

June 30, 2021

To Our Valued Suppliers,

ABB Installation Products would like to share information about a change in how we communicate and handle product and/or raw materials that do not meet our drawing requirements or specifications. Currently we have the Non-Conforming Material Report (NCR) program in place.

In an effort for continual improvement for our suppliers and ABB, on July 1, 2021 we will implement a new program – Supplier Non-Conformity Resolution Process (SNCRP) which will replace the current NCR program. This is an interactive cloud based platform which allows for online collaboration between ABB and its suppliers regarding non-conforming product delivered to ABB. All future supplier identified product nonconformances and required activities to resolve the nonconformances will need to be addressed through this portal.

The new SNCRP platform is an all-electronic program from beginning to end including:

- 1) Initiation of the Incident (Non-Conformity)
- 2) Notification of Incident to Suppliers
- 3) Problem solving utilizing the 8D process
- 4) Supplier online completion and submission of the individual 8D steps
- 5) Ability for suppliers to upload required supporting documentation
- 6) Review of the 8D steps and report by ABB
- 7) Closure of the Incident by ABB

This new program will offer many benefits not available in the previous process. Supplier responses will now be easier to submit. The program also sends reminders for overdue notifications for all D-steps involved. SNCRP system training documentation is attached. For your convenience, please find enclosed an overview of the ABB ELIP Europe/ AMA primary Supplier Quality Contacts.

Please forward and cascade this notification letter and attached training materials to the responsible quality individual(s) within your organization.

Thank you for your partnership and support of this ABB initiative.

David Clarke
Procurement Director
ELIP Europe

Jasper Bouma
Quality & HSE Manager
ELIP Europe and AMA

Dennis Nobbs
Global Supplier Quality Director
ELIP

Encl

ABB ELIP EUR / AMA Supplier Quality Team Contacts:

| ABB Facility | Supplier Quality Contact | Email |
|-------------------------------|--------------------------|-----------------------------------|
| ABB Sendai (JP) | Takuya Takahashi | Takuya.takahashi@jp.abb.com |
| | Shiori Watanabe | Shiori.watanabe@jp.abb.com |
| Furse Nottingham (UK) | Andrew Bromhead | Andrew.bromhead@gb.abb.com |
| EDC , La Louviere (BE) | Herve Foguieng | Herve.foguieng@be.abb.com |
| ABB Kecskemet (HU) | Benjamin Csik | Benjamin.csik@hu.abb.com |
| ABB Marostica (IT) | Moira Dalla Costa | Moira.dalla_costa@it.abb.com |
| ABB PMA Uster (SU) | Marius Brettschneider | Marius.brettschneider1@ch.abb.com |
| ABB CMG Coleshill (UK) | Carl Robert | Carl.roberts@gb.abb.com |
| ABB Bagneres de Bigorre (Fr) | Fabienne Rouse | Fabienne.rousse@fr.abb.com |
| ABB ELIP EUR / AMA SQ Leader | Jasper Bouma | Jasper.bouma@nl.abb.com |