

A-Z guide to good relations between Schmidt Groupe and its suppliers



A... as in «**Account** Officer»

Except in cases where it may be necessary to handle possible discrepancies in your invoices, our Account Officers ensure that your invoices are fully processed right through to payment. Each manager is responsible for a precisely defined portfolio of suppliers. You will find his or her contact details on the payment notices that we send you. If you require any additional information, please do not hesitate to send an email to the following address: compta-frs@groupe.schmidt

A...as in «**ADR** / Automatic Document Reading»

The Supplier's Accounting Department has set up an «ADR» (Automatic Document Reading) system that makes it possible to read your invoices automatically, regardless of whether you send them in paper or electronic form (see section «D... as in «Digitization of your invoices»). This makes it easier for us to record and process the amounts owed to you. The main prerequisite if your invoices are to be read efficiently: do not bill different Schmidt Groupe orders in one and the same invoice !



B

B as in... «**Buyers**»

As part of its centralised purchasing organisation, the process of listing new suppliers and managing their contracts is carried out by a team of central buyers (Purchasing Department) and delegated buyers (other departments, factories or subsidiaries). They alone are authorised to enter into business negotiations with suppliers.



C as in... «Responsible Supplier Relations **Charter**»

In October 2014, Schmidt Groupe signed the «Responsible Supplier Relations» Charter, meaning that we are committed to building long-term and balanced relationships with our suppliers.

C as in... «**Closure** periods»

Except when maintenance work is being carried out in our workshops, Schmidt Groupe is generally closed for three weeks during the summer and one week at the end of the year. The exact closure dates will be specified on our order forms when the time comes. Supplier invoices are processed provided that:

- Products are actually delivered or services actually performed. Suppliers may not invoice in advance.
- The original copies of the invoices reach the Accounts Payable Department one day before the company actually closes.

C as in... «**Code** of Conduct»

We require our partner suppliers to undertake to respect a code of conduct. This code brings together the fundamental requirements that suppliers must meet in terms of human rights, health and safety, environmental sustainability and integrity.

[More informations here.](#)



C...as in «**Commitment** of the Management Committee»

The members of the Schmidt Groupe Management Committee are personally committed to respecting and ensuring that their teams respect the principles set out in the Charter and the label «Supplier Relationships and Sustainable Procurement»

C as in... «**Compliance** with legislation»

Schmidt Groupe complies with applicable legislation. We expect our suppliers to do likewise. If necessary, your usual contacts may ask you to submit supporting documents to confirm that your company is legally-compliant to the extent permitted by law. If a supplier is found to be in serious breach of applicable legislation or refuses to produce the requested supporting evidence, that supplier's business relationship with the Group will be automatically and irrevocably terminated.

C as in... «Standard Terms and **Conditions** of Purchase »

Schmidt Groupe does not have any Standard Terms and Conditions of Purchase. The terms and conditions set out in our orders or contracts are established through negotiation.



C as in... «Standard Terms and **Conditions** of Sale»

Since they may present a risk to our Group, your Standard Terms and Conditions of Sale will be negotiated on a case-by-case basis. In case of any areas of concern, we will establish special terms and conditions to be signed by both parties. Such terms and conditions will take precedence over the provisions specified in your initial contractual documents.

C as in... «**Confidentiality**»

We guarantee that our collaboration with our suppliers will be treated in the strictest confidentiality. We expect our suppliers to do likewise.

[More informations here.](#)

C as in... «**Contact**»

All new suppliers may contact and propose their services to the Group's Purchasing Department using the following email address: contact.achats@groupe.schmidt

Listed suppliers call their Schmidt Groupe contacts via the usual means of communication.



C as in... «Points of **contact**»

Central and delegated buyers are the first port of call for all enquiries relating to the contractual terms negotiated with our suppliers. They are occasionally involved in resolving any disputes, including with Schmidt Groupe's other support functions. The procurement agents indicated on the orders are the main points of contact for any enquiries relating to the management and processing of those orders. The Accounts Payable Department is the main point of contact for any enquiries relating to the management and processing of supplier invoices.

C as in... «**Corruption**»

If a supplier makes any attempt to bribe a Schmidt Groupe employee, that supplier's business relationship with the Group will be automatically and irrevocably terminated.



C...as in «**Corruption** and countries at risk»

As part of our Procurement Policy, and in order to limit the risks, we primarily purchase from producer countries with the lowest presumed levels of corruption. To do this, we rely on the annual classification published by the NGO «Transparency International». We expect our suppliers to act in the same way. For more information, you can visit the NGO's websites:

www.transparency-france.org

www.transparency.org

C as in... «**CSR**»

Corporate social responsibility is one of Schmidt Groupe's everyday concerns. The consequences of our choices on society or the environment are integrated into our purchasing process and incorporated into our tendering procedures.



D... as in «**Digitization** of your invoices»

After signing an agreement with our Supplier's Accounting Department, you will be able to send us your invoices in PDF format. A dedicated mailbox will be reserved for the reception of your invoices. More than ever, Schmidt Groupe wants to strive for «zero paper» and the unconditional respect for contractual payment dates. If you require any additional information, please do not hesitate to send an email to the following address:

compta-frs@groupe.schmidt

D as in... «**Direct** deliveries»

For all supplier deliveries that are made directly to one of our franchisees, payment of the invoice is subject to proof of delivery. Depending on the volumes handled, automated solutions may be proposed to suppliers.



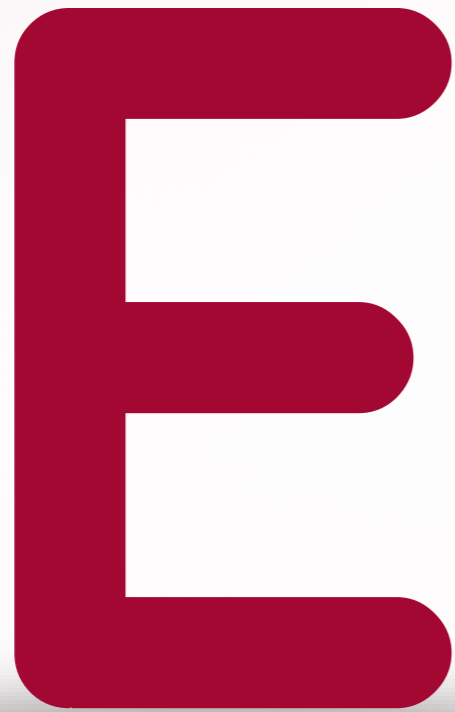
D as in... «Discount»

If a discount has been negotiated and agreed with the supplier, the discount will be deducted by Schmidt Groupe for technical reasons. However, in case of any past due invoices, the discount will be refunded after the reasons have been duly examined.

If your invoice has been paid late since the due date occurs when the company is closed for an extended period of time (summer or year-end holidays), the discount will not be refunded where payment is made during the week in which the company has reopened.

D...as in «Suppliers' Economic Dependence»

We are attentive to the economic dependence of our suppliers with regard to the level of activity we represent for them. The purchaser responsible for the business relation is informed if this level rises above 20 %. Above 30 %, an action plan is systematically implemented in cooperation with the suppliers in question. To measure the level of dependence, we need to know your most recent sales figures. Please inform us of these when we send you the corresponding request.



E

E as in... «**Ethics**»

Schmidt Group's commitments through the Purchasing Policy, the rules of ethics, impartiality, and good practices are guaranteed by the individual signature of a charter by every buyer of the group.



G as in... «**Gifts**»

To avoid any conflicts of interest, we will not accept any gifts from suppliers, and we wish to restrict lunch and dinner invitations to an absolute minimum. When visiting our offices, we will offer you lunch in our company restaurant.

I as in... «**Incoterms**»

The delivery time specified in our orders takes account of the Incoterms negotiated and agreed with the supplier.

Examples:

- Incoterm «FCA»: the delivery time corresponds to the date on which the goods are loaded at the supplier's premises.
- Incoterm «DDP»: the delivery time corresponds to the date on which the goods are delivered to our premises at the named place of destination.



As in... «Supplier **invoices**»

Schmidt Groupe pays its suppliers' invoices every day, except during holiday periods.

Every invoice must correspond to a prior order and must include the relevant order number. Unless otherwise previously agreed, the original copies of the invoice must be sent by post to the invoicing address indicated on the order.

In exceptional circumstances, we will return any nonconforming documents to the supplier.

To improve the invoicing process, we invite suppliers to issue one invoice per order (except for staggered payments).

If in doubt, you can call your usual contacts in the Purchasing or Accounts Payable Department. The supplier payment schedule is available via the following link:

[calendar 2019](#)



I as in... «**Invoice** due date»

Unless otherwise previously agreed, the due date for payment is based on the invoice date. Consequently, we require our suppliers to send us the original copies of their invoices within a period of time that is consistent with the due date. If the calculated due date falls on a non-working day for Schmidt Groupe's Cash Management Department, the due date will automatically be extended to the next working day. We invite you to refer to the payment schedule for supplier invoices. You will find it in the section entitled S as in... «Supplier invoices».

I...as in **ISO 20400**

The ISO 20400 (2017) standard is the first voluntary international standard to provide guidelines about sustainable procurement. ASEA (www.ecoachats.com), an agency that contributed to this standardization work, has rated our implementation of the recommendations in the standard as «Convincing».



L... as in «Supplier Relationships and Sustainable Procurement **Label**»

Schmidt Groupe is the first company in Alsace and one of the very first organisations in France to obtain this label. It is awarded by the Ministry of the Economy and Finance and confirms that the company has implemented a sustainable supplier relations policy. This label is based on the international standard ISO 20400 that provides guidelines relating to sustainable procurement. For more information, you can visit the website devoted to this subject: www.rfar.fr

L as in... «Communication **languages**»

Suppliers can elect to receive their orders and contracts in any one of the following three languages: French, German or English. The language setting is defined by default when creating the supplier's record. To change the language, suppliers simply need to contact the buyer or procurement agent.



L... as in «**Lifecycle** costing»

Suppliers' products and services are analysed and compared in a fair and equitable manner. Our buyers refer to a detailed checklist prior to any purchase. There is a growing trend in our Group to prioritise products and services with a positive effect on society and the environment. When analysing offers, we also take account of the risks (job losses, for example) and the opportunities (circular economy, for example) that they may represent.

L... as in «**Listening** to the voice of our suppliers»

Our long-standing aim has always been to develop lasting partnerships and to strive to develop an equitable, cooperative basis for discussion. It was with this aim in mind that a part of the panel responded to our satisfaction survey in 2018. Below, we present some of the responses obtained from our suppliers.

[More informations here.](#)



M as in... «**Mediator**»

Schmidt Groupe has created a mediator role that can be addressed by any supplier **that has direct contractual relations with Schmidt Groupe**. The mediator is a person from outside Purchasing, but who is a member of the Management Committee. In the event of a dispute relating to our failure to honour any one of our commitments or in case of inappropriate behaviour or serious misconduct, suppliers should call their usual contacts. If you are unable to reach a fair arrangement, you may contact the mediator. Simply send an e-mail to the following address: mediation@groupe.schmidt and your complaint will be processed quickly.

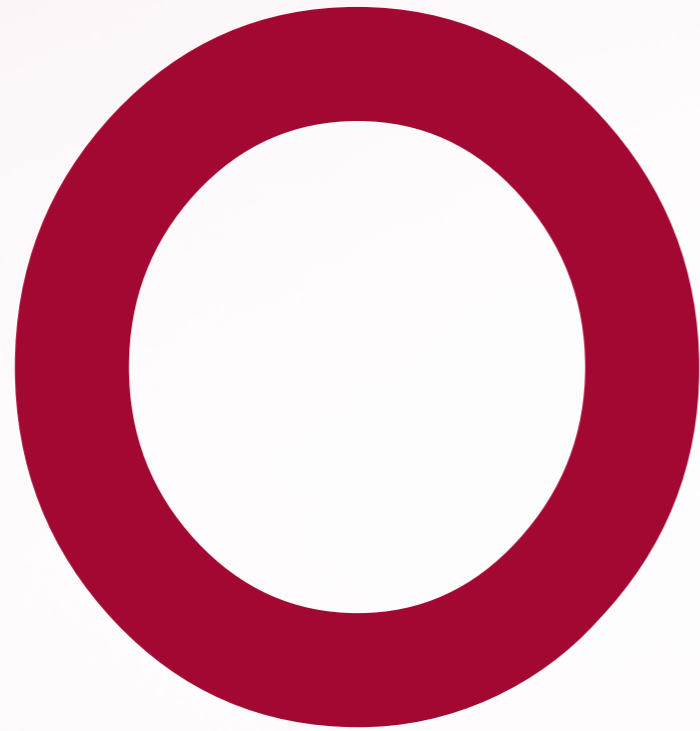
M... as in «**Monitoring** payment of supplier invoices»

The purchaser is the person who has primary responsibility for ensuring that your invoices are paid within the agreed deadlines. If you have any questions regarding payments, please contact the purchaser. A dashboard that is specific to each supplier is available in order to discuss related issues.

A large, bold, red letter 'N' with rounded ends, positioned on the left side of the slide. It has a soft, grey shadow beneath it, giving it a three-dimensional appearance.

N...as in «**NPS** (Net Promoter Score) in our business relations with our suppliers»

In our survey «Listening to the voice of our suppliers», our suppliers gave us an NPS of + 46. We want to thank them. Please tell us of any suggestions you have for further improving our relations! See the section «Listening to the voice of our suppliers» for further explanations.



O as in... «**Orders**»

Our orders are designed to provide as many details as possible, such as the type of products or services ordered, the pricing arrangements, the agreed payment and discount terms, and the delivery times based on the negotiated Incoterms. If in doubt, you can contact the procurement agent whose contact information is shown on the order form.



P as in... «**Payment times**»

The payment times stipulated in our contracts are in strict accordance with applicable French legislation. In over 90% of cases, our payment times are shorter than the times required by law. We agree to use our best efforts to honour our payment times.

P as in... «**Group Purchasing Policy**»

Excerpt from the Purchasing Policy:

«We are committed to forging strong relations with our suppliers as part of our determination to continually improve quality, costs, delivery times and innovation for the mutual benefit of both parties. To support our development, our partnership with our suppliers is based on three focus areas:

- Financial solidity, capacity for innovation and proactivity
- Continual efforts to improve quality, costs and times
- Sustainable development, respect for people and the Environment

P as in... «**Intellectual property**»

Schmidt Groupe agrees to respect its suppliers' intellectual property and trademark rights during their collaboration. This includes designs and models, patents, copyright, expertise and trade secrets, statements of work, specifications, drawings, ideas, and so on. We expect our suppliers to do likewise.



Q...as in «**Qualification** of our Suppliers»

The capability to become a supplier of Schmidt Groupe is based on a qualification procedure. If you want to become a potential supplier, please complete the document that you will find under «[Become a supplier](#)»



R

R as in... «**Respect** for suppliers»

«Respect» is one of the company's core values. We owe respect to our suppliers and we expect the same in return.



S... as in «**SAPIN 2**»

To comply with the requirements of the French law SAPIN 2, we have implemented measures which we remind you of in the following sections:

- G... as in «Gifts»
- C... as in «Corruption»
- E... as in «Ethics»

What is more, the role of our internal mediator has developed. You can now inform the mediator of any attempt at corruption, of whatever nature, that you may experience within the framework of your business relations with our Group. We will take the necessary measures while also safeguarding our respective interests.



S as in... «Supplier **support**»

The Purchasing Department is attentive to its suppliers' needs. It implements various improvement initiatives to support and guide its suppliers and encourages them to adopt a continual improvement strategy. Schmidt Groupe is also ready to answer their call for help in times of need.

S ... as in «**Sustainable** procurement»

The Schmidt Groupe Procurement Department is committed to a sustainable purchasing policy in line with the Group's strategy and interests. Our approach to sustainable purchasing is based on the three fundamental aspects of CSR: environmental, social and economic. We work together primarily with suppliers who share our values.

contact.achats@ groupe.schmidt