

MOD-840-F — Delivery Delay Management and Supplier Contingency Plan

Addendum to Supply Specifications MOD-840-B / MOD-840-C and to the General Supply Conditions MOD-840-D
Gervasoni S.p.A. · Rev. 00 · July 2026 · Issued by: Purchasing / Supplier Quality

1. Purpose and scope

This addendum forms an integral part of the Supply Specifications MOD-840-B (finished/semi-finished products and subcontracted processes) and MOD-840-C (raw materials) and of the General Supply Conditions MOD-840-D. It applies to all suppliers, sub-suppliers and logistics service providers of Gervasoni S.p.A.

2. Delivery delay — definition and management

A delivery delay occurs when goods are not delivered by the date and/or in the quantities confirmed in the purchase order or in the delivery schedule transmitted by Gervasoni.

- Advance notification: the supplier shall immediately notify Gervasoni Purchasing in writing as soon as any risk of delay is identified, stating the affected orders and items, quantities, root cause, expected recovery date and actions taken.
- Handling: the delay is recorded; Gervasoni may require the supplier to submit a recovery plan. Any resulting supply non-conformities are managed through form M-CQ 8.3-02 (containment within 24 hours, corrective action within 7 working days).
- Evaluation: delivery punctuality feeds the periodic supplier evaluation per MOD-840-E (delivery performance indicators); repeated delays trigger improvement plans.

3. Supplier contingency plan

The supplier shall establish, maintain and periodically verify a documented contingency plan ensuring continuity of supply to Gervasoni in case of deviation from normal operations (e.g. equipment failure, labour shortage, IT/cyber incidents or EDI unavailability, transport or packaging disruption, sub-supplier failure).

- Minimum content: key internal and external contacts, containment measures, steps to return to normal operations and the owner of each action.
- The plan shall be made available to Gervasoni upon request; the supplier shall communicate its emergency contacts (24/7 availability).

4. Acceptance

This addendum forms an integral part of the supply relationship and is accepted by the supplier through the mechanisms set out in the General Supply Conditions MOD-840-D, §2.1 (countersigned order, order confirmation or tacit acceptance within the terms defined therein).