

Dear supplier,

regarding current needs and the process optimization within complaint management, we would like to inform you about a new step that has been taken as of February 1, 2024.

In the constant monitoring and quality improvement within the supply chain, an administrative fee has been introduced for each issued complaint caused by a non-compliant delivery from the supplier according following rates per delivery location:

- Schaltag CZ: 800,- CZK / 32,- EUR
- Schaltag AG: 100,- CHF / 105,- EUR

Let us highlight that the intention for the administrative is clearly to cover all internal costs incurred due to the management of non-compliant parts. These costs include, for example, the work of an operator in detecting and addressing the defect, subsequent administrative processing by the shift supervisor, associated handling with transfer of defective parts to the warehouse, related administration of warehouse movements and the issuance of the claim itself.

This is a step towards greater transparency and accountability in the supply chain. We believe that these measures will have a positive impact on the overall quality of deliveries and improve our cooperation.

This administrative fee will be automatically included in all claims. The entitlement to this fee will be applied by Schaltag only in case of proven responsibility of the supplier for the reported defects within delivered parts.

Schaltag in no event shall waive from the legitimate right for reimbursement of the costs of claim resolution, transportation and any rectification of defects by the Supplier against the Buyer and its customer, for defects covered by warranty or the Supplier's statutory liability for defects.

Thank you for your understanding and cooperation.



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Igor Savicic  
CEO

Schaltag Group



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