to Seisenbacher in writing by the supplier.

3.4.4 Quality Requirements for Riveting

Suppliers delivering riveted assemblies to Seisenbacher, or performing riveting on behalf of Seisenbacher, must demonstrate an effective riveting process in accordance with the Seisenbacher Standard AA 007-Riveting Process.

4. Management of Subcontractors

For products, materials, services, software, test equipment from third parties, and other auxiliary personnel, the supplier is responsible as if they were their own products and services. The supplier must pass on and agree to Seisenbacher's requirements to its subcontractors. After approval by Seisenbacher, no work or documents may be subcontracted or passed on elsewhere without written consent from Seisenbacher. Subcontracting or outsourcing processes must be reported to Seisenbacher in writing. The supplier commits to complying with the requirements of this Quality Assurance Policy even from its subcontractors and verifies this continuously. Seisenbacher may request documented evidence from the supplier regarding this.

5. Audits

Seisenbacher reserves the right, regardless of the respective certificate, to conduct a process and product audit at the supplier's manufacturing facility, possibly also reviewing aspects of the management systems. Likewise, Seisenbacher reserves the right to conduct an audit with its customers at the supplier's or its subcontractor's premises. The supplier will grant Seisenbacher access to its facilities and premises during normal business hours. Seisenbacher will notify the supplier of the visit with reasonable advance notice. If deviations are found during the audit, the supplier and possibly the subcontractor are immediately obligated to establish, implement, and effectively monitor a coordinated action plan with deadlines.



6. Product Requirements

6.1 Technical Requirements:

The requirements to be met are defined in the technical documents of the individual contract/order. The supplier must ensure that manufacturing and testing are carried out according to the latest valid documents available to them and agreed upon.

6.2 Feasibility Assessment:

With the offer and/or order confirmation, the supplier confirms the feasibility of the product and/or service while complying with applicable specifications, guidelines, and laws. All necessary technical documents such as drawings, material specifications, industry standards, delivery conditions, CAD data, as well as applicable technical delivery conditions required for series development, must be reviewed by the supplier upon receipt for completeness, consistency, and suitability for the intended purpose. Any discrepancies found in the technical documents must be promptly communicated to Seisenbacher in writing. Relevant regulations and guidelines subject to licensing (e.g., DIN, EN, ISO, NFPA, APTA standards, DB regulations, etc.) cannot be provided for legal reasons and must be procured by the supplier themselves.

6.3 Development and Planning

If the order includes development tasks, the supplier must apply project management accordingly. They must create a detailed project plan, which must be coordinated with Seisenbacher. The development requirements are defined in writing, e.g., in the form of a specification document, and communicated to the supplier. The supplier will then create a requirement specification document, which becomes binding upon approval by Seisenbacher. Any subsequent required changes must be incorporated into the specification document and require documented approval from Seisenbacher. During the development phase, the supplier is obliged to apply appropriate quality planning methods (e.g., feasibility analysis, fault tree analysis, FMEA, control plans, reliability calculations). Risk assessments or analyses (including FMEA) must be conducted for products or services deemed critical. Experience from previous or ongoing projects must be considered.

6.4 Production Process Planning

For the planning of the manufacturing process, the supplier considers all characteristics and requirements of the product or service and documents them accordingly (work plans, assembly instructions, inspection plans, tools, machinery, etc.). Based on the characteristics and requirements, the supplier independently defines the corresponding inspection process in the form of an inspection plan for series production (type, scope, documentation). Special, critical, and functionally relevant characteristics must be specifically considered during planning and verified using statistical methods/tools. If specific process capabilities are explicitly required for special, critical, and functionally relevant characteristics and cannot be achieved by the supplier, they must be ensured through 100% inspections. These inspections must be documented and provided to Seisenbacher upon request. Reduction of a 100% inspection may only occur after successful demonstration of process capability by the supplier and approval by Seisenbacher.

6.5 Machinery, Tools, Inspection Equipment

The supplier must operate maintenance and tool management to always ensure delivery capability, so that there are no interruptions in the agreed delivery schedule in case of failures/disruptions of any kind (except force majeure). To minimize the risk of failures, maintenance and tool management must be planned and carried out according to the plans. The supplier operates an inspection equipment management system and must be equipped with inspection equipment to ensure that all contractual quality features can be reliably checked. The inspection equipment must be monitored, regularly calibrated to national or international measurement standards, and



traceable to them. The next calibration date must be visible through the inspection equipment management. The capability of inspection equipment must be demonstrated by the supplier during the initial sample inspection or upon request from the buyer. In special cases, inspection equipment and methods are coordinated between the supplier and Seisenbacher.

6.6 Initial Sample Inspection (ISI), First Article Inspection (FAI)

Initial sample inspections/first article inspections must be conducted in accordance with VDA Volume 2, Stage 2 unless otherwise agreed. The inspection results of all characteristics must be documented in an ISI/FAI inspection report. This applies to all parts of the respective delivery scope. The location and scope for conducting the ISI/FAI will be agreed upon with the supplier in advance. If an ISI/FAI is conducted on-site at the supplier, the complete documentation, including the product, must be available at the agreed acceptance date. If an acceptance date is agreed upon at the supplier's premises and discrepancies are identified in advance, Seisenbacher must be immediately notified, and further procedures must be coordinated. If acceptance is carried out at Seisenbacher, the complete documentation, including the product labeled as "Initial Sample," must be submitted by the agreed-upon date. Seisenbacher reserves the right to verify the results during in-house acceptance. Prior to the initial delivery of series parts, the initial sample process must be completed, and written approval must be obtained from Seisenbacher. If series parts must be delivered before the initial sample process is completed, the procedure must be agreed upon with Seisenbacher. Seisenbacher's approval of the initial sample does not release the supplier from their responsibility for product quality during series production. After approval by Seisenbacher, the supplier is not authorized to make any changes to the established manufacturing process without prior approval from Seisenbacher.

6.7 Occasions for Initial Sample Inspection (ISI)/First Article Inspection (FAI)

The contracting parties must inform each other mutually and in a timely manner about changes in products, production, or environmentally relevant processes. Among other things, ISI/FAI must be conducted under the following circumstances:

- for new parts
- for design, specification, or material changes
- for the use of alternative materials or designs
- for the use of new, modified tools, or replacement tools
- after tool modification or maintenance, if applicable
- after production relocation or the use of new production facilities
- for changes in suppliers of products, materials, or services
- when production facilities/project interruptions of 12 months or longer occur
- at the request of the end customer
- for rework
- after quality-related delivery blocks

For all the occasions (except for new parts, end customer request, after quality-related block), the supplier has an obligation to notify. The further procedure must then be coordinated with Seisenbacher.

6.8 Series Inspection/Monitoring

The supplier is fully responsible for the absence of defects in all delivered products and services. The products and services must not have any design, fabrication, material, processing, functional, software, or execution errors, including instructional errors. The series inspection process required under 6.4, defined by the supplier, must be documented and provided to Seisenbacher upon request. The series inspection must include at least one dimensional and visual inspection per product/service. Further/different inspections may be necessary depending on the product/service requirements (e.g., functional testing for electronic components, coating thickness measurement for painted parts, etc.).



6.9 Packaging, Labeling, and Traceability

The supplier must comply with packaging and labeling obligations according to the document "FO 121-S Packaging Logistics Directive" or project-specific agreements. Identification must always be ensured through suitable labeling of packaging and/or parts. Furthermore, upon detecting an error, it must be immediately traceable through:

- Products reused by Seisenbacher
- Products delivered to Seisenbacher
- Products stored by the supplier
- Products in production at the supplier

This includes, in addition to manufacturing process documentation, comprehensive quality documentation, and, when required, complete batch traceability. It must be ensured that the identification of packaged products is possible during transport and storage. Deviations from labeling and/or agreed labeling obligations require a written agreement between the supplier and Seisenbacher.

6.10 Goods Receipt Inspection

The goods receipt inspection at Seisenbacher is limited to a reduced logistical goods receipt control and does not constitute a 100% inspection. This includes checking for the presence of delivery documents, conformity with the order, container labeling, and inspection for obvious transport damage. Any defects discovered here will be promptly reported to Seisenbacher. In the case of obvious transport damage, acceptance of the goods will be refused, and the damaged goods will be returned at the supplier's expense.

The supplier must ensure error-free delivery through in-house manufacturing and testing processes. If this cannot be ensured, it must be guaranteed through a 100% outgoing goods inspection. These inspections must be documented and provided to Seisenbacher upon request. In the event of a complaint, Seisenbacher may insist on a 100% documented outgoing goods inspection.

If defects are discovered later in the production process, they will be promptly reported to the supplier through a complaint.

6.11 Associated Documents for the Product or Service

For critical processes or characteristics, product-specific documents may be required to ensure compliance with specifications.

Examples of required documents:

- 3.1 or 3.2 Certificates
- Declaration of Conformity
- Fire Protection Certificate
- Measurement Protocols
- Production Support Documents such as test planning and their evidence
- Safety Data Sheets
- etc.

Required documents must be provided to Seisenbacher no later than the delivery of goods or provision of services unless otherwise agreed upon.



6.12 Documentation and Retention Periods

The supplier must establish appropriate retention periods for quality-relevant documents and records. The following minimum requirements must be met:

30 years for:

- Documentation and records related to specified components, assemblies, or systems
- Records of process and product approvals
- Records of special inspections

At least 10 years for:

- Records of quality measures without special evidence
- Records of QM, UM, or H&S evaluations within the certified management system, etc.

The retention periods apply from the delivery date of the last product in the respective series. These provisions do not replace any statutory or differently worded individual contractual requirements. The documentation must be provided to Seisenbacher upon request.

7. Failure Management

7.1 General

The supplier must maintain a system for controlling defective products. The respective inspection status of the products must be identifiable in all production phases. Defective parts must be physically marked and clearly separated from defect-free parts (e.g., scrap box, reject warehouse). Further processing or delivery without Seisenbacher's approval must be excluded.

In addition, the appropriate traceability (e.g., up to the production batch/lot) must be available to determine the cause of the deviation in case of internally or externally detected errors and to eliminate all affected parts. If it is determined during the containment of the error quantity that defective products may have already reached delivery, Seisenbacher must be notified immediately.

7.2 Complaints

Upon discovery of a deviation in goods receipt or in the later production process at Seisenbacher, the supplier will promptly receive a notification through a Non-Conformance Report (NCR).

The NCR will specify the expected further course of action by Seisenbacher, which may include:

1. Immediate rejection of the entire delivery with a demand for prompt replacement
2. Sorting and/or rework by the supplier on-site at Seisenbacher (delivery address)
3. Sorting and/or rework, 100% inspection by Seisenbacher or by a subcontractor of Seisenbacher after prior agreement at the supplier's expense
4. Return for prompt repair/rework
5. Rework on-site at the customer by Seisenbacher or the supplier (see 7.3)
6. Conditionally usable - one-time special release (see 7.4)

Upon receipt of a complaint to an initially agreed contact at the supplier, the supplier must confirm receipt within 48 hours in the form of a 4D report or similar adequate form in writing. It may be necessary to take immediate action within a shorter timeframe. In urgent cases, the shortened response time will be communicated to the supplier along with the complaint notification.

In particularly critical cases where delivery is imminent, Seisenbacher may conduct an inventory check itself and inform the supplier of the expenses later with the complaint.



The following information must be included in the written acknowledgment:

For decision 1:

- Immediate actions taken
- Announcement of the replacement delivery date
- In the case of a requested replacement delivery, we expect the arrival of the goods within 5 working days

For decision 2:

- Immediate actions taken
- Announcement of the on-site rework date at Seisenbacher

For decision 3:

- Immediate actions taken
- Written confirmation of expense coverage

For decision 4:

- Immediate actions taken
- Announcement of the return delivery date for repair

For decision 5

- Immediate actions taken
- Announcement of the contact coordinating the supplier's rework

For decision 6:

- Immediate actions taken

For the permanent corrective action and confirmation of effectiveness, we expect your analysis results in the form of an 8D report within 14 working days. If the root cause analysis and implementation require more time, this should be communicated to Seisenbacher before the deadline. Subsequently, the timeline for completion will be determined.

7.3 Rework at the Customer's Site

If rework at the customer's site is agreed upon in the event of a deviation, these activities must be documented and traceable. The supplier must ensure and demonstrate that the rework has been successfully completed and that the performed rework does not have a negative impact on contractual products.

7.4 Special Releases

In special cases, Seisenbacher may grant a special release (deviation permission) upon request from the supplier. Products with approved deviations must be delivered separately and labeled accordingly. The delivery note and packaging units must contain a clear and visible indication of the nature of the deviation. A copy of the special release must be included with the delivery documents.

7.5 Serial Damage

A serial damage occurs when Seisenbacher and the supplier jointly determine, based on the damage pattern and cause, that such damage may occur in all delivered products or in a specific quantity of the delivered series (batch). Additionally, a serial damage occurs if the same damage is detected in at least 5% of all delivered products or a specific quantity of the series (batch) during the warranty period. To calculate the damage ratio, all similar damages regarding the damage pattern and/or cause detected within a maximum period of 48 months from the occurrence of similar damages are considered.



7.6 Warranty Period

The warranty ends 24 months after final commissioning at the end customer, but no later than 36 months after delivery to Seisenbacher. In addition, the supplier guarantees for a period of 48 months after delivery or acceptance by Seisenbacher that the delivered item does not exhibit serial damage. For repaired or replaced products or parts of the products within the limitation period, the limitation period begins anew upon complete fulfillment of the subsequent performance. However, this only applies if repairs and replacements are not insignificant in terms of scope, duration, or cost.

7.7 Costs/Expenses due to Complaints

For each complaint proven to be caused by the supplier, a processing fee of €110 will be charged to the supplier. Seisenbacher will charge a rate of €110 per hour for control and rework activities.

Furthermore, the supplier bears all costs, such as packaging of the returned goods by Seisenbacher, transportation costs, customs duties, and taxes. The transportation terms for the return to the supplier are FCA, according to the latest version of Incoterms.

The supplier also bears the costs for reshipment to Seisenbacher. The transportation terms in this case are DDP, according to the latest version of Incoterms. Any costs for scrapping the goods by Seisenbacher are borne by the supplier.

The invoicing will be sent to the supplier with a 5-day deadline for review and confirmation. If this deadline expires, a 2-day grace period will be given. After the grace period expires again, the invoicing will be processed automatically.