Quality Assurance Agreement (QAA) with suppliers

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Quality Assurance Agreement (QAA) with suppliers

between

[Company name]
[Address]
[Telephone number]
[E-mail address]

and

[Supplier name]
[Address]
[Telephone number]
[E-mail address]

This **Quality Assurance Agreement** (QAA) is a contractual agreement between voestalpine Signaling and its suppliers that defines obligations regarding the quality of delivered products and services. The QAA is to be understood as a minimum standard.

1. Subject matter of the agreement

1.1. Purpose and scope

The Quality Assurance Agreement (QAA) defines the quality-expectations, -requirements and -assurance of voestalpine Signaling for all deliveries of goods, materials, and services that the supplier delivers to voestalpine Signaling and that are required for manufacturing products at voestalpine Signaling.

Examples of products covered by the QAA:

- Components for production that are developed for voestalpine Signaling or produced exclusively (according to drawings).
- Raw materials such as steel, plastics, etc.
- This "QAA according to bilateral agreement" does not apply to merchandise and catalog goods (e.g., standard parts, paints, cables, etc.), machine components for production machines or services. The QAA only applies as an internal voestalpine work instruction for these items.

The transfer of an order or significant parts thereof to subcontractors requires the prior approval of voestalpine Signaling. This applies in particular to production steps that involve special processes in terms of Section 3.7. Even in the event of approval of subcontracting, the direct supplier of voestalpine Signaling shall be liable for compliance with this QAA, including that of its subcontractors.

2. Aim of the agreement

This Quality Assurance Agreement (QAA) governs quality assurance and quality requirements between voestalpine Signaling and its suppliers. It aims to ensure that all delivered products/services meet the specified quality requirements and that production processes and communication between the parties are efficient and transparent.

3. Quality requirements

3.1. Product quality

The supplier undertakes to comply with the specifications defined in the order, the technical delivery conditions (Section 3.7), the drawing, the technical agreements, prototypes or other agreed specifications for all delivered products.

These requirements include:

- ***Functional requirements:*** The product must fulfill all intended functions.
- ***Dimensional tolerances:*** The product must be manufactured in such a way that it complies with the defined dimensions and tolerances.
- ***Materials:*** The materials used must comply with specific standards (e.g., DIN, ISO) and, above all, with the material quality specified by voestalpine Signaling.

- ***Surface quality:*** The surface quality and treatment must comply with the agreed standards (e.g., roughness, paint, corrosion protection).
- ***Legal requirements:*** All products must be delivered with the necessary certificates and test logs (e.g., CE, RoHS, UL), if applicable to the product.

3.2. Test equipment

The supplier must have test and measuring equipment that enables it to inspect all relevant quality features.
In order to obtain meaningful test results, the accuracy, reliability, and usability of these equipment must be guaranteed. That is why each supplier undertakes to have an effective system installed for monitoring, calibrating, and servicing test equipment and to train and instruct the responsible staff accordingly.

3.3. Norms and standards

The supplier must ensure that its products and production processes comply with applicable national and international norms and standards. These should be based in particular on the following specifications:

- ISO 9001 for quality management systems
- ISO 14001 for environmental management
- ISO 45001 for occupational safety
- Specific industry standards (e.g., IRIS certification ISO 22163)

The supplier undertakes to inform voestalpine Signaling immediately in writing of any loss of certificates and approvals.

3.4. Documentation and traceability

The supplier must ensure that all relevant quality documents (e.g., test reports, certificates, material certificates) are properly prepared and archived. These documents must be retained for at least 15 years after delivery and provided to the customer upon request.

3.4.1. Test reports and certificates

The supplier must provide the necessary quality documents for each delivery, including:

- **Test certificates:** These document that the products fulfill the quality requirements (e.g., 3.1 material certificates, material test reports).
- **Logs:** For special inspections (e.g., non-destructive tests), the supplier must submit detailed test reports on the results.
- **Production documentation:** The supplier must monitor and document special features (Section 3.6.1).

The provided certificates are automatically processed by our system, and it is essential that the following requirements are met:

The test certificates must be submitted electronically and in PDF format only to the following email address.

- voestalpine Signaling **Austria GmbH:** qualitaet.signaling@voestalpine.com

or:

- voestalpine Signaling **Sainerholz GmbH**: EingangQS.Sainerholz@voestalpine.com

These must be available no later than on the day of delivery of the goods; otherwise the delivery will not be considered complete and a complaint will be initiated.

Requirements for naming files:

- ***Variant 1– order number***

  Supplier number (creditor number) – *order number* – order item/order position – type of certificate, e.g.

  - 5001932-818835-0010.pdf
  - 5001932-818835-0010-Vormaterial.pdf
  - 5001932-818835-0010-Gasnitrocarburieren.pdf
  - 5001932-818835-0010-Charge1.pdf
  - etc.

- ***Variant 2 – contract number***

  Supplier number (creditor number) – *contract number* – position in contract – type of certificate, e.g.

  - 5001932-81835-0120.pdf
  - 5001932-81835-0120-Vormaterial.pdf
  - 5001932-81835-0120-Gasnitrocarburieren.pdf
  - etc.

Certificates for a contract are also assigned to the call-offs of the contract.
This means that it is no longer necessary to send a certificate for each order (from the contract) if the certificate applies to the entire contract.

Only PDF files may be submitted as individual data files; ***"zip"*** files are not permitted.

3.4.2. Traceability

The products and their production processes must be fully traceable for the customer. Unless otherwise specified, the delivered products must be clearly identified by batch or serial numbers to guarantee complete traceability. The supplier must ensure that all batches are correctly documented and that appropriate traceability for materials, production, and delivery is guaranteed.

3.4.3. Technical cleanliness:

Suppliers who deliver products that come into contact with operating media such as air or hydraulic oil have a direct influence on the quality of end products. That is why it is essential that the supplier ensures the cleanliness of the delivered parts.

Special requirements regarding technical cleanliness of the products must be observed. Products to which these requirements apply are labeled accordingly in the specification/drawing.

In general, all delivered components must be free of burrs, chips, surface damage, and contamination.

3.5. Process quality

The supplier undertakes to carry out all relevant inspections and tests necessary to ensure product quality on an ongoing basis as well as those explicitly requested by voestalpine Signaling and as specified in requirements of the quality certifications.

Examples:

- The use of suitable production technologies and qualified staff.
- The use of quality inspections during the production process.
- The execution of regular internal audits and quality assurance measures to ensure consistently high quality.

3.6. Inspections and tests

The supplier undertakes to carry out all relevant inspections and tests necessary to ensure product quality, such as:

- Incoming goods inspections of materials and components.
- Intermediate and final inspections of products.
- Documentation of test results (see also Section 3.4.1), which must be disclosed to voestalpine Signaling upon request.

All defined tolerances must be reliably upheld. In the event of deviations from the agreed specifications, the supplier is obliged to inform the customer without delay and, if necessary, to propose measures to correct the defects or obtain special approval from the customer.

3.6.1. Dimensions subject to inspection

The dimensions subject to inspection, which are specified in the relevant component drawing, must be checked at regular intervals and according to defined criteria throughout the entire production process to ensure that all dimensions and tolerances consistently comply with the agreed specifications. This monitoring process is carried out on the basis of random samples and/or complete inspections and is integrated into ongoing production processes. All measurement results must be documented and, if deviations are identified, appropriate corrective measures must be initiated without delay to ensure product quality.

3.7. Requirements regarding special processes

3.7.1. Definition and identification

The supplier undertakes to identify all processes relevant to the production and delivery of products that are considered special processes. Special processes are those that have a critical impact on the quality, safety, or compliance of the end product and cannot be fully verified by standardized test methods.

"Special processes" relevant to voestalpine Signaling

3.7.2. Monitoring and control of special processes

The supplier must ensure that all special processes are continuously monitored and controlled during execution to ensure that they meet the defined quality requirements of the latest valid TQ version (Technical Quality Agreement of voestalpine Signaling, a separate document). Monitoring is carried out using suitable key figures, logs, and verification methods that comply with the specified standards and requirements.

3.7.3. Responsibilities and documentation

The supplier is responsible for documenting and verifying compliance with all requirements for special processes. All relevant documents, such as process descriptions, test reports, and validation logs, must be complete and traceable. These documents must be made available to voestalpine Signaling upon request for audits or quality inspection purposes.

3.7.4. Verification, audits, and quality assurance

voestalpine Signaling reserves the right to conduct audits and inspections. The supplier must ensure that it can verify that all requirements of this QAA are met and that it carries out verifiable and auditable quality control procedures for all special processes and that these comply with the defined standards.

3.7.5. Continuous improvement

The supplier is required to regularly review and improve its work processes, especially with regard to special processes, to ensure that all requirements of this QAA are met and that the quality of the delivered products is kept at a high level.

4. Testing and acceptance

4.1. Incoming goods inspection

voestalpine Signaling inspects the delivered goods at least on a random basis. If defects or deviations from the agreed quality level are identified, the supplier shall be informed without delay and a complaint filed against the delivery.

Test method:

- *Random sampling:* A random selection of products is inspected to assess the overall quality of the delivery. The sampling size has been defined by voestalpine Signaling and is based on international standards.
- *100% inspection:* For particularly critical products or for initial deliveries, a complete inspection may also be performed.

voestalpine Signaling does not accept defective products. If defective products are identified, a complaint will be filed with the supplier.

Criteria for the incoming goods inspection:

- Inspection for damage during delivery (e.g., transport damage)
- Quantity check
- If relevant, check the minimum shelf life
- Check that the documentation matches the delivered products (e.g., delivery note, certificates, test reports, etc.)
- Check the dimensions, functions, and surface condition
- Visual inspection for visible defects (dents, cracks, rust, etc.)

4.2. Complaints and corrective measures

If quality defects are identified after delivery, these shall be communicated to the supplier by means of a complaint report. In consultation with voestalpine Signaling and depending on the problem and supply situation, the supplier undertakes to take the following steps after prior agreement with voestalpine Signaling:

- Sorting by the supplier if only part of the delivery is affected by the complaint
- Repair or reworking of defective parts
- Return or replacement of defective parts
- Immediate processing of complaints: Investigation and identification of the causes of the defect and the planned corrective measures.

Upon receipt of the complaint, the supplier is required to immediately submit a written statement on its initial findings and the next steps to be taken and to keep voestalpine Signaling continuously informed about the status of complaint processing. To ensure a continuous supply of products that meet specifications to voestalpine Signaling, immediate action (e.g., immediate replacement delivery) must be taken.
Until stable production is ensured, 100% inspections must be carried out and documented in consultation with voestalpine Signaling. Error prevention takes precedence over error detection. The duration of the 100% inspection must be agreed upon bilaterally. Feedback after complete rectification of defects should be provided in 8D format.

We expect your written response to all complaints within the following time periods:

- **Within 48 hours, unless a shorter deadline is specified:**
  Initial written response (initial findings, further course of action).
- **Within 7 days:**
  Submission of planned action for improvement or correction, unless requested separately.
- **Within 30 days:**
  Information on the measures taken, unless requested separately.

A complaint is only considered closed once the causes of the error have been identified and effectively and permanently corrected, the production process is being effectively monitored, and the complaint costs have been settled.

4.2.1. Complaint costs

Complaints result in costs which, when the follow-up costs incurred by our company and, in particular, by our customers are taken into account, can reach sizeable proportions. That is why it must be in our mutual interest to work together to achieve the goal of “zero defects” using all available means.

All costs attributable to a complaint, as well as any justified claims by our customers, will be charged to the responsible party.

The rates listed in Appendix 1 are a guideline.

4.3. Special approvals

Suppliers may apply for special approvals in exceptional cases. The application must be made in writing and submitted to voestalpine Signaling in all cases prior to delivery.

- **Contact:** Responsible purchasers

In the event that a special approval is granted, the special approval must be included with the delivery and a corresponding comment must be visible on the delivery note.

voestalpine Signaling also reserves the right to charge a flat fee (Appendix 1) for each special approval.

Unless explicitly agreed otherwise in the event of an incident, a special approval shall only apply to the relevant delivery and not to any future deliveries. Permanent approval of the identified deviations can only be granted in consultation with voestalpine Signaling and must be recorded in the relevant documents/drawings and technical specifications.

The supplier is required to take appropriate action to prevent the defect from recurring. The special approval does not release the supplier from its overall responsibility.

4.4. Documentation of deviations

All identified deviations must be documented in a deviation report (e.g., measurement log) and accompanied by corrective measures. This also includes a root cause analysis and preventive measures to prevent recurrence.

5. Quality assurance and control

5.1. Quality management system

The supplier is required to establish, maintain and regularly monitor a functioning quality management system. This system must comply with the requirements of voestalpine Signaling as well as the relevant legal regulations and industrial standards. Ideally, the system should be certified according to ISO 9001 or an equivalent standard.

5.2. Audits and inspections

voestalpine Signaling reserves the right to conduct regular audits and inspections at supplier sites to verify compliance with the agreed quality requirements. The supplier shall grant access to all relevant documents and production facilities for these audits. The audits shall be conducted in accordance with the VDA 6.3 standard.
These audits may cover the following topics:

- Procurement processes
- Production processes
- Storage and shipping
- Quality assurance measures
- Communication and response times
- Documentation and verification

5.3. Error prevention

The supplier undertakes to identify sources of error early on and to take proactive measures to prevent errors. This includes optimizing processes and establishing a continuous improvement process (CIP).
If deviations from the quality standard are identified and listed in the audit report, the supplier must analyze the root cause to identify the underlying cause of the problem and prevent similar errors in the future.

6. Initial sample inspection

6.1. Definition and explanation

Initial samples are parts, components, and modules that have been produced for the first time using operating materials under standard conditions, e.g., machines, materials, staff, and with standard process settings such as supply, speed, cycle time, etc. Initial sample inspections are usually carried out on the first components/parts produced under series production conditions. They are intended to provide verification before the start of series production that the quality requirements agreed on in drawings, specifications, or the contract are fulfilled.

6.2. Activities and responsibilities

6.2.1. General information

Quality monitoring of initial samples also involves taking action to ensure that the production and testing process is under control. Quality requirements are the requirements or their execution in a series of quantitatively and/or qualitatively defined demands on the features of a unit to enable its creation and inspection.

6.2.2. Reason for initial sampling

Sampling typically takes place upon initial delivery or the initial sample order.

Reasons for sampling may include:

- New parts that were produced explicitly for voestalpine Signaling
- Drawing revisions or changes to specifications by voestalpine Signaling
- Initial production after machine/process change
- After the occurrence of and when dealing with an emergency that had far-reaching effects on production processes
- After a production break of more than 24 months related to the product delivered to voestalpine Signaling
- Insufficient quality capability in the production start-up phase or in the event of requalification requested by the customer

The supplier is generally required to inform the voestalpine Signaling purchasing department without delay and without being asked in writing in the event of:

- Product changes
- Production relocation
- Changes to production processes
- Changes to special processes
- Changes to purchased parts
- Changes to subcontractors (excluding raw materials)
- Changes to factors affecting quality (functionally relevant features)
- Machine changes
- Design or documentation changes

voestalpine Signaling decides whether initial sampling or resampling is necessary. The scope is agreed in advance. **Initial samples are explicitly requested and ordered by voestalpine.** The delivery must be marked as an initial sample.

6.2.3. Execution of the initial sample inspection

Unless otherwise specified by voestalpine Signaling, an initial sample inspection lot consists of **at least 5 initial sample parts.**

Exception: For complex inspections, such as chemical, physical, or metallurgical tests, the initial sample inspection lot size may be reduced by voestalpine Signaling (e.g., only one part).

The voestalpine Signaling *080_FB_019 Initial Sample Inspection Template* sampling form should be used with preference as a form for initial sampling.

CAUTION:
If tests are carried out by an external company, it must be verified that this company is qualified to do so.

6.3. Documentation

6.3.1. Documentation of initial samples

The initial sample inspection report (ISIR) must contain all features and properties defined in the valid technical documentation, in particular those relating to the following aspects: Geometry, function, material, surface finish, coatings, requirements for "special processes" (TQ regulations of voestalpine Signaling) and other relevant properties.

The contents of all materials used must be verified by a production-independent body by means of a material certificate in compliance with DIN EN 10204 **Certificate 3.1**.

The ISIR includes the following as standard

- A cover sheet
- A content sheet
- A dimensional report
- Stamped drawing
- A 3.1 factory test certificate for the material

Additional verification may be required:

- Proof of suitability of load carriers
- Material tests (for specified properties)
- Proof of surface treatments
- Proof of suitability of "special processes" according to the latest valid TQ

All information regarding the sender, recipient, attachments, and supplier details must be recorded on the **cover sheet**.

The content sheet must include the status and date of the individual appendices and be used for comments or to indicate the type, scope, and labeling.

The **production-related test results sheet** must be completed with the following information:

- Reference numbers of the stamped drawing (feature number)
- Specifications regarding requirements (nominal value) and tolerances

- Results of the 5 measured parts (actual values)
- Evaluation of compliance with specifications (fulfilled yes/no)
- Information on the test methods and processes (which measuring equipment was used)

The **process-related/other document sheet** is used to provide verification of specific requirements or specifications (e.g., TQ requirements, special material certificates, verification of surface coatings, etc.). The process for completing this form correctly is the same as for the production-related test result sheet.

Upon request, verification (description of the packaging including a picture or sketch) of the suitability of the transport containers must be provided. In any case, the packaging requirements of the carriers and forwarding agents must be observed in order to prevent transport damage.

Documents such as CP, process flow charts, capability studies, MSA, FMEA, etc. are only necessary in special cases and shall be requested when the initial samples are ordered.

In principle, the supplier shall plan and carry out the initial sample inspections in such a way that all properties required by voestalpine Signaling are fully verified by the supplier. The initial sample inspection must be traceable to the initial sample – part identification numbers 1 to 5.

The results are presented in an ISIR, which shows that all required properties have been fulfilled. By signing the initial sample inspection report with its company signature (stamp and signature), the supplier confirms that it is aware that approval does not release it from its responsibility to deliver in accordance with the applicable, agreed technical documentation and state of the art.

Initial sample inspection reports must be sent electronically to the following email addresses:

- voestalpine Signaling Austria GmbH: qualitaet.signaling@voestalpine.com

or:

- voestalpine Signaling Sainerholz GmbH: EingangQS.Sainerholz@voestalpine.com

The subject line must contain at least the voestalpine Signaling order number, material number, and the “initial sample parts” note.

Initial sample deliveries must be clearly marked as initial samples on the delivery note with specification of the voestalpine Signaling order number and their packaging must be permanently marked with tags, labels, or the like.

Minimum content:

- “INITIAL SAMPLE” note
- Material number
- Order number, position
- Name

voestalpine Signaling shall carry out a complete inspection of the initial sample documents upon receipt of the initial samples. The samples shall then be classified depending on the result:

- OK Released
- OK with conditions Re-sampling required
- NOK Re-sampling required

If deviations are identified by voestalpine Signaling during the cross-check, the additional procedures are documented in the comments field of the ISIR.

6.3.2. Storage/Duration

The supplier must perform an initial sample inspection on each initial sample item ordered by voestalpine Signaling, document the results, and keep the documentation for 15 years.

6.3.3. Requalification

If explicitly requested by voestalpine Signaling, requalification of the delivered initial sample parts must be verified at agreed intervals (e.g., annually, every two years). The supplier is required to provide the customer with the results of requalification, including test reports and verification of tests carried out. The scope of requalification corresponds to that of the initial sampling.

The purpose of requalification is to ensure that the delivered products consistently meet the defined quality standards.

7. Delivery dates and logistics

7.1. Delivery date

The supplier undertakes to strictly comply with the agreed delivery dates. In the event of a delay, the supplier is required to notify voestalpine Signaling immediately and agree on a new delivery date. Delays that are not communicated in good time may result in production downtime and contractual penalties.

7.2. Packaging and transport

Packaging of the delivered products must be made in such a way that professional transport is possible and damage is prevented. The supplier is responsible for packaging the goods so they are suitable for transport, even if the goods are not shipped by the supplier. The voestalpine Signaling packaging regulations must be observed.

7.2.1. Securing loads

All packages must be secured by the shipping agent on the truck or in the container in a professional manner and in accordance with legal and normative requirements. Deformation or damage to the packages caused by fastening (e.g., lashing) must be prevented with appropriate measures.
The packaging must also be suitable for protecting the delivered goods from the effects of weather during unloading or temporary storage outdoors.
For palletized deliveries, it must be ensured that only Euro pallets or sufficiently sturdy disposable pallets with Euro dimensions are used.

7.2.2. Delivery by type

The products must be packaged **sorted by type** to ensure that the components are clearly separated (e.g., use of cardboard inserts, etc.).

7.2.3. Labeling of packaging

The packaging of the delivered products must be completely and clearly labeled. All relevant information such as product specification, quantity, material number, batch or serial number, production date, **expiration date** (if applicable), and the corresponding safety and usage instructions must be clearly legible on the outside of the packaging.

The following contents is a requirement:

- Product designation: Product name and material number
- Quantity: Number of products or weight of goods
- Batch/Serial number (traceability)
- Production date: Date on which the product was produced
- Expiration date (if applicable): especially for products with a defined minimum shelf life
- Warning notices: (if necessary), e.g. for hazardous substances or sensitive products

7.2.4. General information

- Packaging material must be suitable for normal disposal and must not be classified as hazardous waste (special waste).
- If components are stored on top of each other, make sure that dividers (e.g. cardboard) are used to prevent damage.
- The items must be packaged so that they can be unpacked or removed easily and are not obstructed by wedging or slipping of individual parts. It must be possible to unload large components easily with a forklift truck.
- Packaging units that are handled manually must not exceed a net weight of 15 kg.

7.3. Delivery note and specifications

Delivery notes must be provided with every delivery and must contain the following information:

- Supplier information
- Recipient information
- Delivery note number
- Delivery date
- Order number/Reference number
- Item designation
- Material number
- Drawing number
- Delivery quantity
- Transport and shipping information

7.4. Minimum shelf life and delivery requirements

The supplier shall ensure that all delivered products have a minimum shelf life of **at least 6 months** of the original shelf life at the time of delivery. If products have a shorter shelf life, voestalpine Signaling must be informed of this in advance. The minimum shelf life must be clearly labeled on the packaging as “Best before/Use by.” The supplier is required to store and transport the products at its premises

in a professional manner in order to guarantee their quality until the end of the defined minimum shelf life.

For products with a minimum shelf life of less than 6 months from the date of delivery, the supplier is required to take them back at its own expense and replace them with products with a sufficient minimum shelf life.

8. Supplier evaluation

An annual supplier evaluation is performed to measure the overall performance of a supplier. The goal is to work together to identify potential for improvement and optimize the security of supply, cost levels, and process effectiveness.

Suppliers are evaluated on the basis of three criteria

- Quality (frequency of complaints)
- Adherence to delivery dates (on-time delivery)
- Quantity accuracy (correct delivery quantity)

These criteria are weighted equally and consolidated into an overall score.

Evaluation details:

Quality calculation formula
Weighting: 33.3%

$$\frac{\sum(Number\ of\ Complaints\ F2)}{(Total\ number\ of\ deliveries)} \text{ in [\%]}$$

Adherence to delivery date calculation formula
Weighting: 33.3%

$$\frac{\sum(Result\ of\ delivery\ date\ assessment/100)}{\sum(Total\ number\ of\ deliveries)} \text{ in [\%]}$$

The “delivery date assessment” for delivery reliability is calculated for each delivery as follows:

Days before delivery date	Delivery date assessment	Days after delivery date	Delivery date assessment
<-14	0	0	100
-13	30	1	100
-12	50	2	100
-11	75	3	75
-10	90	4	75
-8	90	5-7	50
-7	100	>8	0
0	100		

Quantity accuracy calculation formula
Weighting: 33.3%

$$\frac{\Sigma\frac{(delivered\ quantity)}{(quantity\ of\ purchase\ orders)}}{Number\ of\ purchase\ orders}\ \text{in [\%]}$$

After determining the total points, suppliers are classified as A, B, or C suppliers based on the evaluation score. Classification is based on the following formula:

- A supplier 90 – 100 points
- B supplier 75 – 89.9 points
- C supplier <75 points

The results of the supplier evaluation are provided to tactical, preferred, and strategic suppliers once a year in a written document. The results are discussed with the remaining suppliers on an ad hoc basis or during supplier visits.

If a supplier receives a B or C grade in the evaluation, it must announce an action plan to improve its rating to an A. If the score is below 75%, the usefulness of the business relationship should be questioned and the supplier may be invited to a supplier meeting to discuss future collaboration.

9. Responsibilities and communication

9.1. Communication

The supplier must ensure that all quality problems, changes to products or processes, and deviations from the quality standard are reported to the customer without delay.

- **Contact:** Responsible purchasers

10. Other provisions

10.1. Compliance with the NIS2 Directive (cybersecurity)

All service providers, suppliers, and third-party providers who have access to or operate our network and information systems must comply with the defined security requirements. These requirements include, among other things, the execution of access controls, data protection measures, regular security audits, and emergency recovery plans. The security measures are reviewed annually and adjusted as necessary. All relevant security measures must be defined in a contract, and in the event of non-compliance, an audit will be carried out by internal security officers and contractual penalties may be imposed.

The supplier shall ensure that all agreed security measures comply with the NIS2 Directive and that any changes to legal requirements are handled as required. Should a change in legal or regulatory requirements become necessary, the supplier shall contact voestalpine Signaling without delay in order to make the necessary adjustments.

10.2. Emergency strategy

Suppliers must develop concepts that ensure that supplies can be maintained in the event of failure of production facilities (emergency strategy). voestalpine Signaling must be informed without delay of any major emergencies and has the right to inspect the supplier emergency strategy as part of audits.

10.3. Obsolescence management

The supplier undertakes to create an obsolescence system that ensures that all relevant components and materials are available throughout the entire service life of the product. In the event of obsolescence of a part or technology, the supplier shall notify the company in writing without delay, but no later than 12 months prior to discontinuation, and offer suitable replacements or alternative components that meet the agreed specifications and quality requirements.

11. Validity and amendments

11.1. Validity

This agreement shall enter into force when signed by both parties and shall remain valid for the duration of the business relationship between the parties.

11.2. Amendments

Any amendments or additions to this agreement must be made in writing and signed by both parties.

Signatures	Signature
voestalpine Signaling	**Supplier**
[Name of the company representative]	[Name of the company representative]
[Title]	[Title]
[Company name]	[Company name]
Date: _____	Date: _____

Appendix: Appendix 1 Rates

12. Appendix 1 – Rates

The following table provides an overview of the costs that voestalpine Signaling may charge to the supplier.

12.1. Flat fees

The following flat fees will be charged for specific non-conformities and cover the administrative costs of processing the complaint.

Complaint fee	EUR 120.00
Special approval	EUR 120.00
Non-compliance with delivery standards	EUR 120.00

12.2. Variable costs

- **Additional expenses due to deviations** At cost
  Costs incurred to correct non-conformities resulting from necessary additional work such as rework, reprocessing of replaced parts, or sorting.