

## Appendix 22

## Target Agreement

## Objectives and subjects

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## Objectives and subjects of the Target Agreement

The purpose of the Target Agreement is to continually improve the trusting and efficient cooperation between suppliers and Heidelberg. The Agreement specifies objectives that must be optimized by Heidelberg and the supplier for immediate reasons and/or due to basic concerns.

The Target Agreement is concluded for the period of one year and signed by both parties.

In the course of the annual supplier talk, the Target Agreement is reviewed and discussed to analyze activities and trends and take appropriate measures.

**The following subjects should be discussed, among others:**

- Rate of complaints for the period in question in parts per million
- Reliability of supply for the period in question
- Measures to optimize individual points in the process of PSB supplier selection (Appendix 20\_INT)
- Individual measures as indicated.