



# GIBRALTAR SUPPLIER HANDBOOK

GIBRALTAR

# Table of Contents

<b>1</b>	<b>General Information</b>	<b>4</b>
1.1	About the Gibraltar Supplier Handbook	4
1.2	About Gibraltar	4
<b>2</b>	<b>Supplier Code of Conduct</b>	<b>5</b>
<b>3</b>	<b>Compliance</b>	<b>5</b>
3.1	Conflict Minerals	5
3.2	Import/Export	5
3.3	Anti-Corruption Compliance Policy	5
<b>4</b>	<b>Supplier Onboarding, Performance and Risk Management</b>	<b>5</b>
4.1	Supplier Selection & Qualification	5
4.2	Non-Disclosure / Confidentiality Agreement (NDA)	6
4.3	Supplier Insurance requirements	6
4.4	Supplier Performance	7
4.5	Supplier Business Review	7
4.6	Supplier Development	7
<b>5</b>	<b>Visitor and Supplier Safety Policy</b>	<b>8</b>
<b>6</b>	<b>Accounts Payable</b>	<b>8</b>
6.1	Payment Terms	8
6.2	Invoicing	8
<b>7</b>	<b>Shipping and Receiving</b>	<b>8</b>
7.1	Receiving Hours of Operation	8
7.2	Preferred Carriers	8
7.3	Freight Terms	9
7.4	Routing Instructions for Truckload & Less-than-Truckload Routing	9
7.5	Routing Instructions for Parcel / Small Pack	10
7.6	Ground Expediting	10
<b>8</b>	<b>Quality Management System</b>	<b>10</b>
8.1	Country of Origin Requirement	10

8.2	Certification of Conformance (C of C's).....	10
8.3	Non-Conforming Material.....	10
8.4	Supplier Corrective Action Report.....	11
8.5	Third Party Inspection .....	11
8.6	Audits .....	11
<b>9</b>	<b>Appendix.....</b>	<b>12</b>
9.1	Acronyms .....	12
9.2	Terms, Definitions & References .....	12
9.3	Document Version Log.....	14

# 1 General Information

## 1.1 About the Gibraltar Supplier Handbook

The purpose of the Gibraltar Supplier Handbook (available for download at [Gibraltar Supplier Documents](#)) is to communicate the expectations of the company to its suppliers.

The Gibraltar Supply Chain team engages actions to developing consistent, quality, and cost-effective relationships with all suppliers.

The Gibraltar Supplier Handbook will serve as a reference for suppliers during the onboarding process and when they are ongoing suppliers within the company.

### **Scope of the Gibraltar Supplier Handbook:**

- 1.1.1 Communicate expectations; it will state the company's expectations for quality, delivery, pricing, and compliance. This helps to ensure that suppliers are aware of what Gibraltar requires of them and that they can meet those requirements.
- 1.1.2 Build relationships; by providing clear and concise information, the company can show its commitment to collaborating with suppliers in a mutually beneficial way.
- 1.1.3 Improve the quality of the products that the company receives from its suppliers; by setting clear standards and providing feedback, the company can help suppliers to improve their processes and products.
- 1.1.4 Reduce costs by collaborating with suppliers to improve efficiency and reduce waste.
- 1.1.5 Mitigate risks and improve compliance; it will ensure that the company complies with all applicable laws and regulations. By requiring suppliers to comply with certain standards, the company can help to protect itself from liability.
- 1.1.6 Do business the right way; it promotes corporate social responsibility and high ethical standards when interacting with all supply chain partners.

**Benefits of the Gibraltar Supplier Handbook are:** Increased transparency, Improved efficiency, Reduced risk, Higher quality, and Sustainable partnerships.

## 1.2 About Gibraltar

WE ARE THE MAKERS. More than 50 years proud. Since 1972, Gibraltar has been advancing the art and science of making.

As a global leader in creating more sustainable ways to grow food, harness renewable energy, build global infrastructure and work and live with greater ease and comfort, we are driven by deeply held values and a spirit of excellence that extends from our offices to our manufacturing floors and beyond.

With an eye to create and advance smart, meaningful solutions, our teams, and leaders strive every day to deliver on the inspiration of our promise: “To make life better for our customers and for the world.”

WE ADVANCE THE ART AND SCIENCE OF MAKING AND CELEBRATE THE PEOPLE THAT MAKE LIFE BETTER

Gibraltar values, business segments, teams, leadership, corporate social responsibilities, and more information at [Gibraltar Website](#).

## 2 Supplier Code of Conduct

Gibraltar expects Suppliers/Vendors and any subcontractors, secondary suppliers, other third parties, and employees in business agreements with the supplier must also comply with the standards presented in this guide, as well as the Gibraltar Supplier Code of Conduct at [Gibraltar Supplier Code of Conduct](#).

## 3 Compliance

Gibraltar suppliers will be subject to this compliance section as applicable.

### 3.1 [Conflict Minerals](#)

3.1.1 Conflict Minerals Policy located on Gibraltar’s website at [Gibraltar Conflict Minerals Policy](#).

### 3.2 [Import/Export](#)

Gibraltar’s suppliers are expected to comply with all relevant international trade control regulations.

### 3.3 [Anti-Corruption Compliance Policy](#)

Suppliers can find the Anti-Corruption Compliance Policy on Gibraltar’s website here: [Gibraltar Anti-Corruption Compliance Policy](#).

## 4 Supplier Onboarding, Performance and Risk Management

### 4.1 [Supplier Selection & Qualification](#)

Gibraltar suppliers’ selection & qualification process is based on an array of factors which may include but not limited to:

- a) Capability
- b) Quality Assurance
- c) Delivery
- d) Customer Service

- e) Total Cost of Ownership
- f) Design & Development
- g) Manufacturing
- h) Strict adherence to ethics and legal compliance
- i) Business management and communication

The process of supplier qualification ensures that Gibraltar's suppliers have documented and effective systems in place to produce consistent, quality products or services that meet all specifications and requirements.

## 4.2 Non-Disclosure / Confidentiality Agreement (NDA)

Gibraltar's suppliers may sign a confidentiality agreement to protect confidential and proprietary information owned by Gibraltar, per request.

Information received from Gibraltar (including pricing, specifications, drawings, others) must be kept confidential and not disclosed to third parties, and depending on the level of engagement, certain suppliers may require signing an NDA as a condition to doing business with Gibraltar.

## 4.3 Supplier Insurance requirements

To protect Gibraltar and Gibraltar's customers, we require all suppliers to maintain at least the following insurance coverage:

Commercial General Liability (CGL) insurance with a minimum limit of \$1,000,000 per occurrence and \$2,000,000 in the aggregate.

Workers' Compensation insurance, statutory, if the supplier has any employees.

Business Auto Liability insurance with a minimum limit of \$1,000,000 combined single limit for all owned, hired, or non-owned vehicles if the supplier will be using vehicles to transport goods or services to Gibraltar facilities and/or Gibraltar's customers locations.

Professional Liability insurance if the supplier provides professional services to Gibraltar. What type of limits do you want here? Recommendation is usually what your primary limits are (\$3M)

The supplier's insurance policy must name Gibraltar as an additional insured and the insurance must be primary and non-contributory over any insurance carried by Gibraltar.

The supplier must provide us (who spell out who us is, including address is you can) with a certificate of insurance evidencing the required coverage. The certificate must be current and must be renewed annually.

We reserve the right to audit the supplier's insurance coverage at any time. If the supplier's coverage is not in compliance with our requirements, we may terminate the supplier's contract.

## 4.4 Supplier Performance

### 4.4.1 Supplier Scorecard (Definition)

The supplier scorecard is a process and reporting tool intended to provide an assessment of the supplier relationship between the supplier, and Gibraltar.

Each quarter, the business units' supply chain management will evaluate selected suppliers and share the results with the corporate commodity manager, who will then share them with the suppliers. Follow-up actions could result from unsatisfactory supplier scores.

### 4.4.2 Supplier Scorecard (Methodology)

Selected suppliers will participate in a Gibraltar scorecard and quarterly review process.

Gibraltar's goal with this process is to ensure the company and our suppliers succeed together. Each Gibraltar location will assess suppliers quarterly and provide information to the corporate commodity manager to review with suppliers' partners.

### 4.4.3 Scoring

Selected suppliers will get a weighted score based on:

- Quality (50%)
- Delivery (50%)

### 4.4.4 Root-Cause Countermeasures (RCCM)

Failure to meet Gibraltar's performance requirements can result in formal corrective action.

## 4.5 Supplier Business Review

4.5.1 Gibraltar expects participation by select suppliers' stakeholders in regular business review meetings with Gibraltar representatives to maintain alignment and build supplier relationships.

4.5.2 Business review meetings may be at the supplier site, during which appropriate topics will be included for discussion, example supplier performance feedback (scorecards if available), Gibraltar supply chain goals, product, and supplier quality, others.

## 4.6 Supplier Development

4.6.1 Gibraltar Supplier Lifecycle Management (SLM) is an integrated approach that considers business and quality needs of each Gibraltar business units.

- 4.6.2 SLM supports and guides the business relationship from initial supplier discovery through qualification and onboarding to ongoing evaluation.
- 4.6.3 A planned and measured approach to managing suppliers is essential to recognize suppliers as a prime source of value to the organization.
- 4.6.4 If selected, suppliers' representatives are expected to participate collaboratively to minimize systemwide costs while satisfying service level requirements, developing two-way, mutually beneficial relationships with strategic suppliers' partners.

## 5 Visitor and Supplier Safety Policy

Visitors include suppliers, customers, contractors, past employees, potential employees, friends/family, others. **All visitors must review and adhere to the local facility safety policies.**

Failure to comply with these requirements will result in removal from Gibraltar facility – temporarily or permanently, and/or termination of business relations with the offending party.

## 6 Accounts Payable

### 6.1 Payment Terms

Unless otherwise agreed to as part of a supply agreement, standard payment terms for all of Gibraltar' business units are Net 120 Days from date of invoice.

### 6.2 Invoicing

The preferred method of supplier invoice submission is via email in .jpeg, .pdf, or .tiff format. All invoices shall include a PO (Purchase Order) Number as a reference. Deviation from these preferred methods could result in delay of payment.

## 7 Shipping and Receiving

### 7.1 Receiving Hours of Operation

Each facility operates with independent schedules.

Typically, all locations receive shipments from Monday – Friday, 8:00 am to 3:00 pm, or by appointment.

### 7.2 Preferred Carriers

Gibraltar Business Units work independently and have various approaches for selecting carriers. Gibraltar recommends collaborating with an individual buyer to determine preferred carriers.



If Gibraltar is responsible for freight costs, only Gibraltar-contracted carriers can be used. Invoices from non-contracted carriers will be rejected and the supplier could be liable for charges. Gibraltar does not accept “Prepay and Add” billing unless a Gibraltar buyer approves in advance.

For international shipments and customs requirements, please engage the Gibraltar buyer and corporate supply chain lead.

### 7.3 Freight Terms

The supplier is responsible for confirming the freight terms of the PO before proceeding with any shipment arrangements outlined in these instructions.

Freight terms must be listed on Gibraltar PO. If the supplier needs any clarification regarding the freight terms or routing, they will contact the Gibraltar buyer shown on the purchase order. The supplier will account for appropriate lead-time to ensure the PO is delivered by the PO due date.

#### 7.3.1 Prepaid / Delivery Duty Paid (DDP) or Delivery Duty Unpaid (DDU)

The supplier is responsible for the transportation routing and freight charges to the Gibraltar facility dock.

#### 7.3.2 Third Party

The freight billing address determines the responsible party for shipment routing. If Gibraltar is the responsible billing address, contact Third Party representative or the buyer for routing.

#### 7.3.3 Collect/Ex Works

Gibraltar is responsible for the transportation routing and freight charges from the supplier dock.

All carriers that are billing Gibraltar are required to submit invoices to the approved Gibraltar freight payment service provider.

### 7.4 Routing Instructions for Truckload & Less-than-Truckload Routing

Gibraltar uses contracted carriers for Less than Truckload (LTL) freight shipping and bids truckload and flatbed traffic on a spot-buy basis. Gibraltar may contract and assign high volume lanes. Gibraltar will instruct supplier representative on which Third Party Logistic Partner (3PL) or carrier to contact to tender freight.

#### 7.4.1 Routing Response

Routing requests received by 12pm ET will be routed by 5pm ET. Routing requests received after 12pm ET will be returned by 12pm ET the following business day. Regular business hours for shipping routing are 8am - 5pm ET.

## 7.4.2 Bill of Lading

A Gibraltar-contracted carrier, or 3PL will provide an emailed bill of lading (pdf document) which will contain the shipping date and carrier name. Suppliers must provide a bill of lading to drivers for signature when picking up a shipment.

- For less-than-truckload shipments, the Progressive Number (PRO) number will be preassigned to this load. Fold the bill of lading in half and use it as a pallet label. Do not use carrier PRO stickers in place of the preassigned PRO number.
- If a facility does not use 3PL, the supplier and carrier must produce a BOL for the shipment.

## 7.4.3 Primary Reference & Questions

When contacting any 3PL or carrier for changes, status requests, or any other questions, please use the Load ID reference.

## 7.5 Routing Instructions for Parcel / Small Pack

The PO must have the carrier's name and account number.

## 7.6 Ground Expediting

For expedited freight, contact Gibraltar buyer immediately for authorization and instructions to arrange the expedite.

# 8 Quality Management System

## 8.1 Country of Origin Requirement

Gibraltar requires all materials sold and/or shipped to Gibraltar to be certified to country of origin. Material certifications for metals (steel, bronze, brass, aluminum, others.) and metal products must state the country of origin within the documents. Gibraltar requires Mill Test Reports (MTR's) for all metals and metal components.

## 8.2 Certification of Conformance (C of C's)

Certifications and Certificates of Conformance (C of C's) must be sent by supplier representatives, within 24 hours of shipment to Gibraltar, via email file attachment. The email subject line must contain the related PO number for which the certification pertains.

## 8.3 Non-Conforming Material

Non-conforming material is identified, documented, and quarantined by Gibraltar's quality team.

Non-conforming material is found through receiving inspection, production line rejects, and/or customer returns. If it is determined that the supplier is responsible for non-conforming material, then Gibraltar will issue an NCR (non-conformity report).

We expect that our suppliers respond promptly to Gibraltar Material Board Review (MBR) disposition actions requests. Suppliers are responsible for all costs associated with non-conformance.

#### 8.4 Supplier Corrective Action Report

Gibraltar will issue a request for a Supplier Corrective Action Report (SCAR) to the supplier stemming from an NCR when it finds non-conforming materials, components, assemblies, others.

The supplier must acknowledge receipt of a SCAR within 24 hours of receiving it and communicate to the buyer and the quality department their immediate containment actions. Within 72 hours (about 3 days), Gibraltar requires an update of the containment action, including confirmation that the supplier has identified all suspect products. The supplier must submit a SCAR within 10 days (about one and a half weeks). This report must include root cause and permanent corrective action.

#### 8.5 Third Party Inspection

Gibraltar requires access to supplier facilities for any required contractual/regulatory inspection prior to shipment by Gibraltar or appropriate government agency.

#### 8.6 Audits

Gibraltar reserves the right to audit supplier facilities, processes, components, materials, and finished goods. These same rights extend to all supplier subcontractors that provide material/components that go into Gibraltar products. Suppliers must notify Gibraltar of organization or process changes to determine if an on-site assessment is necessary.

## 9 Appendix

### 9.1 Acronyms

**3PL** - Third Party Logistic Partner.

**AISC (American Institute of Steel Construction)** - American Institute of Steel Construction

**C of C's** - Certificates of Conformance.

**DDP** - Delivery Duty Paid.

**DDU** - Delivery Duty Unpaid.

**TSLTL** - Less than Truckload.

**MBR** - Material Board Review

**NCR** - Non-conformity report.

**NDA** - Non-Disclosure / Confidentiality Agreement.

**PO** - Purchase Orders.

**PRO** - Progressive Number.

**QMS** - Quality Management System.

**RCCM** – Root-Cause Countermeasures

**SCAR** - Supplier Corrective Action Report.

**SLM** - Supplier Lifecycle Management.

### 9.2 Terms, Definitions & References

**Corrective Action.** An action taken to identify and eliminate the root cause of an existing nonconformance, thereby preventing recurrence.

**Documentation (Documented).** Material that provides information or evidence. Documentation includes written instructions, drawings, diagrams, charts, photographs, electronic media, specifications, and references to or excerpts from appropriate technical standards and codes.

**Documented Procedure.** A procedure that is established, documented, implemented, and maintained. The documentation provides information about how to perform an activity or process consistently.

Documentation must contain:

- a) The purpose of the procedure
- b) Process definition that includes steps required for completion
- c) Assignment of responsibility for performance
- d) Assignment of responsibility for review, revision, and/or approval of the procedure
- e) Identification of records that are generated
- f) For inspection and testing, frequency, and documentation of the activities.

**Drawings.** This refers to shop drawings. In the context of Special Process requirements for detailing, refer to AISC terms and definitions.

**Supplier.** The firm selling a product or providing a service to Gibraltar.

**Nonconformance.** An attribute of a product, process, or system that fails to meet defined requirements.

**Preventive Action.** An action taken to identify and eliminate the root cause of a potential Nonconformance, thereby preventing it from occurring.

**Purchasing Documents.** The documents issued by the customer define requirements for purchased products or services.

**Quality Assurance (QA).** The planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given needs.

**Quality Audit.** A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

**Quality Control (QC).** The operational techniques and the activities that sustain a quality of product or services that will satisfy given needs; also, the use of such techniques and activities.

**Quality Manual.** A document stating the quality policy and describing the Quality Management System (QMS).

**Quality Management System.** A system to establish policy, goals, plans and resources to direct and control an organization regarding quality.

**RFI.** A documented request for information or clarification, typically in relation to quality requirements.

**Special Process.** A process that Gibraltar has identified as requiring validation to ensure that outputs conform to specification and are therefore subject to special process requirements. Examples of special processes include welding, painting, galvanizing, detailing, and non-destructive evaluation.

**Specifications.** Written requirements, typically referenced by purchasing documents or drawings.

### 9.3 Document Version Log

Revision	Explanation of Changes	Approved By
<b>Rev. 0 Sep 18 2023</b>	<b>Original Release</b>	<b>Sebastian Borowik</b> <b>Gibraltar Corporate</b> <b>Vice President of Supply Chain</b>

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