



GELITA

# GUIDELINES FOR SUPPLIERS

What you need to know  
if you want to work with us.

# GELITA: Excellence in every respect

**GELITA** is the world's leading producer of collagen proteins, with 2400 employees and annual sales of almost EUR 700 million. Each year we produce around 80,000 tons of gelatin at more than 20 locations worldwide. Our head office is located in Eberbach, Baden, Germany.

With our global presence, we not only supply the food and beverage industry – we are also at home in the health and nutrition market and the pharmaceutical and medical sectors, and we also supply a wide range of innovative technological applications.



# GELITA: Excellence in every respect

## **We strive to constantly improve – in everything we do.**

We are far more than a supplier of ingredients: We give impetus for new ideas, offer holistic solutions and support our customers in the development, realization and marketing of innovative products.

We rely on natural solutions, scientific research and future-oriented partnerships. We embody innovation and excellence, while ensuring transparency. We follow a guiding principle: To continuously improve in everything we do. Day after day.

## **Our vision: Improving Quality of Life**

GELITA products and solutions are designed to serve people. We create values that benefit our customers and partners. To achieve this, we need to recognize trends at an early stage, meet high standards and continuously optimize our performance.



## **We are number one – and we want to keep it that way**

Our suppliers have played a major role in our journey to become the global market leader. To enable even more effective and successful cooperation, we have summarized the guidelines that shape our partnerships with our suppliers.

# Our values

## → Trust

We are open, honest, fair and respectful of each other.

## → Empathy

We have understanding for others and are ready to help.

## → Courage

We are courageous and always willing to take risks in order to find new ways. We are able to learn from our mistakes.

## → Commitment

We act consistently and unambiguously; we do what we say, we rely on each other and pursue our company's interests in a sustainable manner.

## → Passion

We all want to achieve the best possible results.

## → Care

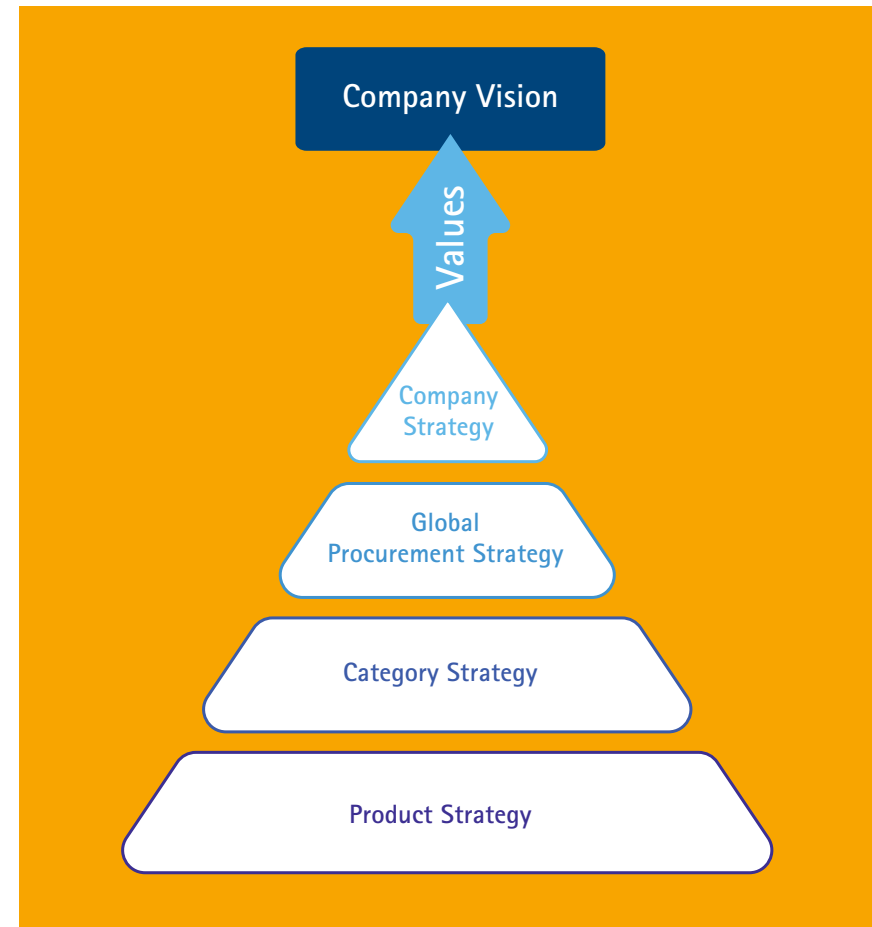
We take care of people, society and the environment.

# We create excellence at all levels

Procurement excellence at all levels enables us to consolidate our market position and make an important contribution to the success and growth of GELITA.

## We achieve this through:

- Excellence in our global organization, with highly qualified and highly motivated employees
- Best-in-class processes that ensure the highest level of efficiency in all our strategic activities
- The best and most capable suppliers



## We maintain cooperative partnerships

In our innovative and challenging business environment, the performance of our suppliers is essential to our overall success.

We strive to establish long-term, trust-based partnerships with our suppliers. We want to work with competent and reliable partners on the basis of binding regulations and competitive prices.

We base our decisions to award contracts on fair competition and take into account the capabilities of our partners. In addition to quality, cooperation, innovation and cost, we also assess sustainability.



## We exceed the global minimum standard



As an international company, we produce directly in many of our sales markets. This presents us with particular challenges with regard to environmental, social and corporate governance standards.

Compliance with global minimum standards is an indispensable part of our corporate and purchasing strategies. In addition, we strive to exceed the various legal requirements in the respective regions.

We are aware of the social, ethical and ecological responsibility of our activities and want to continuously improve together with our suppliers. This applies in particular to the careful handling of the valuable resources that are used daily in our production.

We expect our suppliers to adhere to these principles and demonstrate a sound understanding of our GELITA values.

Our minimum requirements are summarized in our **Supplier Code of Conduct**.

## We exemplify integrated quality

We not only demand a consistently high quality of products and services from our suppliers, we also expect outstanding quality in terms of the collaborative partnership.

For us, consistent high quality means above all guaranteed compliance with the specified product properties of services, as well as adherence to the agreed delivery quantities and deadlines. These requirements are mandatory prerequisites for a long-term supply relationship and are included in our regular supplier evaluations. Due to the transnational nature of our purchasing organization, we apply these requirements globally.





## We exemplify integrated quality

We have an integrated management system with certifications in accordance with **ISO 9001, ISO 14001, ISO 50001, FSSC 22000** and in some cases **GMP+**.

We expect our suppliers to have a comparable quality management system and to actively use this in the context of their own suppliers. This enables them to guarantee their adherence both to the legal requirements and the parameters agreed with us. For product-critical materials or materials that come into contact with our products, the complete traceability of the constituent products must be ensured.

In order to guarantee the required quality, we perform regular audits of our suppliers, in which potential improvements are identified and realized. A willingness to undergo audits and to play a role in their design is thus a prerequisite for a delivery relationship with us.

In addition, we conclude quality assurance agreements with strategic suppliers. We are continually developing these in order to continuously improve the entire supply chain with regard to product and service quality.

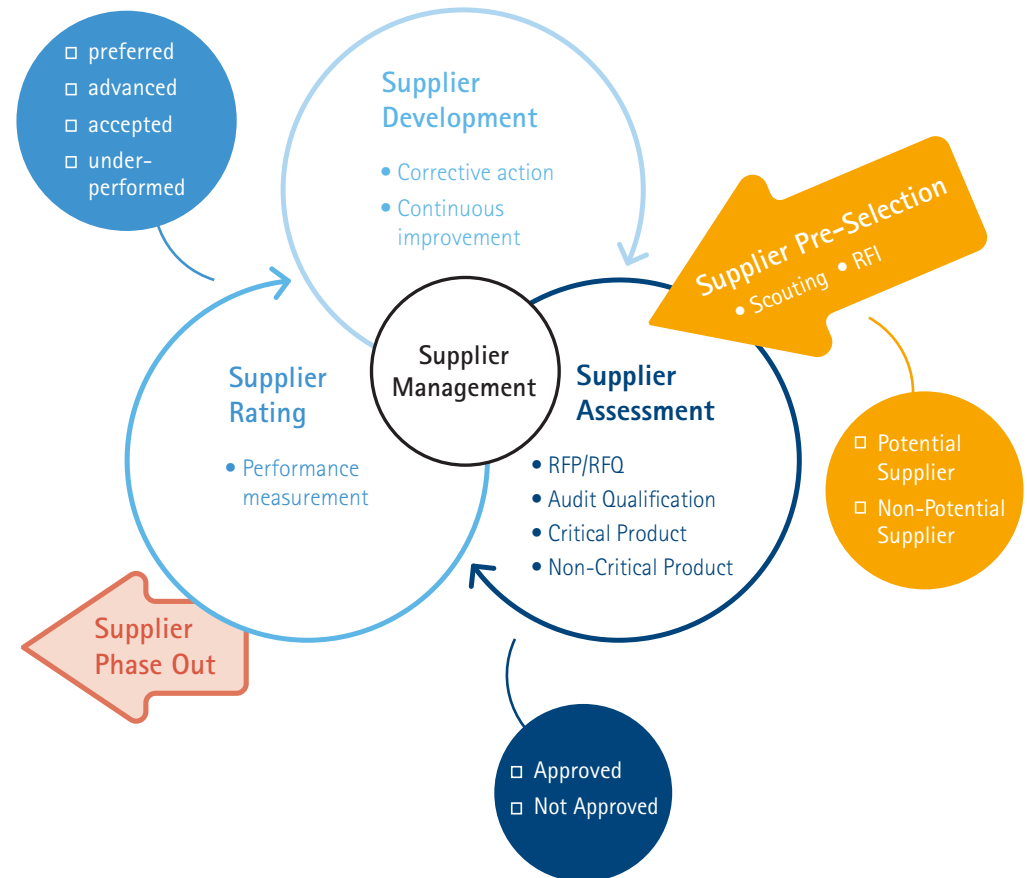
# We operate a professional supplier management

Our suppliers are important partners and an integral part of our company's success.

Through our professional supplier management system, we ensure that we only work with the best and most efficient suppliers.

Supplier management at GELITA consists of four components:

- |   |                        |
|---|------------------------|
| 1 | Supplier pre-selection |
| 2 | Supplier assessment    |
| 3 | Supplier rating        |
| 4 | Supplier development   |



# We operate a professional supplier management

## 1 Supplier pre-selection:

Suppliers register via a link on our website and can then be given the status "Potential supplier". From the pool of potential suppliers, we select suitable candidates to undergo our approval process.

## 2 Supplier assessment:

Suppliers who successfully negotiate our systematic and transparent approval process are given "Approved" status. Orders are only assigned to approved suppliers.

## 3 Supplier rating:

We regularly evaluate the performance of our active suppliers according to 12 demanding, but fair, criteria (quality, costs, cooperation, innovation and sustainability).

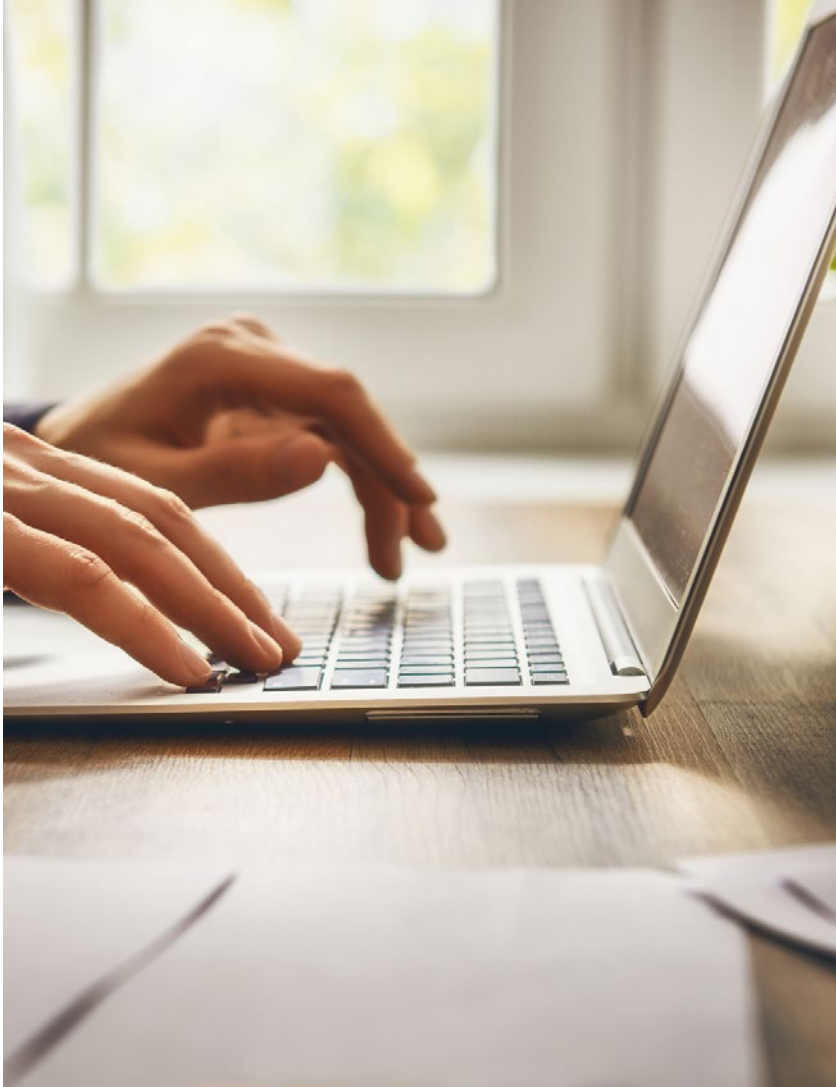


The supplier evaluation is concluded with the awarding of the status „Preferred“, „Advanced“, „Accepted“.

## 4 Supplier development:

The goal is to systematically and continuously further develop the supplier via jointly coordinated measures.

# We rely on electronic purchasing



We want to make our purchasing processes more efficient with the help of electronic purchasing solutions. Since we can only achieve this by working together with our suppliers, their support is essential.

We currently use a range of electronic tools and processes, including electronic catalogs, electronic order transmission and electronic invoicing. We want to expand these internally and externally with our suppliers.

## **Catalog procurement**

To ensure efficient catalog procurement, we integrate web catalogs into our ERP system using the OCI interface (Open Catalog Interface). The communication process is defined in the OCI standard. This must be supported by the supplier. We transfer the shopping cart into our purchasing software and generate an order that runs via our standard workflow. We then transfer the order electronically to the supplier's web shop portal.

# We rely on electronic purchasing

## Electronic order transfer

A prerequisite for electronic order or invoice transfers is the conclusion of an EDI agreement. The formats supported by us for electronic order transfers are listed in the agreement, which we will provide as a download on our homepage.

## Electronic invoicing

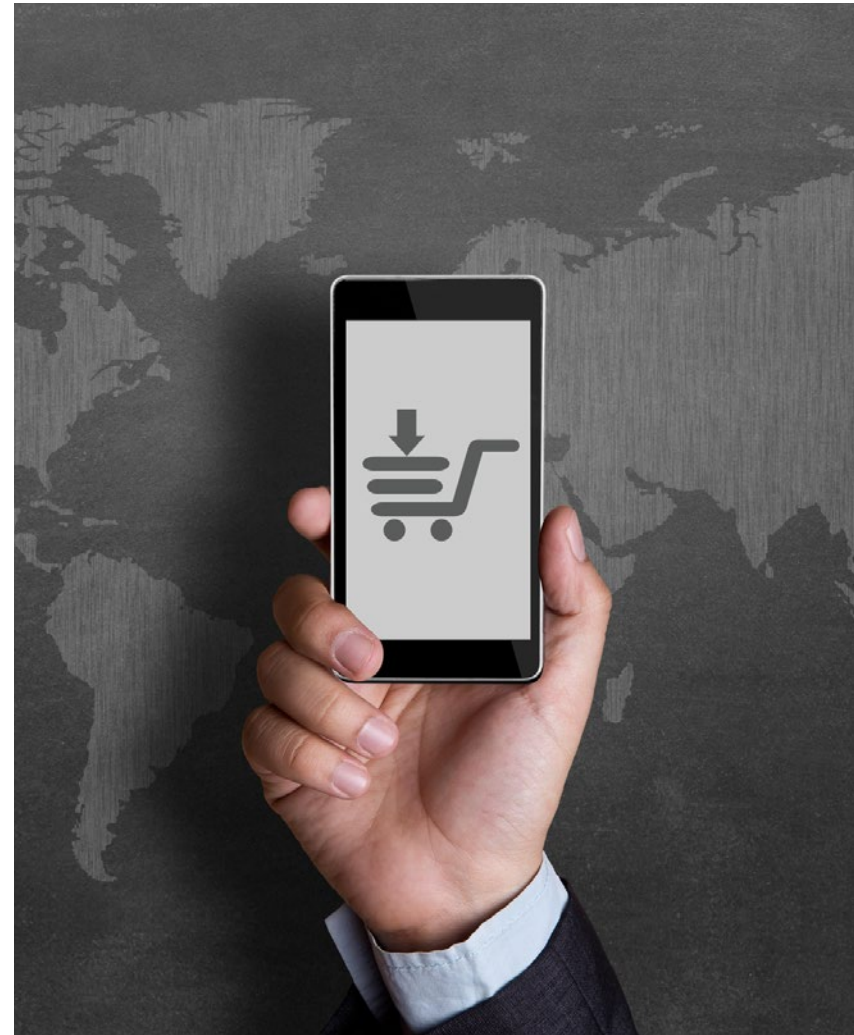
The following options are available for invoicing:

### ⇒ Invoice dispatch via PDF

There are some basic conditions to consider here; our information sheet is available as a download on our homepage.

### ⇒ Electronic invoicing via EDI

Our standards for this are set out in our EDI agreement.



# We need innovative suppliers

**GELITA** develops products and solutions with future potential. A decisive key to our success is our innovative strength. In order to continue to be the market leader in the future, we need suppliers who, like us, are committed to innovation. Here are a few basic ideas that we are guided by:



## **Innovation needs information**

We constantly monitor the global markets – we identify emerging trends at an early stage. We think ahead and anticipate what the industry will need tomorrow and what its customers want.

## **Innovation needs investment**

Yes, innovation costs a lot of money. We constantly invest in research and development. The best proof of this is our superbly equipped research laboratory.

## **Innovation needs bright minds**

We work in global innovation teams and collaborate with suppliers, customers, consumers, research institutes and universities. With innovative processes, synergy effects are like truffles – you have to keep your eyes open and have the right nose to find them. And in the end, joint success is often an outstanding success.

# We need innovative suppliers

## Innovation needs space to grow

You cannot expect outstanding ideas from stressed employees. We give our team space to grow and time to think. And please don't think that innovative concepts come only from engineers and people with doctorates.

## Innovation needs madness

This is our conviction. Other people call it "Thinking outside the box", but actually it is the same thing. Innovation needs staying power, good resources and sufficient provisions: The path can be longer than you think. Sometimes you have to try different ways to reach your desired destination. Sometimes the direction is wrong, but you end up in a much better place. And sometimes you get nowhere and have to start over from the beginning.



*Innovation at GELITA  
depends on you, our innovative  
suppliers and partners.  
Let's build our future together.*



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