



## To Lhoist current and potential suppliers

Our customers make us succeed. Their continuous push for improved performance is a strong stimulation to innovation and creativity at all levels within Lhoist.

We expect to play a similar role with our suppliers. Please reflect on the performance expectations outlined in this document. We need your fresh and creative ideas to grow our relationship in a mutually beneficial way and to drive both of us to Excellence.



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## Environment, Health and Safety Focus

Comply with all applicable local, regional and national regulatory requirements as well as with Lhoist's EH&S standards for suppliers.

Commit to achieving and demonstrating continual improvement in EH&S performance.

Communicate freely, completely and accurately the hazards of products/services that you provide and supply any requested information regarding your EH&S performance.

Assure all materials supplied are appropriately registered for their intended use and are in compliance with country specific regulations.

## Corporate Responsibility

Comply with all applicable local, regional and national laws and regulations.

Demand that all your employees exhibit the highest standards of business integrity and ethics.

Actively protect the confidentiality of all Lhoist information.

## Notes

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For more information regarding Lhoist's Purchasing Team, visit our supplier space in the Lhoist Website at <http://www.lhoist.com/suppliers>. Inquiries can be sent directly to the Global Purchasing Corporate e-mail at [supplierline@lhoist.com](mailto:supplierline@lhoist.com)

This document does not independently constitute an offer to deal or create a contractual obligation, nor does it amend, replace or supersede any existing contractual obligation with Lhoist, its divisions or subsidiaries.



## Our Expectations of Lhoist Suppliers



## Supply Continuity

Honor commitments to deliver on time the proper products and services, to the correct Lhoist designated location, in the proper quantity, and with consistent lead times.

Recognize responsibility associated to supplying Lhoist on a 7 day, 24 hour basis. Demonstrate flexibility to adjust supply capabilities to our customer requirements.

Establish and communicate to Lhoist your supply contingency plans to bridge any potential supply disruptions, including force majeure events.

Provide proactively relevant economic, financial or commercial information pertaining to your company helping Lhoist to assess short and long term risk associated to our relationship.

## Quality Confidence

Strive to consistently deliver goods and services at a benchmark level of quality.

Comply with applicable Lhoist specifications for packaging, labeling, storage, shipping, tracking, and containerization.

Deploy a documented quality management system capable of meeting the latest ISO 9000 standards. Ensure that processes are controlled by regular monitoring and measuring of critical output allowing focused attention to potential undesirable trends.

Maintain records that support component traceability and have a goal to resolve any customer complaint with a sense of urgency.

Use Total Quality Management (TQM) approach to continuously improve reliability of products and services.

## Productivity Commitment

Continuously strive for minimizing total cost of ownership.

Focus on generating year-over-year improvements that result in lower costs to Lhoist.

Support cost transparency in communications with Lhoist.

Be committed to challenge all elements of costs across the complete supply chain.

Drive toward maintaining a world-class cost position for yourself and Lhoist.

## Technology Leadership

Provide technical support throughout the full life cycle of the material sold to Lhoist.

Generate innovative ideas, enabling Lhoist to differentiate itself in the marketplace.

Partner with Lhoist for timely delivery of innovations through new technologies.

Use information technology to drive standardization and simplification of both business processes and product platforms.