



## **ACZ Expectations of Suppliers in the Provision of Products and Services**

### **1. Providing Products and Services**

We expect suppliers to provide the best possible products at the lowest possible cost. This must also consider providing in a timely manner on a stable and long-term basis.

Suppliers need to undertake product development and deploy manufacturing processes that address the customer's needs and wants of today and tomorrow.

#### **Workplace Safety**

Ensuring a safe working environment for employees is a fundamental requirement for quality production. At ACZ, we believe that manufacturing begins with people — therefore, creating a workplace free from hazards enables individuals to concentrate on their work, boosting morale, enhancing focus, and ultimately producing superior products. Suppliers are expected to uphold the highest standards of occupational health and safety to ensure every employee returns home safely every day.

#### **Quality**

Quality is ACZ's highest priority and the foundation of our global reputation. It is the cornerstone of the trust we enjoy from our customers. We expect all our suppliers to embrace this philosophy, committing themselves to achieving and maintaining exceptional product and service quality, not just during mass production, but throughout the entire product lifecycle — from development through delivery.

#### **Delivery and Production**

In line with our lean manufacturing philosophy, we at ACZ minimize waste and optimize efficiency by producing only what is needed, only when it is needed, and in the precise amount required. We expect suppliers to align with this mindset by executing deliveries with agility, precision, and consistency — ensuring smooth preparation, launch, and continuation of mass production without errors or delays.

#### **Cost**

ACZ competes on a global scale and expects its suppliers to offer the most competitive costs without compromising quality. This requires continuous efforts to develop advanced production methods, integrate technological innovations, and identify opportunities for cost-saving throughout the supply chain. Suppliers must be proactive in proposing and implementing such improvements.

#### **Technological Capabilities**

Today's global market demands that we address not only current customer needs but also anticipate future expectations, particularly in areas of environmental responsibility, safety, and user comfort. Suppliers should pursue the development of innovative technologies and breakthrough solutions that set them apart from competitors, while simultaneously reducing costs and improving the market appeal of their offerings.



## 2. Expectations of Suppliers on delivering sustainable “Products and Services”

Suppliers must implement principles of corporate social responsibility and ethical business conduct, both internally and in relation to their own suppliers. In addition the suppliers should pass on standards along their own supply chain.

### 2.1. Legal and Ethical Framework

#### Compliance with Laws and Regulations

Suppliers must fully comply with all applicable laws and regulations in every country and region where they operate. Beyond strict legal compliance, we expect adherence to the spirit of the law and high ethical standards. Suppliers must have effective internal systems in place such as a code of conduct, compliance hotline, training programs, and organizational structures to monitor and ensure legal conformity.

#### Protection of Confidential and Personal Information (Data Protection)

Suppliers are expected to manage and protect confidential business information, trade secrets, and personal data responsibly and securely. Any data collected must be obtained through legitimate means, used only for its intended purpose, and protected against unauthorized access or disclosure. Suppliers must comply with all applicable data protection laws such as GDPR and uphold privacy rights of employees, partners, and customers.

#### Financial responsibility

Suppliers are expected to administer accurate financial records, which are crucial for demonstrating financial responsibility and ensuring compliance with legal and regulatory requirements. To be able to provide a clear picture of a business's financial health, facilitating effective management, strategic planning, and ultimately, sustainable growth.

#### Disclosure of information

Strive to disclose to stakeholders such information as is pertinent to them, including management, financial condition, environmental preservation, community and social contribution, in timely and fair manner and to build and maintain positive relationships with stakeholders through open and fair communication.

#### Intellectual Property Protection

Suppliers shall respect and protect the intellectual property of ACZ and third parties. This includes refraining from unauthorized use, distribution, or reproduction of patented technologies, software, publications, or other copyrighted materials. Suppliers are responsible for implementing processes to prevent infringement and protect their own innovations.



## Anti-Corruption and Anti-Money Laundering

Suppliers must not engage in any form of bribery, corruption, extortion, embezzlement, or money laundering. This includes offering, giving, receiving, or soliciting anything of value to gain improper advantage. Suppliers must maintain accurate financial records and implement robust internal controls to prevent such misconduct.

## Conflict of Interest

All business decisions must be made in the best interests of ACZ and the supplier's organization. Suppliers should identify and avoid situations where personal, financial, or other interests might conflict with professional responsibilities. Any potential or actual conflict of interest must be disclosed proactively.

## Fair Competition

Suppliers must engage in fair and open competition and must not participate in anticompetitive practices such as price fixing, bid rigging, market allocation, or abuse of dominant position. Compliance with all applicable antitrust and competition laws is essential to preserve market integrity.

## Export Controls and Sanctions

Suppliers must adhere to all applicable laws and regulations related to the export, re-export, and transfer of products, technologies, and services. This includes compliance with international sanctions and embargoes. Documentation and internal processes must be in place to validate compliance.

## Whistleblowing and Protection Against Retaliation

Suppliers must implement confidential reporting channels for ethical or legal violations and ensure non-retaliation against whistleblowers. Mechanisms should be in place to thoroughly investigate all reports and protect individuals from reprisal or discrimination.

## 2.2. Human Rights and Working Conditions

### Non-Discrimination and Harassment

Suppliers must ensure a workplace that is free from discrimination and harassment of any kind. All employment decisions must be based on ability and merit, without regard to race, ethnicity, gender, age, religion, disability, or any other protected characteristic. Harassment, whether verbal, visual, or physical, is strictly prohibited and must be promptly investigated and addressed.

We are committed to fostering an inclusive workplace, where individuals from diverse backgrounds, with a wide range of skills, experiences, and perspectives, can thrive. We believe that our strength lies in our ability to respect and empower everyone's potential to think creatively and contribute meaningfully. Diversity and inclusion are not only ethical imperatives, but essential pillars of sustainable business success. Therefore, we actively promote inclusive participation and view the creation of a respectful, equitable environment as a core part of our organizational values.



## Child Labour

The use of child labor is strictly prohibited. The minimum age for employment must meet or exceed the legal limit or the age for completing compulsory education, whichever is higher.

## Ethical recruiting and Forced Labor

Suppliers must ensure that no forced, bonded, or involuntary labor is used. Workers must be free to leave employment without threat or coercion.

## Wages and Benefits

Suppliers must pay employees at least the minimum wage as required by local laws and provide all legally mandated benefits. Deductions from wages must be transparent and communicated clearly. Compensation should be fair and allow employees to meet basic living standards.

## Working Hours

Working hours must comply with local labor laws, including rules governing overtime. Employees must be provided with adequate rest and not be subject to excessive working hours.

## Freedom of Association

Suppliers must respect the rights of workers to freely associate, join labor unions, and collectively bargain in accordance with local laws. Employees must be able to communicate openly with management without fear of reprisal.

## Use of private or public security forces

It is asserted that the role of security forces, public or private, is to protect workers, facilities, equipment and property in accordance with the rule of law and human rights. Suppliers must guarantee, that we will supervise any public or private security force contracted in order to avoid violating listed regulations.

## Health and Safety

A safe and healthy work environment is essential to employee well-being and productivity. Suppliers must implement policies and practices that prevent workplace injuries and illnesses and promote occupational health.

## 2.3. Responsibility Towards Society and the Environment

### Environmental Responsibility (Land, Forest, Water, Air and Soil Protection)

Suppliers must take proactive steps to reduce environmental impacts and preserve natural ecosystems. This includes implementing a robust Environmental Management System (EMS), complying with all applicable environmental laws and regulations, and striving for continuous improvement.



Suppliers are expected to responsibly manage land use, respect forest and biodiversity conservation principles, and uphold water rights in affected communities. Proper water stewardship and the prevention of pollution are essential as well as prevention of soil and air pollution. Suppliers should manage any pollution from their sites according to law and regulations and strive to minimize it.

### Reuse and Recycling

Suppliers should adopt reuse and recycling policies, that promote circular economy practices and reduce waste across the value chain. Suppliers are requested to take efforts to reduce their use of packaging and wrapping materials.

### GHG emissions - Decarbonization

Suppliers must actively support the transition to a low-carbon economy. This involves minimizing greenhouse gas emissions, improving energy efficiency, and promoting the use of renewable energy sources. Suppliers should set science-based emissions reduction targets and work toward long-term net-zero goals. Transparent reporting of GHG emissions and continual progress toward decarbonization are strongly encouraged.

### Responsible Material Sourcing

Suppliers must ensure that raw materials are sourced responsibly and do not contribute to conflict, environmental degradation, or human rights abuses. Particular attention must be given to avoiding conflict minerals and implementing full supply chain traceability.

### Responsible Chemical Management

Suppliers must adhere to the regulations concerning chemicals, especially REACH, which is main European law aiming to ensure manufacturing, placing on the market and use of chemicals do not affect human health and the environment. Suppliers are obliged to report all relevant information and provide all documentation needed according to European regulations and customer requirements.

### Social Contribution and Community Engagement

Suppliers are encouraged to actively contribute to the communities where they operate. This includes supporting local employment, education, and addressing social challenges in cooperation with stakeholders and local authorities.

## 3. List of Obligatory Policies

### 1. Providing Products and Services

Workplace Safety

Quality

Delivery and Production

Cost

Technological Capabilities



## 2. Expectations of Suppliers on delivering sustainable "Products and Services"

### 2.1. Legal and Ethical Framework

- Compliance with Laws and Regulations
- Protection of Confidential and Personal Information (Data Protection)
- Financial responsibility
- Disclosure of information
- Intellectual Property Protection
- Anti-Corruption and Anti-Money Laundering
- Conflict of Interest
- Fair Competition
- Export Controls and Economic Sanctions
- Whistleblowing and Protection Against Retaliation

### 2.2. Human Rights and Working Conditions

- Non-Discrimination and Harassment
- Child Labour
- Ethical recruiting and Forced Labor
- Wages and Benefits
- Working Hours
- Freedom of Association
- Use of private or public security forces
- Health and Safety

### 2.3. Responsibility Towards Society and the Environment

- Land, Forest and Water Rights and Forced Eviction
- Reuse and Recycling
- Soil Quality
- Air Quality
- GHG emissions - Decarbonization
- Responsible Material Sourcing
- Responsible Chemical Management
- Social Contribution and Community Engagement

If the supplier becomes aware of any potential human rights or environmental risks or violations arising from its own actions or those of a business partner or its subcontractors that may have an impact on Aoyama Automotive fasteners Czech, s.r.o., the supplier shall immediately report them to [purchasing@aoyama.cz](mailto:purchasing@aoyama.cz).

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**Aoyama Automotive Fasteners Czech s.r.o.**  
Průmyslová 1186, Lovosice 410 02  
Tel.: +420 416 916 800 IČO: 26695081  
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Vít Charvát

Purchasing manager