

Location and process	Brattvåg (HQ) / Procurement / Supplier Management	Document category	PUBLIC
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Neuver Supplier Quality Requirements Manual

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1 Purpose & Scope

The Supplier Quality Requirements (SQR) are the mandatory requirements and expectations for all Neuver Maritime external suppliers. The purpose of the SQR is to ensure high levels of Supplier performance, compliance and sustainability.

All parties supplying to Neuver Maritime are responsible for adherence to the latest version of the SQR and associated documents, that are available to view and download from our website.

2 Digital Sustainability Supplier Portal

IntegrityNext (INX) is established as our digital sustainability and ESG supplier portal. Suppliers should report through INX including mandatory modules defined in the portal and the data should be accurate, available for further review and should be reported regularly, as a minimum annually.

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3 General Requirements

3.1 Supplier Responsibility

Neuver Maritime requires all its Suppliers to comply with the requirements as defined in this document, in accordance with any existing Supplier Agreements (SA) and Purchase Orders (PO) in place. NM first tier suppliers are responsible for ensuring these requirements are complied with at all levels of the supply chain.

As part of the NM procurement process, NM will continuously verify the Supplier's compliance to the SQR through Supplier reviews, assessments and audits. NM has high expectations of our Suppliers to ensure adherence to NM policies, processes and requirements. All results will be integrated into the NM procurement process including sourcing evaluation and Supplier selection.

The Supplier is required to:

- Ensure all requirements are flowed down within their company and communicated to sub-tier suppliers and sub-contractors.
- Inform their NM procurement contact immediately about any changes or issues, related to product and services to NM.
- Show a proactive engagement in addressing all NM requirements including any changes in Customer and Regulatory requirements that may occur.
- Notify their NM procurement contact immediately when they become aware of any potential safety issue(s).
- Support NM as required to resolve any identified issues related to the Supplier's products and services.

3.2 Supplier Code of Conduct

All Suppliers to NM are required to follow our Supplier Code of Conduct (SCoC) to ensure that all business is conducted in accordance with internationally recognised requirements as listed below, including but not limited to, human rights, diversity and equal opportunity, occupational health and safety, labour rights and working conditions. Internationally recognised principles and conventions include UN global Compact, ILO conventions, OECD Guidelines for Multinational Enterprises, United Nations Guiding Principles on Business and Human Rights, and UN Conventions on Children's Rights.

Our SCoC Policy is applicable at all levels of the supply chain. NM will regularly conduct assessments of Suppliers through business reviews, questionnaires and audits. NM expects its Suppliers to collaborate in the identification and mitigation of risks and provide any relevant information to NM that is identified, describe the responsibilities and authorities associated with the processes and activities. These may be identified in the document in other forms, e.g. via flow charts, table or similar.

3.3 Export Control

Suppliers shall provide required information and documents to enable NM to comply with national and international applicable laws and regulations on export control, incl. notifying NM of the export control classification for the Goods or Services. The Supplier will not use or permit the use of export or transfer (by any means, electronic means or otherwise), any information or Products which are subject to export control laws and regulations without complying in all respects with the applicable export control laws and regulations.

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3.4 Conflict Minerals and Product Content

Suppliers are required to comply with European Union Conflict Minerals Regulation (EU) 2017/821 and the United States Dodd Frank Act. Suppliers shall only deliver materials or components to NM that contain substances that do comply with the laws and regulations regarding Conflict Minerals.

Suppliers are required to comply with Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), Restrictions of Hazardous Substances (RoHS) and European Union Ship Recycling Regulation (EU SRR). NM requires its Suppliers to collaborate in the identification of materials of concern and provide necessary information to NM.

3.5 Health, Safety and Environment

Suppliers shall secure a healthy and safe working environment, addressing workplace risks to both mental and physical health, for all its workers (employees and subcontractors) and follow regulatory standards and industry norms and the ILO Conventions to minimize health, safety, and environmental risks. Suppliers should comply with ISO14001 and ISO45001 or equivalent and it is our preference that Suppliers are certified according to these standards. Suppliers should conduct audits and/or assessments of sub-tier Suppliers to evaluate their HSE performance and compliance.

Suppliers shall:

- Ensure that its employees and subcontractors understand HSE hazards and safe working practices and that they have the authority to refuse or stop unsafe work.
- Establish proactive HSE goals and KPIs suitable for their business and supply chain including having a HSE risk management process in place.
- Based on the Supplier's HSE risk management plan, flow down HSE requirements to critical sub-suppliers including HSE safe working practices and the authority to refuse or stop unsafe work.

Notify within 24 hours their NM contact in case of HSE incidents defined as Fatal Injuries/Fatalities (FAT) or High-Risk Incidents (HRI) applicable to their own facilities, personnel, and supply chain.

- Whenever necessary, employees, subcontractors and visitors are to be provided with, and instructed to use, appropriate personal protective equipment.
- Provide adequate and regular training to ensure that employees, subcontractors and visitors are adequately educated on health and safety issues.
- Where Suppliers provide accommodation for their workers or sub-suppliers' workers, it shall be clean, safe, and meet the basic needs of the workers, and, where appropriate, for their families
- Suppliers shall strive to minimize the adverse environmental and social impacts of its activities, supply chain, products, and services.

3.6 Sustainable Supply Chain

NM expects all Suppliers to be committed to delivering our Sustainability and ESG requirements, improvement goals and KPIs.

To deliver NM Sustainability commitments to be net zero by 2050, NM Suppliers should have plans to deliver net zero by 2050 and should have in place science based targets or equivalent targets to deliver this goal. NM Suppliers should report to NM their scope 1, scope 2 and scope 3 carbon emissions data at company level, using our designated digital sustainability supplier portal (INX) and provide information to support the specific allocation of carbon emissions to NM businesses and products, including product LCA information requested. The carbon emissions data should be accurate, available for further review and

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should be reported to NM regularly, as a minimum annually. Carbon credits and carbon offsets cannot be used to contribute to NM Suppliers carbon emissions reduction.

NM Suppliers should work with NM in the implementation of new legislation globally, including new Norwegian and EU legal requirements.

Suppliers shall seek to implement technologies and processes in their operations that promote the sustainable use of natural resources and safe handling of waste and chemicals and reduce the impact upon biodiversity, the ecosystem, and the environment.

Suppliers should have environmental improvement plans in place including the reduction of pollution and emissions. NM is looking for its strategic Suppliers to achieve best practice in this area including:

- The evaluation and mitigation of the environmental impact of its own services throughout the product lifecycle, including its own Operations and Supply Chain
- The implementation of circularity improvements that reduce the impact on the environment and seek to re-use and recycle material. Any circularity improvements must ensure compliance to NM technical, quality and business requirements.
- The evaluation of Climate related risks and/or Nature related risks in the Supplier's operations and supply chain, as part of the risk management process
- Sustainable consumption of resources in their business operation, to achieve sustainable growth that respects the environment and the rights of future generations.
- Development of new capabilities and technologies to support environmental improvement and the achievement of net zero through the green transition.

3.7 Quality Standards

Suppliers are required to have a quality management system according to ISO 9001 or equivalent and should preferable be certified according to the standard.

3.8 Information Handling

The Supplier shall treat all information exchanged with NM in accordance with and as defined in a valid Non-Disclosure Agreement (NDA) or the General Conditions of Purchase (GCP) referenced to in a PO.

Suppliers that handle NM business information as part of the delivery or service shall maintain an Information Security Management System (ISMS). It is recommended that the ISMS is compliant with ISO/IEC 27001 or equivalent and should preferable be certified according to the standard.

The Supplier shall ensure that all information received from NM shall be protected according to NM's requirements. The Supplier must provide suitable controls, which effectively prevent that assets and parts containing NM information can be unauthorized accessed or in other ways become subject to information security breaches. It lays in the responsibility of the Supplier to apply this to the relevant Suppliers' sub-tiers and service providers. Agreements shall be established and maintained in the Supplier's supply chain to ensure that relevant information security requirements are implemented on both sides.

3.9 Business Continuity and Disaster Recovery Management

The Supplier shall:

- a) Regularly review their Business Continuity Risk Assessments and that they are valid.

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- b) Establish Business Continuity Plans that ensure the organisation can continue to operate in the event of a major incident and can recover to an operational state within a reasonable period, ensuring that all obligations towards NM will be fulfilled.
- c) Inform NM Procurement as soon as possible regarding, including but not limited to the following:
 - Risks that could impact upon the continuity of the Supplier's business / operations
 - Any change in ownership structure or discontinuation of business activities
 - Changes to Third party or other party certification including, lapse / withdrawal (e.g. changes in ISO9001)
- d) Submit risk register and business continuity plans, based on written request from NM. Regularly review their risk assessments that they are still valid. The Supplier shall provide a risk register and business continuity plan to NM as requested.

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4 Additional Quality Management Requirements

4.1 Infrastructure

Suppliers are required to have a process in place to ensure all infrastructure(s) is determined, provided, and maintained to a level that products and or services are supplied in conformance to NM requirements. This process shall consider matters including but not limited to people, capability, property, facilities, equipment, material, and software. These requirements are consistent with ISO9001.

4.2 Control of Documented Information

Suppliers are required to:

- a) Comply with NM's standard configuration and revision control on all documented information, in relation to products and services provided to NM.
- b) Control records related to NM Product and or Service in a manner that will allow the timely recovery of a readable version of any records (including electronic records) by ensuring that:
 - Records are retrievable on request within a reasonable time. In the event of a product safety incident, records are retrievable on request within 48 hours.
 - Documents / records requiring authorisation by NM are written in English or dual language (i.e., the Supplier's national language plus an accurate English translation made from the original document / record)
- c) Ensure that hand-written amendments to records are dated, named, and signed in ink, with the original information being legible after the change.
- d) Ensure that, where reasonably possible Supplier's employees that interface with NM can communicate in English.

4.3 Design and Development of Products and Services

If the product design is owned by the Supplier, all design and development activities needed for products and services are required to be planned and controlled through an established, implemented and maintained process, including but not limited to the following:

- a) Planning design stages
- b) Determination of design inputs required.
- c) Design and development controls (review design outputs meet input requirements)
- d) Change control/ Controlling Risks according to SQR section 4.11
- e) Engineering competence and design tools according to SQR section 4.1

4.4 Control of Externally provided Processes, Products and Services

Suppliers are required to:

- a) Select, manage, and monitor key sub-contractor / sub-tier suppliers through the following controls:
 - Assess sub-tier suppliers' capability prior to placing orders
 - Undertaking oversight prioritised based upon risk
 - Communicate (flow down) relevant selection of requirements to key sub-contractors and/or key sub-tier suppliers.
 - Ensure sub-contractors / sub-tier suppliers should fulfil ISO9001 requirements
 - Evaluate root cause activities where non-conformances occur
 - Measure performance:
 - Delivered product quality
 - Customer disruptions / customer returns
 - Delivery schedule performance

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- Conduct load and capacity reviews with key subcontractor / sub-tier suppliers annually or following significant load increase
- Identify areas for continuous improvement in cost, quality, and service including the key sub-tiers to our operations and products
- Take appropriate containment and corrective action with poorly performing subcontractor / sub-tier suppliers

b) Specify the supporting documents required with the purchased product or service confirming compliance to specifications

c) Maintain records of procurement and sub-contracting

4.5 Supply Chain Operations

Suppliers are required to establish a planning and manufacturing process to deliver the product or services to NM. The process shall include, but not be limited to:

- The planning, scheduling, and management of production and/or service capacity
- The availability of resources (incl. employees' competence, backup plan)
- The monitoring of the effectiveness of process, labour, equipment
- The control of purchase activities

4.6 Prevention of Counterfeit Parts

A counterfeit part is defined as an unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer. Suppliers shall ensure that only new and authentic materials are used in deliveries to NM.

The Supplier shall plan, implement and control appropriate counterfeit parts / material prevention and control processes to ensure that counterfeit or suspect counterfeit parts are not used in the manufacturing of, or included in, products delivered to NM. Without delay upon retrieval of information on suspect counterfeit parts, the Supplier shall inform NM of their corrective action and risk mitigation plan.

4.7 Product and Production Validation and Verification

The Supplier is required to have a process in place to verify that products have been produced, tested, and inspected according to the NM Technical Specification, the Supplier's quality assurance procedures and NM defined requirements.

The Supplier is responsible for conducting all product & production verifications and testing both in house and at sub-tiers suppliers in line with the contractual agreement with NM.

NM may require additional documents to be provided prior to the delivery. Any exceptions, limitations, or changes from this shall be communicated, recorded, and documented.

Doc ID 31: - First Article Inspection Report can be found on our website, www.neuver.com/supplier-portal.

4.8 Measurement Management

The Supplier is required to have had experience of delivering in accordance with NM defined specifications. The equipment used for the final verification shall ensure independence to the measurement management used during manufacturing.

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4.9 Identification and Traceability

The Supplier is required to ensure that in the event of a defect with products and or services, all applicable information required to identify potential root cause, and for containment related to component/material including any batch which may be impacted (unless defined otherwise in the specification), can be accurately identified, and recalled at NM's request. The Identification and Traceability requirements includes the following:

- a) Maintaining traceability of raw material to component(s) level or final product and PO
- b) Unique identification

Note: Traceability and documentation requirements also apply to relevant 3TG materials (tin, tungsten, tantalum, and gold).

4.10 Packaging Requirements

The Suppliers are required to ensure that products are packaged, marked and shipped to a defined international standard for applicable goods and means of transport or as expressly defined in the contract agreed with NM, such that it provides adequate protection against damage, deterioration and tampering during shipment, storage and distribution.

Where the size and/or weight of the package may pose a risk to safe manual handling, the Supplier shall ensure safe loading instructions are in place for the safety of the employees and to protect the integrity of the product, unless those instructions have been provided by NM.

NM Suppliers shall comply with all packaging legislation including sustainability and environmental requirements and should manage green packaging improvements to reduce the impact on the environment.

Requirements can be found on www.neuver.com/supplier-portal.

4.11 Change Control and Controlling Risks

Prior to manufacturing a product and or developing a service for delivery to a NM Customer, the Supplier is required to provide:

- a) An inspection and test plan related to product measurement
- b) Project/quality plans agreed with NM

These requirements shall be agreed with the NM Technical Authority prior to commencing work to ensure the Suppliers' manufacturing processes are capable of maintaining tolerance levels required by NM Technical Authority.

The Supplier is required to assess any change with respect to its effect on quality, delivery and costs of products and services agreed with NM. Whenever a change affects these aspects or other agreements with NM, NM Procurement must be contacted immediately in writing.

- Process including key sub-tiers (as agreed for the product & production verification and validation, and reflected in the inspection and test plan)
- Organisation
- Design & materials
- Facilities

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4.12 Control of Non-conforming Output

The Supplier shall have a process in place to ensure that any product and services output which does not conform to NM requirements is identified and controlled to prevent its unintended use or delivery to NM.

4.13 Concessions

A concession is required in any case a Supplier need to request the approval from NM to deliver a whole product or part of a product or service (for delivery to a NM Customer) which does not conform to NM specified requirements.

The Supplier is required to:

- a) Segregate and identify the products under concession following the non-conformance product requirement until the decision has been received from NM in writing
- b) Complete and submit the concession form associated with this activity to NM procurement
- c) Ensure that written authorisation by NM Technical Authority prior to the shipment of a product which does not conform to specified requirements
- d) Take appropriate corrective action and document the same within the concession form
- e) Mark the product as indicated on the concession

Doc ID 30: - Supplier Concession Form can be found on www.neuver.com/supplier-portal.

4.14 Control of Reworked Products

The Supplier is required to:

- a) Segregate and identify the products to be re-worked following the non-conformance product requirement.
- b) Rework product such that it complies with NM specifications or to an agreed rework procedure as expressly authorised by NM in writing.
- c) Ensure that instructions for rework, including re-verification/inspection requirements are accessible to and utilised by the appropriate personnel.
- d) Work actively on improvements to reduce proactively the number of reworked products.

4.15 Non-Conformity and Corrective Actions

All Suppliers should aim to ensure Zero Defects on all NM Products and services supplied.

In the event of a Non-Conformity that affects NM, the Supplier is required to:

- a) Inform NM immediately of the issue and any impact on product delivered and customers affected
- b) Put in place immediate containment actions related to the Non-conformity and communicate those actions to NM.
- c) Perform thorough root cause analysis of nonconformities for NM Products and Services.
- d) Ensure that any root causes identified are addressed with mitigating and corrective action plans that are approved in writing by NM.
- e) On written request by NM submit an additional 8D-report (or similar)
- f) Ensure the continuity of supply of conforming product to NM, while all nonconformities are being investigated.
- g) Constantly work on improvements to reduce proactively the number of non-conformances.

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Contact

Queries regarding the Supplier Quality Requirements, please send an email to: supplychain@neuver.com

Disclaimer

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