

# ROCKWOOL Group Supplier Handbook

ROCKWOOL uses rock to produce stone wool and create fire safe insulation, cladding, acoustic ceiling and wall tiles, urban flood management products and horticulture solutions. We are the world's leading manufacturer of engineered stone wool products, delivering specialist options for the building, horticultural, marine, transport and offshore sectors through our five key brands.



**ROCKWOOL®**



Dear Sir / Madam,

At ROCKWOOL Group, we act in line with our corporate values both internally in the Group and towards the outside world. This applies to how we engage with our suppliers as well. Accordingly, we strive to be as transparent a customer as possible to enable our suppliers in supporting us in the best possible way. We are pleased to introduce the new ROCKWOOL Group Supplier Handbook. This will guide our current suppliers in conducting day-to-day business with us and provide clear guidance to new suppliers on how to engage with our company.

This handbook serves as a guideline and provides an overview of our general requirements in terms of the sourcing process, invoicing and compliance. It is designed to guide you as a supplier on how to interact with ROCKWOOL Group, explaining how we work with our procurement and sourcing processes and highlighting the need to comply with our terms and conditions. However, the contract shall always prevail.

We encourage you to study this handbook carefully as it defines our expectations on our mutual collaboration. If you have any questions, please feel free to ask your ROCKWOOL Group contact person. We look forward to our future collaboration.

Kind regards

Casper Christensen  
Vice President  
Group Sourcing & Procurement

Marcin Drożyński  
Head of Analysis, Tools and Processes  
Group Sourcing and Procurement



# Table of Contents

<b>1 Purpose &amp; introduction . . . . .</b>	<b>5</b>
<b>2 Sourcing . . . . .</b>	<b>6</b>
2.1 Sourcing process . . . . .	6
2.2 E-sourcing and e-auctions . . . . .	6
2.3 Supplier landscape . . . . .	7
<b>3 Purchasing . . . . .</b>	<b>9</b>
3.1 E-commerce . . . . .	9
<b>4 Invoice requirements . . . . .</b>	<b>10</b>
4.1 Invoicing . . . . .	10
4.3 Technical specifications for invoicing . . . . .	13
<b>5 Risks, terms &amp; conditions . . . . .</b>	<b>14</b>
5.1 Sustainability in supplier relations . . . . .	14
5.2 Non-Disclosure Agreement (NDA) . . . . .	15
5.3 Terms & conditions . . . . .	15
<b>Contacts . . . . .</b>	<b>16</b>



# 1 Purpose & introduction

The purpose of this Supplier Handbook is to give existing and potential suppliers an overview of our expectations and requirements. This document will guide suppliers in interacting with us, explain how we work with procurement and introduce the ROCKWOOL Group sourcing process and our approach to risk and compliance.

Our procurement and sourcing of goods and services is executed by Group Sourcing & Procurement. The supplier selection is done in collaboration between Group Sourcing & Procurement and the business areas in the value chain responsible for the related costs. ROCKWOOL Group procures products and services within both the direct and the indirect areas. Examples of these are:

- Energy
- Stones
- Chemicals
- Packaging Materials
- Paints
- Logistics
- Spare Parts
- Facility Services
- IT Hardware & Software
- Marketing
- Consulting Services
- Office Supplies
- Staff Services
- Travel Services

Group Sourcing & Procurement is responsible for supporting the optimisation of costs while maintaining the right balance with quality.

The main activities are:

- Executing sourcing projects
- Driving contract negotiations with suppliers
- Supporting the implementation and realization of supplier contracts

# 2 Sourcing

## 2.1 Sourcing process

We believe that transparency in business transactions with suppliers is the best way to build mutual trust. We select our suppliers based on our well-established and multi-dimensional sourcing process, ensuring that our requirements are fulfilled.

As we operate in an international environment our corporate language is English. English is the language we use in our communication with suppliers in the sourcing process and all formal documents must be in English. If local language is a regulatory requirement, documentation can be dual-language, with English as one of the two. English shall always prevail.

## 2.2 E-sourcing and e-auctions

We use an e-sourcing platform, to collect information and proposals from potential suppliers. It allows our sourcing managers easy access to the newest templates and information and in turn ensures process compliance, consistent and professional treatment of all potential suppliers and a transparent and recognizable interface.

We use e-auctions as an integrated tool in the sourcing process. The benefits are two-fold: for ROCKWOOL Group, it ensures the best total cost of the product or service in question and for suppliers it provides a transparent process. In addition, the negotiation phase is considerably shorter.

Potential suppliers who are invited to an e-auction may expect:

- Thorough communication about what is required to attend the auction and to conduct business with us.
- Training in placing bids and navigating on our online supplier portal.



## 2.3 Supplier landscape

We select our suppliers through a fair and objective selection process, managed by our sourcing teams in accordance with our sourcing process and policy.

When initiating a sourcing process, we collect information from the supplier database to identify qualified and potential suppliers that live up to our product and service requirements.

Suppliers must register their company information online, in our supplier database to become part of the ROCKWOOL Group supplier landscape. It is important that all fields are completed, that products/areas are specified and that the profile is kept updated.

### **Please follow the process below if you are interested in becoming a supplier to ROCKWOOL Group**

Note that a completed supplier profile is not a guarantee that a supplier will receive an invitation to participate in any sourcing activity. However, it will make the supplier's information available for our sourcing teams for potential future business opportunities.

**To begin the registration process, [click here](#) and click on 'Begin Registration'.** From here, follow the steps in the tool. At any point in time, you can go back to the starting page for guidance on how to register.

As a new potential supplier, you will be prompted to accept our supplier Code of Conduct, the Non-Disclosure agreement and, in case of business within the EU, you may also be prompted for REACH declaration pertaining to substances of very high concern – SVHC. We may, at any point in time, choose to add further required information.

Please note that any suppliers in addition may be subject to screening for financial information, sustainable sourcing, export control and other relevant information for the supplier evaluation process. Any supplier may also expect to be monitored on on-time delivery performance, number of claims, quality of invoices and any other relevant subjects pertaining to the supplier performance.



# 3 Purchasing

## 3.1 E-commerce

E-commerce is a vital part of a fruitful and efficient collaboration between us and our suppliers. E-commerce at ROCKWOOL Group consists of electronic purchasing and electronic invoicing. Both areas need to be set up efficiently in order for us and our suppliers to achieve the following benefits:

- Automated processes
- Transparency and financial management
- Compliance management
- Payment on time

By fulfilling E-commerce requirements suppliers improve the likelihood of good collaboration.

During the sourcing process we will clarify if our suppliers have the required capability. Likewise, we expect suppliers to invest time and resources to this area.

### **Invoice format and content**

Format is the type of technical e-invoicing format. Content is the type and quality of how invoiced products and services are described. We are phasing out formats such as hard copies, in favour of .PDF, .xml and e-invoicing. Suppliers are required to send invoices electronically.

### **Complying with the E-commerce requirements**

As part of the sourcing process, suppliers must assign experts to carefully assess whether they are able to fulfil the listed requirements. Suppliers must also be able to specify which technical format they will use for data communication. As part of the onboarding, ROCKWOOL Group will test the integration, which suppliers should be prepared to support.

Unless otherwise agreed, electronic invoicing is mandatory, but depending on the procurement object, electronic purchasing might not be relevant. For electronic purchasing we will find the best solution with the supplier during the implementation.

If e-invoicing is not possible despite best efforts from both ROCKWOOL Group and the supplier, the alternative is a .PDF, .xml or enhanced PDF format. However, there should be no practical hindrance to electronically invoicing us. We reserve the right to reject invoices that do not comply with our requirements.

Please see section 4 for detailed invoice requirements.

# 4 Invoice requirements

Electronic invoicing is mandatory, unless otherwise agreed. An invoice is required to feature the below information as a minimum.

If this information is not provided, the invoice may be rejected. If so, we will expect a new corrected invoice from the supplier. Issue date and due date for the new invoice must be altered to reflect the revised date of submission.

## 4.1 Invoicing

### General Invoicing requirements

Compliance with the following requirements will enable faster processing of invoices and credit notes.

- Use English or dual language (English + local language)
- Always indicate a contact email address on every invoice and credit note
- Documents must be typed and not hand-written
- Payment term must match the payment term on our purchase order and/or contract
- Invoice lines must follow the same sequence and content as on our purchase order
- Always include your supplier code, as shown on the ROCKWOOL Group purchase order
- Your invoice must comply with all country specific legislation

### Mandatory Requirements

If your invoice does not comply with these requirements it will be rejected and returned to you, and the payment delayed. If your invoice is rejected, you will be required to resubmit a corrected invoice with a new invoice date and a credit note relating to the incorrect invoice.

### Purchase order-related invoices

Please ensure that any and all agreed changes to the order are reflected in an updated purchase order from your contact person (buyer).

- Your invoice must correspond to only one purchase order number
- Invoices showing higher quantities than on our purchase order will be rejected, unless there is a delivery tolerance already agreed with ROCKWOOL Group
- Your invoice must not be issued prior to the actual date of delivery
- Your invoice must indicate VAT, sales tax, GST or other tax amounts as a separate line item from the total invoice amount

The invoice header must clearly indicate the following:

- Purchase order number
- "INVOICE" clearly in capital letters in the header, or local language equivalent
- Supplier company name, address, bank account and VAT registration number (VAT reg. # where applicable)
- ROCKWOOL Group ordering company name, address and VAT number (VAT reg. # where applicable) exactly as stated on the ROCKWOOL Group purchase order
- Invoice number & date of issue, (if your invoice was previously rejected, the date of resubmission)
- Invoice currency must match the currency on our purchase order

Invoice item lines must:

- Match the description, prices, and be referenced to the corresponding lines on the purchase order and to materials numbers (where applicable)
- State the relating delivery note numbers(s)
- Reference any advance payments made by ROCKWOOL Group

### **Project related invoices**

The invoice header must contain and comply with:

- Only one project number (PR-xxxxx / RD-xxxxx / SQ-xxxxx)
- "INVOICE" stated clearly in capital letters
- Supplier company name, address, bank account and VAT registration number (VAT reg. # where applicable)
- ROCKWOOL Group ordering company name, address and VAT number (VAT reg. # where applicable)
- Invoice number and date of issue (if your invoice was previously rejected, then the date of resubmission)
- ROCKWOOL Group contact person
- Activity number provided by ROCKWOOL Group (yyyy, always a 4-digit number field)
- Your invoice must not be issued prior to the actual date of delivery
- Your invoice must indicate VAT, sales tax, GST or other tax amounts as a separate line item from the total invoice amount

Invoice item lines must:

- Match the description, prices, and be referenced to the corresponding lines on the ROCKWOOL Group project order
- Reference any advance payments made by ROCKWOOL Group

### **Non-project or non-purchase order invoices**

The invoice header must contain and comply with:

- "INVOICE" clearly in capital letters in the header, or local language equivalent
- Supplier company name, address, bank account and VAT registration number (VAT reg. # where applicable)
- ROCKWOOL Group ordering company name, address and VAT number (VAT reg. # where applicable)
- Invoice number & date of issue, (if your invoice was previously rejected, the date of resubmission)
- ROCKWOOL Group G/L account number
- ROCKWOOL Group cost centre number
- ROCKWOOL Group contact person
- ROCKWOOL Group internal order number (if applicable)
- Invoices showing higher quantities than agreed will be rejected, unless there is a delivery tolerance already agreed with ROCKWOOL Group
- Your invoice must not be issued prior to the actual date of delivery
- Your invoice must indicate VAT, sales tax, GST or other tax amounts as a separate line item from the total invoice amount

### **Credit notes**

- Indicate "FULL CREDIT NOTE" or "PARTIAL CREDIT NOTE" clearly in capital letters in the header
- Supplier company name, address, bank account and VAT registration number (VAT reg. # where applicable)
- ROCKWOOL Group ordering company name, address and VAT number (VAT reg. # where applicable)
- Your credit note must contain the ROCKWOOL Group contact person
- If the credit note is fully or partially cancelling an invoice already issued, it must be referenced to your original invoice and, where applicable, to the ROCKWOOL Group purchase order.
- For any changes to the invoice, e.g. price or quantity difference, please send a credit note for the full amount of the original invoice followed by a new, corrected invoice. If this is not possible due to country specific requirements – please send a partial cancellation.
- Your credit note must correspond to only 1 invoice

### **Submitting invoices and credit notes**

Suppliers must send invoices and credit notes electronically. Only in the case that country specific legislation does not allow an electronic invoice, may a hardcopy invoice be submitted instead.

### **Sending electronically**

To ensure that your invoice can be processed efficiently, please ensure that it complies with the following rules. Invoices that do not comply will be rejected automatically risking delayed payment:

- Each pdf or .xml file must contain only 1 invoice/credit note
- Proforma invoices or duplicate invoices are not accepted
- Additional information or special instructions must be included within the invoice itself
- Do not submit an invoice more than once
- Purchase order reference numbers must always be typed, not hand-written
- Any stamps required to comply with country specific legislation must be made in a free/clear space

### **Hard copy invoices**

If a hardcopy invoice is required due to country specific legislation, it must be sent to the postal address as shown on the purchase order.

### **Resolving invoice or payment issues**

Before contacting us, we request you check the following first:

- Are the payment terms on your invoice as shown on the ROCKWOOL Group purchase order?
- Have the goods / services been delivered?
- Has the invoice been sent to the correct mailbox and is it in the correct format?
- When is the invoice due?

**All details can be found, and registration can be done [here](#)**

Optional but less preferred are invoices in pdf format that are sent to dedicated e-mail boxes – please refer to Appendix 2 for the e-mail addresses.

### **Payments & Bank details**

ROCKWOOL Group executes payments on working days. If the payment date falls on a non-working day, the following working day will be effective.

## **4.3 Technical specifications for invoicing**

ROCKWOOL Group supports electronic invoice delivery and uses the Basware Network for the handling of invoices. We accept various formats for submitting electronic invoices as per below.

Possible E-invoice formats are:

- E-invoices (xml or any other legally accepted, country specific format)  
- for suppliers who use the Basware Network or other service providers
- PDF e-Invoices - please sign up for free of charge Basware PDF e-Invoice service. Once registered you can create PDF invoices with your regular invoicing software and email them to the ROCKWOOL Group Basware Service e-mail address provided during the registration.
- Invoice Key-In - please sign up free of charge to the Basware Network and create your invoices directly through the Basware Network website.



# 5 Risks, terms & conditions

Sourcing is defined as any arrangement connected to the supply of goods and services to ROCKWOOL Group from a supplier.

The supplier onboarding process may include third party screening and/or a supplier self-assessment questionnaire, as part of our Risk Management process.

As a supplier, and if requested at any time during the process, you are expected to fill in said questionnaire to the best of your ability. All data/information provided should be accurate and to the best knowledge of your company. We reserve the right to audit any information submitted by the supplier.

We will not share the information outside the organization and will use it solely for evaluating the supplier.

It is important to underline that the purpose of a questionnaire is to give us a better understanding of suppliers' risk profile. If a supplier is evaluated as a medium- or high-risk profile, this indicates that we will engage more extensively with the supplier regarding the specific risk issues.

Any supplier is expected to provide Safety Data Sheets (SDS) for all supplied materials if requested.

## 5.1 Sustainability in supplier relations

We require our suppliers to operate in accordance with our supplier Code of Conduct.

ROCKWOOL Group has a non-negotiable supplier Code of Conduct which is part of our standard supplier on-boarding process. The Code of Conduct is based on the ten principles of the United Nations Global Compact, asking companies to embrace, support and enact within their sphere of influence, a set of core values in the areas of human rights, labour rights, sustainability and anti-corruption.

In case of a stronger Code of Conduct, the supplier's Code of Conduct may be accepted.



## 5.2 Non-Disclosure Agreement (NDA)

It is mandatory for suppliers to accept an NDA during the supplier registration process. The NDA secures the rights of ROCKWOOL Group and suppliers in terms of disclosure of classified information about both parties. It is considered mandatory and non-negotiable.

In case of a stronger NDA, the supplier's NDA may be accepted.

## 5.3 Terms & conditions

We expect suppliers to agree in full to our standard terms and conditions. When onboarding through the supplier portal the standard Terms & Conditions are considered as accepted. For our standard Terms & Conditions please reach out to your local ROCKWOOL Group contact.

# Contacts

You can contact us by sending an e-mail to one of below addresses.

Topic area	E-mail address
Invoicing and Payments	Please refer to the entity overview <a href="#">here</a> Please refer to our Accounts Payable overview <a href="#">here</a>
Sourcing Process	sourcing@rockwool.com
Sustainability in Procurement	sourcing@rockwool.com

For us to be able to address any questions, you are required to provide the following mandatory information:

- Company name
- Contact person
- Response e-mail address
- Phone number

Please state in the subject line which business area you are asking about.

