HYPERTHERM ASSOCIATES®

Supplier handbook





Contents

3 Purpose of this handbook

4 The Hypertherm Associates corporate story

5 Our supplier philosophy of partnership

7 Supply chain transparency

7 Confidentiality

8 Environmental specifications

9 Safety compliance

10 Hypertherm Associates' Supplier Management Program (SMP)

11 General ongoing expectations

12 Supplier scorecard

13 Hypertherm Associates pull-based system

14 Accounts payable

15 Return to customer

16 Packaging guidelines

Corporate headquarters, 21 Great Hollow Road, Hanover, NH



North American cutting technology center, 71 Heater Road, Lebanon, NH



Centricut Team, 100 Etna Road, Lebanon, NH

Purpose of this handbook

In this handbook, you will find information on what you can expect from Hypertherm Associates and what will be expected of your organization in a business relationship. This enables your organization to begin planning and investing now to fully understand and comply with all aspects of our supplier management program and begin the process of building a long-lasting partnership.



Central manufacturing, 88 Etna Road, Lebanon, NH



Waterjet Team, 305 2nd Street NW, Suite 115, New Brighton, MN



OMAX **21409 72nd Ave S Kent, WA**

The Hypertherm Associates corporate story

Hypertherm. OMAX. Centricut. ProNest. AccuStream, Robotmaster. These names and more represent the world's leading industrial cutting technologies and solutions, and they can all be found in one company: Hypertherm Associates. With constancy of purpose, a drive to innovate, and a passion for customer success, Hypertherm Associates is leading the industrial cutting and shaping industry.

Shaping Possibility

Since the founding of Hypertherm in 1968, we have always believed in the value of surpassing expectations. It's why we make continued investments in people. It's why we invest aggressively in ongoing product development. And now, it's why we'll be known as Hypertherm Associates: a 100% Associate–owned company composed of the world-class industrial cutting technologies and solutions you know and trust—plasma, waterjet, CAD-CAM, robotic software, and more—to help our customers succeed in ways that have never before been possible.

Hypertherm Associates builds on our legacy of challenging what's achievable with the products we create, the culture we foster, and the experience we deliver to our customers—and then goes further. Whether plasma, waterjet, or the consumables, software, and services that enable connected factories and optimized performance, the solutions that help our customers meet their business objectives can all be found in one place: Hypertherm Associates.

Committing to Success

Behind the name Hypertherm Associates lies a fundamental commitment to the success of people: our customers, partners, our Associates, and communities. Our dedication to 100% Associate ownership is a direct result of that commitment. By maintaining complete independence from external shareholders or other corporate entities, we can focus on our customers and partners to deliver exactly what they need. And because our Associates work together moving toward a common goal, they are an energized workforce dedicated to delivering a consistently superior customer experience.

Leading the Industry

From aerospace to agriculture and energy to infrastructure, the people, brands, and technologies of Hypertherm Associates can already be found everywhere advanced manufacturing is happening around the globe. In fact, hundreds of thousands of businesses are relying on Hypertherm Associates technologies and solutions right now for performance and reliability that help increase their productivity and profitability. And that's why companies worldwide turn to Hypertherm Associates to build ships, airplanes, and railcars, to construct steel buildings and bridges, to fabricate heavy equipment and wind turbines, and a whole lot more.



Through our portfolio of technologies and solutions, Hypertherm Associates employs more than 1,900 people and maintains operations and partner representation globally. With Hypertherm Associates, we've created a framework for growth and expansion that will allow us to bring the latest innovations to our customers more quickly, and with a deeper level of integration and customer support.

Hypertherm Associates is the evolution of a vision that continues to put our customers first, to solve their challenges, and to make it even easier to do business with us. Our global team is committed to continuously finding ways to make our company, our customers, and our communities more successful, and we're excited to have you with us as we continue our journey of shaping possibility.

Our supplier philosophy of partnership

Hypertherm Associates culture is based on a strong set of values that guide the company's beliefs and actions. These values are:

- Excellence in technology innovation
- Focus on the customer
- Honesty and integrity
- Respect for the individual
- Community leadership
- Environmental stewardship
- Shared ownership and rewards
- Continuous improvement and business excellence
- Personal growth and development

Hypertherm Associates' supplier relationships are founded on these values. We view supplier relationships as partnerships, not merely transactional arrangements. Our suppliers are viewed as an extension of our operations. Our selection of new suppliers, and the evaluation of existing suppliers, is guided by our values and measured by clearly communicated performance expectations.





A good cultural match is important in any business relationship, which is why we weigh these selection criteria heavily when qualifying new suppliers. Hypertherm ultimately strives to establish long-term supplier partnerships that build a coalition of companies bound by the common mission of strong business performance, promoting the well-being and development of all of our Associates, while enriching the communities and environments where we live, work, and conduct business.

Code of Ethics and Business Conduct

Our Code of Ethics and Business Conduct contains principles that have long been a part of Hypertherm Associates' core values and ethical beliefs. Our key values define who we are as individuals and as a company – to each other, and to our customers, shareholders, suppliers, competitors and communities. Suppliers are expected to adhere to Hypertherm's code of conduct:https://www.hypertherm.com/en-US/our-company/about-us/supplier-resource-center/

We expect all suppliers to adhere to this code of conduct while conducting business with or on behalf of Hypertherm Associates. In addition, we reserve the right to conduct on-site audits to confirm compliance at any time. Any violation of this supplier code of conduct may result in the immediate termination of our partnership. All suppliers are expected to self-monitor and self-audit to demonstrate compliance. An anonymous online reporting tool called Speak up Hotline is available for the purpose of reporting questionable behavior. Alternatively, individuals may call 1-877-874-8416.

Any observed potential illegal or unethical behavior believed to violate the supplier code of conduct is expected to be reported to 1-877-874-8416 or submitted via an anonymous online report tool at Speak up Hotline.





Purchasing practices

Suppliers win Hypertherm Associates' business based on product or service suitability, price, delivery, quality, and partnership. Purchasing agreements should be documented and clearly identify the services or products to be provided, the basis for earning payment and the applicable rate or fee. All items covered in Hypertherm Associates contracts are agreed to via good faith negotiations. The amount of payment must be commensurate with the services or products provided.

Supply chain transparency

It is Hypertherm Associates' expectation that suppliers provide supply chain transparency. Requested information may include sub-supplier names, manufacturing locations, manufacturing process details, conflict-free mineral verification, verification of compliance with laws concerning environmental protection, labor practices, etc. Hypertherm Associates may visit a sub-supplier's site when deemed necessary.



Quoting and Request For Quotes (RFQs)

During the quoting process, your procurement partner needs to understand material costs, cycle times, processing times, overhead and production costs, as well as margins. Understanding cost drivers can result in design or process improvements or even process improvements. Transparency allows for continuous improvement activities while ensuring that our Suppliers make a fair margin and remain a sustainable business and a reliable partner.



Confidentiality

Non-Disclosure Agreements (NDAs)

All suppliers must sign an NDA before entering into the RFQ/RFP process with Hypertherm.

Hypertherm Associates' documents and reports are to be maintained in the strictest confidence as a shared tool to accomplish our mutual requirements only. In accordance with Hypertherm Associates' Non-Disclosure Agreement, none of Hypertherm Associates' information should be shared with any other parties without express written permission. This includes outside processing or 2nd tier suppliers that are a part of the quoted value stream.

Visitors and contractors at Hypertherm

Any supplier who will be physically present at a Hypertherm Associates facility is required to comply with Hypertherm Associates visitor security policy (HA10561) and, depending upon the onsite work to be done, the contractor safety program (HSE1115) which includes the contractor safety program compliance certification. Suppliers should work with their Hypertherm Associates procurement partner to acquire the latest revisions of these policies.

All suppliers must coordinate their visit through their respective procurement partner and need to be escorted by a Hypertherm Associate at all times while on site. The only exception to the escort rule is for suppliers who manage Supplier Managed Inventory (SMI) locations or are on the approved contractor list. These suppliers must sign in at the building they are visiting and should clearly display a visitor badge at all times while on site. In addition, all suppliers should have a signed NDA on file prior to visiting our facilities.

Environmental specifications

Hypertherm Associates requires our supply base to comply with several product environmental regulations such as:

- Conflict Minerals
- EU REACH SVHC
- REACH Restrict (Annex XVII)
- EU RoHS Directive
- EU Waste Framework Directive (SCIP)
- CA Prop65 - Manufacturer
- EU Persistent Organic Pollutants
- TSCA Restrictions
- Toxics in Packaging
- EU Battery Directive
- PFAS
- WEEE

For a full description of other regulations, please refer to document 048266.

Compliance must be demonstrated throughout the supply chain – from original manufacturer to end user. Supplier shall promptly provide declarations of compliance or statement of composition upon request or as required by regulation for each part subject to current regulatory requirements



Globally Harmonized System of Classification and Labeling of Chemicals (GHS)

Globally Harmonized System of Classification and Labeling of Chemicals (GHS).

All chemicals, including lubricants, sealants, coolants, adhesives, solvents, coatings and other preparations or mixtures used by Hypertherm Associates in, on, for, or with its products, require a Safety Data Sheet (SDS) published or reaffirmed within the last two years, even when used in very small quantities.



Safety compliance

Hypertherm Associates' end-products must meet regulatory requirements worldwide. Consequently, some of the purchased components used must comply with applicable component-level certifications. Hypertherm Associates will communicate with supply partner base to identify what certifications are needed.

Components classified as Safety Critical Components (SCC) typically have one or more applicable component-level certifications. SCC designation is usually applied where component failure may increase the risk of hazard.

In North America, it is expected that applicable certifications can be independently verified through online certification directories provided by certification bodies, such as:

Canadian Standards Association (CSA) certified product listing:
http://www.csagroup.org/services/testing-and-certification/ certified product-listing/

Underwriters Laboratories (UL) on-line certification directory:
http://database.ul.com/cgi-bin/XYV/template/ LISEXT/1FRAME/ index.html?utm_source=ulcom&utm_medium=web&utm campaign =database

Hypertherm Associates expects the SCC purchased for use in our products are appropriately certified. The use of certified SCC facilitates Hypertherm's commitment to manufacturing products with high levels of safety and quality.



Hypertherm Associates Supplier Management Program (SMP)

The Supplier Management Program (SMP) establishes Hypertherm Associates' relationship with suppliers from the early stages of business engagement through the sustaining aspects The process is structured in four phases.

Phase 1 – Supplier selection

Potential new suppliers are screened, evaluated, and approved based on their ability to meet Hypertherm Associates' needs. In this phase, evaluations are conducted

Phase 2 – Supplier on-boarding

Approved suppliers will be integrated with Hypertherm Associates' supply chain systems and processes such as:

- Part-level qualification approach
- Environmental Specification, 048266
- Supplier Code of Conduct
- Packaging guidelines
- Terms and Conditions
- Supplier set-up

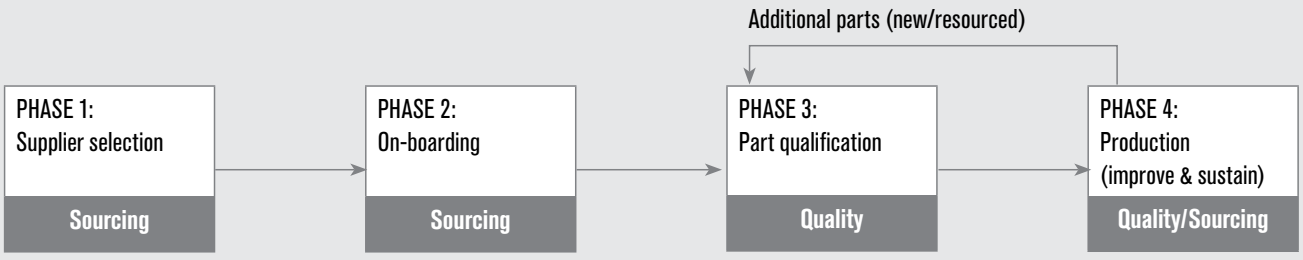
Phase 3 – Part qualification

Part qualification is determined based onefforts depends on supplier-part risk level, Production Part Approval Process (PPAP) activities may be requested by Hypertherm Associates and executed by the supplier (HA6015).

Phase 4 – Production (improve and sustain)

Supplier performance is monitored, communicated through scorecards, and jointly reviewed during periodic business evaluations. When nonconformances occur, corrective action requests may be issued to the supplier for adequate and timely resolution. Continuous improvement initiatives (such as lean, social responsibility, risk reduction, and error proofing) are encouraged.





Supplier Management Program

General ongoing expectations

Throughout the relationship with Hypertherm, the supplier is expected to:

- Ship fully conforming products on time
- Comply with all Hypertherm Associates requirements
- Communicate with Hypertherm Associates promptly and effectively, especially regarding:
    - Changes in the supplier's business that may affect Hypertherm in any way
    - Quality issues
    - Shipment delays
    - Product or process-related changes, such as product revisions or Bill Of Material (BOM) changes; use of alternate material; modifications to the manufacturing process; new, refurbished, moved or rearranged equipment; change in manufacturing location; new tools; and change of sub-supplier(s)
- Establish a comprehensive, documented Quality Management System (QMS) to ensure all products shipped to Hypertherm Associates conform to applicable requirements. QMS will include, but not limited to, documented procedures and instructions; document revision control; calibration and maintenance of measuring and test equipment; effective process controls; and internal audits. The supplier's QMS shoulod be certified by a reputable 3rd party entity.
- Proactively plan for quality, including preventive measures such as: thorough design reviews, Failure Modes and Effects Analysis (FMEA) and Risk Reduction, comprehensive Control Plans, error/ mistake proofing, and part-level qualification practices (PPAP).
- Obtain Hypertherm Associates approval of any deviation to specifications prior to shipments.
- Deploy appropriate corrective action measures in response to non-conformance events Hypertherm Associates encourages the use of the Global 8D methodology for root cause analysis & problem solving.
- Maintain an effective product identification and traceability system.
- Retain records of inspection and test information.



Supplier scorecard

At Hypertherm Associates, we are committed to measuring and providing feedback to our suppliers in the key areas of partnership, quality, delivery, and environmental, social and governance (ESG). We believe that consistent communication and a cooperative, team approach to problem solving will promote long-term supplier relationships.



The frequency of scorecards will vary depending on the level of business, risk assessment, and supplier status. Your Hypertherm Associates procurement partner will invite you to participate at the frequency required. This review is an opportunity to discuss areas for improvements and recognize successes that you have had during the review period.

The results of the scorecard process along with various other factors will drive a “Supplier Status” classification Based on status, a supplier will be classified as one of the following:

Approved – may participate in New Product Development (NPD) and RFQ activities.

Restricted – able to participate in NPD and RFQ activities but will only be awarded new business with leadership approvals.

Conditional new – may participate in NPD and RFQ activities and may earn new business with proper approvals during first year of commercial relationship, after which Approved/Restricted status will determine level of business.

Hypertherm Associates pull-based system

Purchase orders support our pull process that is integrated into our Enterprise Resource Planning (ERP) software. This system enables real-time demand signaling across the supply chain and improved visibility. Our master supply agreement may include supplier specific expectations around replenishment.



Purchase orders and releases

Below is an example of a “blanket purchase agreement” These agreements are based on a forecasted quantity over a defined period of time. *It is not a declining balance order,* but rather a tool to facilitate releases as demand creates new requirements.


HYPERTHERM ASSOCIATES

EBSQA01

Supplier: HYPERTHERM ROBOTIC SOFTWARE INCORPORATED
1111 DR FREDERIK-PHILLIPS BOUL 6TH FLOOR
SAINT-LAURENT, QC H4M 2X6
Canada

Type: Blanket Purchase Agreement
Order: 588885
Revision / Revision Date: 0 /
Order Date: 15-OCT-2025
Buyer: Tompkins, Megan
Buyer Phone:
Buyer Email: Megan.Tompkins@hypertherm.com

Bill To: HYPERTHERM, INC.
PO BOX 14
HOOKSETT, NH 03106
United States

Payment Terms	Freight Terms	FOB	Ship Via
NEXT PAYMENT RUN	COLLECT	SHIPPING POINT	UPS FREIGHT COLLECT

Supplier Contact Name / Phone:
Effective Start Date:
Effective End Date:

Notes: All prices and amounts on this order are expressed in CAD

Line	Part Number / Rev / Description	Quantity	UOM	Unit Price (CAD)
1	108078 / 00C BSHG 1/2 ID X 13/16 HOLE BLK Mfg Name / Mfg Part Number: MOLYCO - MOLYKOTE CO / 2108 Drawing Number: 108078 REVC	2500	EACH	05832
2	108079 / 00D POST MDR 3-POSN STR MTA-156 AU Mfg Name / Mfg Part Number: AMP/TYCO / 3-644710-3 Drawing Number: 108079 REVD	5000	EACH	08747

Below is an example of a release from a blanket agreement. The supplier is expected to ship releases within the agree upon lead time and meet the required delivery dates.


HYPERTHERM ASSOCIATES

EBSQA01

Supplier: HYPERTHERM ROBOTIC SOFTWARE INCORPORATED
1111 DR FREDERIK-PHILLIPS BOUL 6TH FLOOR
SAINT-LAURENT, QC H4M 2X6
Canada

Type: Blanket Release
Order: 587405-1
Revision / Revision Date: 0 /
Order Date: 06-NOV-2025
Buyer: Hébert, Lori
Buyer Phone:
Buyer Email: lori.hebert@hypertherm.com

Ship To: 71 HEATER ROAD
LEBANON, NH 03766
United States

Bill To: HYPERTHERM, INC.
PO BOX 14
HOOKSETT, NH 03106
United States

Payment Terms	Freight Terms	FOB	Ship Via
NEXT PAYMENT RUN	COLLECT	SHIPPING POINT	UPS FREIGHT COLLECT

Supplier Contact Name / Phone:

Notes: All prices and amounts on this order are expressed in CAD

Line	Part Number / Rev / Description	Need By Date	Quantity	UOM	Unit Price (CAD)	Tax	Amount (CAD)
1	101503 / 00E HDL LNG TCH CRTG	10-NOV-2025	40	EACH	09.32455	N	869.60
1-1	Ship To: Use the ship-to address at the top of page 1 Mfg Name / Mfg Part Number: HYPERTHERM INC / 101503 Drawing Number: 101503 REVD						
2	101254 / 00E HDL SND TCH 15° ERGO 125A	10-NOV-2025	80	EACH	19.1764	N	1,150.22
2-1	Ship To: Use the ship-to address at the top of page 1 Mfg Name / Mfg Part Number: HYPERTHERM INC / 101254 Drawing Number: 101254 REVD						

Total: 2,019.82 (CAD)

Accounts payable

Purchase order labeling

Invoices must include a valid purchase order number. Invoices without PO labeling will delay payment.

Accounts payable bill to address:

The physical mailing address will be listed on the PO

Electronic submission of invoices

When submitting electronic invoices, it is important to remember the following.

- Only one invoice attachment per email.
- Format of attachment must be black and white, pdf or tiff files
- Do not email links to invoices.
- Do not embed the invoice into the email.

Emails which do not meet these criteria will be rejected back to you from "Vision 360 Enterprise<support@bluecreeksoftware.com>. A copy of your original email and attachments will be included. You will need to make the appropriate corrections and re-submit your invoice(s).

Invoice statements and payment inquiries

Hypertherm Associates requests that you submit a statement of outstanding invoices to Hypertherm Associates monthly. The preferred method of receiving statements is via email.

Payment options

Check: All new suppliers are initially established for payment via check. All payments are generated through the Bank of America, Portland Oregon office. Please allow 7–10 days for receipt.

ACH: contact your procurement partner

	Invoice Submission	Statements & Payment Inquiries
Hypertherm	aplnvoices@hypertherm.com	apinquiry@hypertherm.com
OMAX	apinvoices@omax.com	accountspayable@omax.com
Esse A	invoices.essea@hypertherm.com	invoices.essea@hypertherm.com
BV	invoices.bv@hypertherm.com	invoices.europe@hypertherm.com
Brazil	invoices.brazil@hypertherm.com	invoices.brazil@hypertherm.com



Return to customer

In the event Hypertherm Associates receives defective product from a supplier, the supplier will receive a "Return to Supplier" request form (see below). This form will specify if Hypertherm Associates is requesting "credit, replacement, or repair" for the defective product. "Credit" is the standard request for Hypertherm Associates.

Any questions about the form should be directed to the applicable Hypertherm Associates team procurement partner.

Upon receiving the "Return to Supplier" request form, Hypertherm Associates requires a "Return Material Authorization" (RMA) number from the supplier. The RMA number should be sent to the Hypertherm Associates material planner or procurement partner within two business days of request. Hypertherm Associates will ship returns at the expense of the supplier and may charge back for any internal inspection or rework required to resolve the issue on the supplier's behalf.

A credit memo is expected to be issued within one week of the receipt of product supplier's facility. Credit memos can be sent the same email address that is used for invoices.

Currently integrating processes for OMAX, please contact your Hypertherm Associatescategory manager for specific information



The following purchased component is defective. We are requesting that it be returned for credit to the Supplier.

Red Tag #	1199419
Buyer	Taft, Kalem J.
Supplier Info	
Code	
Name	Company Name
Address 1	
Address 2	123 On That Road
Address 3	
City, ST, Zip	Lebanon, NH 03766
Phone	XXX-XXX-XXXX
FAX	XXX-XXX-XXXX
Contact Info	
Name	Jane Doe
Title	
Mailstop	
Phone	-
Failed/Defective Item	345821
Mfg Part #	345821
Serial #	
Quantity	205
Dept Found	1310-BB
Defect Code	POD
Disposition Code	RTS- Return to Supplier
Reported By	RNP
Comments	Boxes tearing at adhesion when folded
MP Tech Comments	
PO #	123456
Packing Slip #	7891011
Unit Price	$45.00 USD
Supplier RMA # (Required within 24 hrs)	
Return for:	Credit ( ) Replacement ( ) Repair ( )
Corrective Action Required?	

New Red Tag

Email to Buyer

Item History

Example of a Return to Supplier form (actual form may vary)

Hypertherm Associates packaging guidelines

Hypertherm Associates (HA5869) and OMAX (400600) defines the minimum general requirements for the packaging and transportation of all parts, subassemblies, products and materials that will be received by any of Hypertherm Associates' locations. These requirements include, but are not limited to the safety of the product, environmental restrictions, and operational productivity.

This guideline does not specify all packaging materials. It will not take precedence over any requirements prescribed by interstate commerce regulations, uniform freight classification tariffs, official air transport regulations, National Motor Freight Classification rules, postal regulations, and other applicable rail, motor, air, parcel post, or express carrier regulations, including those for hazardous materials.

All supplier's packaging questions and communications should be coordinated through your Hypertherm Associates procurement partner.



Inbound shipping preferences

We willwork with our suppliers to establish best carrier options for shipments to our facilities. Following is a guideline to assist you with when you may need to coordinate with carrier selection.

One time shipments	Preferred carrier
Parcel shipments (less than 150 lbs. and length not longer than 108")	
Domestic	UPS
International	Contact Hypertherm Associates Logistics
Freight shipments (over 150 lbs., palletized/cart, lengths of any size)	
New England (ME, NH, VT, MA, CT, RI)	Ross Express
Domestic	FedEx LTL Economy
International	Contact Hypertherm AssociatesLogistics
Recurring shipments	**Preferred carrier**
Parcel Shipments (less than 150 lbs. and length not longer than 108")	
Domestic	UPS
International	Contact Hypertherm Associates Logistics
Freight shipments (over 150 lbs., palletized/cart, lengths of any size)	
New England (ME, NH, VT, MA, CT, RI)	Ross Express
Domestic	FedEx LTL Economy
International	Contact Hypertherm Associates Logistics

If you are a new supplier to Hypertherm Associates or you are shipping internationally, please work with our logistics team (Ofexport.trafficteam@hypertherm.com) prior to establishing a shipping route. International shipments require advance notice so that brokers can be contacted, proper paperwork prepared and the best carrier selected.

Learn more at www.hypertherm.com/en-us/About_us/

Unless otherwise noted in the collateral, all trademarks are property of Hypertherm, Inc. and may be registered in the United States and/or other countries.

Please visit www.hypertherm.com/patents for more details about Hypertherm Associates patent numbers and types.

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As 100% Associate owners, we are all focused on delivering a superior customer experience. www.hyperthermassociates.com/ownership

Environmental stewardship is one of Hypertherm Associates' core values. www.hyperthermassociates.com/environment

100% Associate-owned Greener Cuts

HYPERTHERM ASSOCIATES®