



SUPPLIER HANDBOOK

Antunes Corporate Headquarters

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www.antunes.com



STATEMENT OF PURPOSE

This Supplier Handbook details Antunes' supplier expectations. All suppliers must ensure adherence to the requirements as stated in this handbook. Antunes reserves the right to revise this Supplier Handbook at any time.



Vision Statement

Core Values & Beliefs

Integrity - We keep our word. We are ethical. We hold ourselves to a single high standard of integrity in everything we do.

People - We respect and trust each other. We value the diversity of our workforce. We invest in our team members. We believe in the worth of every individual and that the future of our company is dependent on these team members.

Excellence - We continually pursue excellence. We expect every solution, product and service that we provide to consistently exceed the customers' expectations. We are accountable.

Passion - We are passionate about building an enduring great company. By doing so, we serve all of our customers, team members, suppliers, and the societies we touch.

Family - We are a privately held company that prides itself on being family owned and operated. We intend to stay that way.

Purpose Statement

We exist to make our customers successful while positively impacting the world.

Mission Statement

To continue our growth as a world class provider of innovative solutions to the global foodservice industry, ultimately transforming our position in the marketplace.



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SECTION ONE

INTRODUCTION

1.1 Company Information

Our founder, August J. Antunes, first started Antunes as a manufacturers' representative in 1955, and throughout our history, our commitment remains the same: we exist to make our customers successful while positively impacting the world. Today, Antunes is a leading custom solutions provider of counter-top cooking equipment and water filtration systems for the global market. Driven by a commitment to offer innovative products, premium quality and personal service rooted in lasting partnerships, Antunes delivers on its unifying promise: to drive success for every customer.

1.2 Objective

The objective of this handbook is to provide ANTUNES suppliers with clear specifications of the requirements which must be met to provide products and/or services on an ongoing basis to ANTUNES.

1.3 Scope

The handbook applies to all suppliers who provide production material, supplies, quality systems, services, tooling, and consultants used in support of ANTUNES product design, development, manufacturing, testing, logistics, service and support. This handbook is intended to be supplemental in nature and does not replace any previous correspondence, contract, purchase order, specification or any written agreement. Receipt of this handbook does not imply an intent to purchase or enter into any contractual agreement.

1.4 Sourcing Strategy

ANTUNES intends to foster long-term relationship with suppliers who are committed to continuous improvement in cost, quality, delivery and service. This commitment is expected to be shared by all suppliers. Those suppliers who embrace this philosophy will have the opportunity to enter into long-term relationships. ANTUNES will engage with suppliers honestly and with integrity, strive to address suppliers' concerns, and provide suppliers with timely responses to any requests.

1.5 Facility Locations and Telephone Numbers

Antunes – USA
180 Kehoe Blvd.
Carol Stream, IL 60188
Phone: +1 630-784-1000
Toll Free: +1 800-253-2991

Antunes – China
2 # Building North, 89 Songshan Road
ShiShan Industrial Complex Park
New District, Suzhou, China 215129
Phone: +86-512-6841-3637

Antunes – NADI Manufacturing India
Pvt. Ltd.
57-58 Thattankulam Rd.
Lotus Colony, J Garden
Madhavaram, Chennai, India 600060
Phone: +91.44.25532212
Fax: +91.44.25532415



SECTION TWO

PROCUREMENT REQUIREMENTS

2.1 New Suppliers

Antunes continuously looks for suppliers that can add value. All suppliers need to initiate a relationship by submit a supplier survey, agree to the Antunes Supplier Code of Conduct and Terms and Conditions, and provide W-9 documentation. If providing critical parts or services, the supplier may be required to provide a signed confidentiality agreement, organization chart, ISO certification, quality policy and an audit of the supplier's facility may also be required.

First Articles are required on all new or updated revisions before parts or services can be used in production. Engineering will determine if a V&V plan is required.

Suppliers' performance will be measured based on Quality, Delivery and Responsiveness on a quarterly basis. An acceptable score will be required to receive additional business. Corrective actions may be required for those suppliers that do not meet our minimum requirements.

2.2 Quotations

All quotations must include complete production costs. Any additional one-time costs, such as tooling or set-up must be clearly defined on quotations. Any applicable freight charges must be listed separately and not be included in the purchase price.

2.3 Terms & Conditions

The purchase of any product or service can only be initiated by issuance of ANTUNES purchase order or supply / service contract.

The purchase order constitutes an offer of purchase, which may only be accepted subject to the ANTUNES Terms and Conditions of sale, which is included as an addendum to this Supplier Handbook.

Order acknowledgment is required within 2 (two) business days after receipt of order; however, an expressed acceptance provided by the supplier, including shipment of product, will constitute acceptance of the Terms and Conditions. You can view the Antunes Terms & Conditions utilizing the link below:

[Antunes Terms & Conditions](#)

2.4 Prices

ANTUNES requires all supplier invoice prices and quantities to match exactly those specified on the corresponding ANTUNES purchase order or supply / service contract exactly to ensure timely processing.

To achieve this match, any price change must be documented by a revised purchase order or supply / service contract. The ANTUNES purchase order defines the agreed prices. Invoices that do not match may result in payment delays. Payment terms will agreed upon in advance and stated clearly on the Purchase Order.



2.4 Prices (continued)

Any price change must be sent to the appropriate ANTUNES purchasing agent in writing 30 (thirty) days before the effectivity date of the new price. In all circumstances, any price change shall not affect existing purchase order unless agreed upon by both ANTUNES and the supplier.

2.5 Supplier Performance

Compliance with ANTUNES requirements will be monitored regularly through the ANTUNES Supplier Performance Scorecard. The Scorecard is important tool used to communicate with our suppliers. Performance reports will be provided to suppliers on a quarterly basis, or as required. The chart below denotes the scale utilized for performance as well as the required supplier action steps, if appropriate.

SCALE	GOAL	MEASUREMENT	DETAIL
45	7 days early / 0 days late	Quantity on time / Quantity received early or late	Receipt date
45	97% correct	Quantity rejected / Quantity	Includes floor rejects (red bin), Warranty (field returns), and NCMRs
10	Responsiveness	Continuity of supply and cost reduction	Impact to Antunes production and customer requirements includes: acknowledgements, response to issues, RFQs, inquiries, NPD support, PPV, ongoing production, SKU & lead time reduction, VMI, consignment, incoming inspection, and reduction in total cost



2.5 Supplier Performance (continued)

Delivery	<90%		>=90% and 95%		>=95% and 100%	
	Unacceptable	Please complete corrective action in 30 days and return to Buyer	Meets Requirements	Discuss action plan with Buyer to improve	Benchmark	No action required
Quality	<90%		>=90% and 97%		>=97% and 100%	
	Unacceptable	Please complete corrective action in 30 days and return to Buyer	Meets Requirements	Discuss action plan with Buyer to improve	Benchmark	No action required
Receipts / Documentation	<50%		>=50% and 100%		100%	
	Unacceptable	Please complete corrective action in 30 days and return to Buyer	Meets Requirements	Discuss action plan with Buyer to improve	Benchmark	No action required
Responsiveness	<50%		>=50% and 100%		100%	
	Unacceptable	Please complete corrective action in 30 days and return to Buyer	Meets Requirements	Discuss action plan with Buyer to improve	Making a positive impact on communication, responsiveness, and cost	No action required

2.6 Product Discontinuance & Obsolescence

ANTUNES requires suppliers to notify ANTUNES in writing a minimum of 9 (nine) months prior to the last production date of any end-of-life or obsolescence of materials, service or products. This time is required to ensure that ANTUNES has appropriate time to initiate redesign efforts and/or determine sufficient inventories are available for future customer demand.

2.7 Intellectual Property

Please refer the Antunes Terms & Conditions for information regarding Intellectual Property.

2.8 Conflict Minerals Sourcing Policy

“Conflict Minerals” originating from the Democratic Republic of Congo (DRC) are sometimes mined and sold by armed groups to “finance conflict characterized by extreme levels of violence.” Some of these minerals and the metals created from them (tantalum, tin, tungsten, and gold) can make their way into the supply chains of the products used around the world, including those in the electronics industry.

Antunes suppliers acquire and use minerals from multiple sources worldwide. As part of Antunes’ commitment to corporate responsibility and respecting human rights in own operations and in our global supply chain, it is Antunes’ goal to seek to use tantalum, tin, tungsten, and gold in our products that are “DRC conflict free.”



Antunes expects our suppliers to have policies in place and due diligence measures that will enable us to ensure that products and components supplied to us containing conflict minerals are DRC conflict free. Antunes expects our suppliers to comply with the Electronic Industry Coalition (EICC) Code of Conduct and conduct their business in alignment with Antunes supply chain responsibility expectations.

In support of this policy, Antunes will:

- Exercise due diligence with relevant suppliers consistent with OECD Due Diligence Guidance for responsible supply chains of minerals from conflict-affected and high risk areas and encourage our suppliers to have their suppliers do the same.
- Provide and expect our suppliers to cooperate in providing due diligence information to confirm that tantalum, tungsten, tin, and gold in our supply chain is DRC conflict free.
- Collaborate with our suppliers and others on industry-wide solutions to enable products that are DRC conflict free.
- Commit to the implementation of this policy.

2.9 RoHS Compliance

Unless specified on ANTUNES drawing, suppliers will certify that their products are manufactured in compliance with the European Union's Directive 2011/65/EU and U.S. Lacey Act on the Restriction of the use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS). Where appropriate, suppliers will perform testing for the presence of Lead, Cadmium, Mercury, Hexavalent chromium, Poly-brominated biphenyls (PMM), and Polybrominated diphenyl ethers (PBDE).

Additional information and requirements can be found at www.rohsguide.com.

2.10 Invoices

To ensure timely and proper payment of all supplier invoices, the following information must be included on each invoice:

- Invoice number
- Invoice date
- Terms
- ANTUNES Purchase Order number and line number
- ANTUNES part number including revision level
- Part number description
- Quantity and unit cost
- Packing list number
- Ship date
- Shipping method including BOL number or tracking number
- Delivery location

All invoices should be submitted via e-mail to: apinvoices@antunes.com.

All Suppliers must complete the New Supplier Payment Set-up Form and provide a W-9 Tax Form. Required forms and documentation can be viewed and downloaded via the links below:

[New Supplier Payment Set-up Form](#)

[Antunes Credit References](#)

[Antunes Resale Certificate](#)

[Equipment Exemption Certificate](#)



SECTION THREE

DELIVERY REQUIREMENTS

3.1 Packaging & Shipping Requirements

All component and raw material suppliers must meet ANTUNES' packing and shipping requirements. ANTUNES must agree to deviations from these requirements in writing.

ANTUNES suppliers are expected to package their products in such a way as to prevent damage in transit. All products sent on pallets must have appropriate banding or shrink-wrapping to prevent damage and foreign debris.

All ANTUNES suppliers are expected to follow ANTUNES' Routing & User Guide. The Routing & User Guide ensures that ANTUNES receives the rates and delivery options ANTUNES has negotiated with inbound transportation services. You can view and download the Antunes Routing & User Guides via links below:

[Antunes Routing Guide](#)

[Antunes Load Scheduling User Guide](#)

3.2 Delivery Times

ANTUNES' Carol Stream facility receiving hours are 8:00 am CST– 4:30 pm CST.

Deliveries outside of these hours must be arranged in advance through the ANTUNES receiving department. You can contact the Antunes receiving department by phone at +1 630-784-1000.

3.3 Packing Slips

Packing slips must be included with every delivery. Accurate and complete packing slips ensure timely receipt of materials. The packing list also helps ensure timely payments are made to suppliers. Packing slips must include:

- ANTUNES Purchase Order number and line number
- ANTUNES Part number including revision level
- Part number description
- Quantity
- Ship date
- Shipping Method
- Delivery Location

3.4 Hazardous Material

MSDS sheets must be made available to ANTUNES staff as required with each delivery. Suppliers are to follow all relevant health, safety and environmental regulations. Proper regulatory markings are to be included on all hazardous material containers.



SECTION FOUR

VISITORS & DELIVERY PERSONNEL

4.1 Facility Visitors

All visitors must be registered with the front lobby staff and display a visitor badge on their person at all times. All visitors must return the visitor badge and sign out once their business with ANTUNES is completed.

4.2 Non-Disclosure & Indemnification

Visitors to manufacturing and product development areas within the facility may be asked to sign ANTUNES' Non-Disclosure and Indemnification agreement. Photographs are not allowed without prior approval from an authorized ANTUNES employee.



SECTION FIVE

ATTACHMENT REFERENCES

[New Supplier Selection Process](#)

[Supplier Code of Conduct](#)

[Supplier Non-Disclosure Agreement](#)

[Antunes Confidentiality Agreement](#)