

GENERAL QUALITY AND PACKAGING GUIDELINE

of REINHOLD KELLER GmbH, headquartered in Kleinheubach

Version dated 16.03.2026

This guideline forms part of the purchasing terms and conditions and is therefore binding. The following guideline sets forth general minimum quality requirements. This guideline applies to all suppliers of REINHOLD KELLER GmbH and its subsidiaries. Any deviations, changes, and special arrangements must be coordinated and approved in writing.

We reserve the right to impose additional product requirements beyond these requirements.

Please confirm receipt within one calendar week and forward this guideline to the responsible department within your company.

Please use the form on page 5 as confirmation of receipt.

1. GENERAL QUALITY REQUIREMENTS

The following quality notes, and the related documents and requirements, are based not only on general knowledge, experience, and findings, but also on our consistent goal of providing our customers with the high level of quality they expect from us in a timely manner and on schedule.

A cooperative working relationship is an important factor in meeting our customers' requirements and ensuring on time delivery at all times. This includes, among other things, a very good and prompt response to inquiries, continuous technical support, and a structured and fast complaint handling process that meets the requirements of project business.

If not already in place, the implementation of a quality management system should be pursued.

Suppliers must ensure that only flawless goods are delivered to REINHOLD KELLER GmbH or its subsidiaries in the correct quantities and in proper packaging, see the quality and packaging guideline for each material group, and in compliance with environmental requirements, see the environmental guideline and the Supplier Code of Conduct.

A high quality appearance and surface finish, as well as stability, dimensions, safety, and compliance with all relevant standards and regulations, must be ensured.

Cleaning and care instructions must be provided where necessary.

Delivered products, or individual components assembled by REINHOLD KELLER GmbH into a complete product, must be safe to use and comply with the GPSR, Regulation (EU) 2023/988.

Specifications regarding, for example, dimensional tolerances, designs, or coatings stated in drawings and item descriptions must be observed. In principle, the tolerances specified in the drawings shall apply. **If no tolerances are specified, deviations for dimensions without specified tolerances shall be selected in accordance with ISO 2768 m, K.**

Limit dimensions and the positioning of drill axes must always be strictly observed.

If this is not possible, consultation and written confirmation from REINHOLD KELLER GmbH are required.

Detailed requirements regarding qualities and packaging instructions for each material group may be requested by suppliers, if needed, at info@reinhold-keller.com. You will be informed of any changes to the existing requirements.

If certifications exist for products, for example fire protection or FSC/PEFC, the related documentation must be submitted to REINHOLD KELLER GmbH.

In the event of conflicting requirements in purchase orders, the supplier must consult the designated contacts at REINHOLD KELLER GmbH.

2. PACKAGING REQUIREMENTS

It is in the mutual interest of both parties that ordered material is delivered undamaged. Unless otherwise agreed, responsibility for safe transport lies with the supplier. All foreseeable influencing factors, such as handling during transshipment, weather conditions, or loss of contents, must be taken into account. These factors must not affect the goods.

Transport damage or damage resulting from inadequate packaging shall be borne by the supplier. This will also have a negative impact on the supplier evaluation.

The goods must generally be delivered **sorted by type** on one load carrier.

Exception: If, for economic or environmental reasons, one load carrier contains different items, these must be clearly labeled

or otherwise identifiable as to which goods they are. The goods must therefore also be delivered **easily separable, packaged separately from one another**. It must also be ensured that the goods remain **easy to count** with the same quantity per layer or bundle.

Pairs and sets must be packaged together.

2.1 Safety

No hazard may arise from the packaging units (PU).

The **generally palletized** packaging units must be safe to unload, load, and transport by means of industrial trucks.

A packaging unit must have a high degree of inherent stability.

Damaged, unsuitable, or unstable load carriers, such as pallets, glass racks, or wire mesh boxes, must not be used. This also includes breaks, cracks, protruding nails, and missing or loose blocks on the load carriers.

2.2 Labeling

Each packaging unit must be labeled in accordance with the requirements of REINHOLD KELLER GmbH. The labeling must be attached in such a way that quick identification is possible, see 3.0.

Transport symbols such as "Fragile Glass," "Do Not Cut," "Keep Dry," "Do Not Throw," etc. must be applied. The standing side must be marked with arrows or by imprint, for example "This Side Up." Plastic films must be marked with material identification in accordance with DIN EN ISO 1043-1:2012-03. Only transparent films may be used here.

2.3 Transport Damage

The packaging must be designed in such a way that it provides the contents or goods with adequate protection

- during general transport related stresses
- against environmental influences
- during repeated loading and unloading
- against loss of contents

To prevent transport damage caused by third parties, the packaging must be clearly and visibly marked as required.

The packaging must comply with the requirements of the respective shipping method.

2.4 Changes and Deviations

Deviations from item specific packaging requirements, see 4.0 ff., must be clarified **in writing in advance** with REINHOLD KELLER GmbH. If this is not done, it will have a negative impact on the supplier evaluation.

Suggestions for improvement whose implementation has been approved by REINHOLD KELLER will have a positive impact on the supplier evaluation.

REINHOLD KELLER GmbH reserves the right to agree on item specific packaging requirements with the supplier on a case by case basis.

2.5 Sustainability

All packaging materials used must comply with the current applicable national and international legal requirements.

As a general rule: As much as necessary and as little as possible.

2.6 Packaging Materials

Only sustainable materials may generally be used for packaging. Exceptions may be approved in consultation with REINHOLD KELLER GmbH.

- **Wood packaging material** must comply with the applicable national and international import and export regulations. Pallets and crates must be labeled accordingly. **Particular emphasis is placed on compliance with ISPM No. 15.**
- Polystyrene may only be used for molded parts or for the packaging of stone, engineered stone, or mineral based materials. Polystyrene chips are generally not permitted.
- **The packaging** should be reusable.
- Only corrugated cardboard, cardboard, paper, bubble wrap, or foamed PE film may be used as **filling materials**.
- **Paper and corrugated cardboard** must not contain any substances harmful to paper production.

IMPORTANT! Packaging materials must not leave marks on or impair the surface of the goods being protected. If non-recyclable materials are used, disposal costs will be charged and the information will be included in the supplier evaluation.

3. DOCUMENTS, LABELING AND IDENTIFICATION

3.1 Delivery Notes / Packing List

- **As a general rule: One separate delivery note per purchase order!**

Delivery notes must generally be prepared in German and in DIN A4 format. For deliveries from non German speaking countries, they may also be prepared in English. However, the item description, as stated in the purchase order, must be provided in German. Multi page delivery notes must be clearly identifiable on each page and must include consecutive page numbering.

Delivery notes must contain the following information:

- recipient and sender
- shipping date and delivery date
- packing list
- purchase order number of REINHOLD KELLER GmbH or the respective subsidiary
- total number of loading aids, packages or pallets

The **packing list** on the delivery note must contain

- the item number and item description
- the respective quantity on the load carrier
- the unit of the items, for example piece, pair, sq m, linear m, etc.
- the project number and project description
- the weight

In addition, it is required that the consecutive numbering of the pallets of the entire shipment, 1 of X, 2 of X, etc., be assigned to the corresponding items on the packing list of the delivery notes so that it is immediately clear on which pallet the respective goods can be found.

3.2 Bill of Lading / CMR

For all shipments, a transport order must be handed over to the freight carrier. It must contain the following information:

- sender, supplier, including address and telephone number
- address of the Keller Group company to be supplied, for example REINHOLD KELLER GmbH
- purchase order number of REINHOLD KELLER GmbH
- total weight of the shipment
- total number of packages with consecutive numbering
- handover date or shipping date of the delivery

3.3 Packaging Labeling

For mixed deliveries, the respective packages, containers, or items must be labeled individually. This labeling must not impair the item and must be easy to remove, for example by using additional protection.

The labeling must contain the following information, identical to the respective purchase order:

- purchase order number / project number
- item number and item description
- quantity, within the packaging unit
- package count

For deliveries consisting of several load carriers, this must be labeled accordingly:
1 of X, 2 of X, ...

4. CONFIRMATION

OF RECEIPT OF THE QUALITY GUIDELINE

We hereby confirm receipt of the Quality Guideline of REINHOLD KELLER GmbH.

Supplier

Place, Date

Signature of Supplier

Please send this confirmation as a PDF file by email to auftragsbestaetigung@reinhold-keller.com