



Supplier Handbook

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1. INTRODUCTION

1.1 Preface

Intralox is the leading conveyance solutions provider helping move the world's most critical products.

Our extensive portfolio of technologies and services enhances food safety, powers e-commerce, and solves challenges for industries ranging from food processing to industrial manufacturing to logistics and material handling.

We're constantly thinking about conveyance systems so our customers don't have to.

Our efforts to help our customers overcome product-handling concerns—whether on a single conveyor or across an entire plant—drive our culture of innovation and continuous improvement.

Do the right thing, each and every day. Treat customers, employees, and suppliers with honesty, fairness, and respect.

These are the principles on which our company was founded, and they continue to guide everything we do. Following them has earned us consistent recognition for innovation and workplace excellence. This handbook was designed to provide you with a clear statement of our principles, values, requirements, and conduct to be consulted and complied with.

1.2 Intralox at a Glance

Intralox was founded in 1971 by J.M. Lapeyre after filing the patent for the modular plastic conveyor belt.

In 1975, the first modular plastic conveyor belt patent was issued.

In 1978, Intralox opened a 20,000-sq-ft global headquarters in New Orleans.

Intralox–United Kingdom opened in 1984 followed by The Netherlands in 1991, Australia in 1997, Japan in 1998, Brazil in 2001, China in 2006, and India in 2013.

Today, Intralox employs over 3,200 team members around the world and is trusted by 60,000 customers in over 100 countries. Our extensive portfolio of technologies and services is powered by a culture of continuous improvement, evident in our 1,900+ global patents. These technologies enhance food safety, power logistics, and solve challenges for Intralox customers.



R E L I A B L Y
I N V E N T I V E
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2. INTRALOX PROCUREMENT

2.1 Mission

We provide our customers with industry-leading service levels and guarantees to help eliminate downtime and ensure worldwide, problem-free conveyance. Our mission is to develop and manage a preferred supplier base which provides quality materials and services to support our business and help us meet our customers' needs.

2.2 General Terms and Conditions

Intralox Terms and Conditions can be found on the Intralox Supplier Central site: [Resources | Intralox](#)

2.3 Intellectual Property

Intralox has developed and directly delivered reliable conveyance solutions that solve our customers' biggest food safety and automation challenges for more than 50 years. Our focus on continually improving our technologies and services has resulted in over 1,900 patents in force around the world.

This level of innovation cannot be reached without strong management of intellectual property rights. The protection of existing intellectual property rights and creation of new intellectual property rights are therefore core interests in our relationship with our suppliers.

2.4 Plastics Stewardship

As part of our commitment to corporate social responsibility, Intralox is undertaking a global, cross-functional initiative to continuously improve the environmental sustainability of our plastic products. This initiative is inspired by our business philosophy's values and includes specific, measurable goals to ensure we deliver these long-term environmental benefits.

[Plastics Stewardship | Intralox](#)

2.5 Quality

The Intralox Supplier Quality Manual outlines our core expectations regarding the quality management systems, design requirements, and manufacturing process controls of any supplier that wants to do business with us.

The Intralox Supplier Quality Manual can be found at the Intralox Supplier Central site: [Resources | Intralox](#)

2.6 Risk Management

Fires, explosions, electrical and mechanical breakdowns, natural disasters, and more may threaten the continued operation of Intralox and our suppliers. It is our policy to reduce exposure to such losses to the maximum extent possible in line with other corporate objectives as well as international best practices.

Intralox reserves the right to require additional information on the following points:

- Whether the supplier holds a stock of finished goods and/or key raw material/spare parts in a separate warehouse outside the production site perimeter
- Whether there is an alternate facility equipped to ensure continuity of supply to Intralox whenever a business interruption occurs at the supplier's key production site
- Whether the supplier has a business continuity plan already active
- Whether the supplier runs a risk assessment on their supply chain risks on a regular basis

- Whether any major business interruptions have occurred at the supplier's production site and how they were handled
- Whether the supplier has a policy/strategy to minimize a unique supply source situation in their supply chain. If the supplier has only one source, when/how do they propose to handle their supplier's business interruption?

If necessary, Intralox reserves the right to acquire further information through a risk assessment questionnaire and/or on-site visit.

2.7 Intralox Sustainability and Corporate Responsibility

Intralox shareholders and employees work in an ethical, responsible, and safe manner to create value for ourselves, our customers, consumers, and the world; protect the environment; support human rights and justice in our employment and procurement practices; and engage, learn from, respect, and support the communities in which we work.

The cornerstone of Intralox's commitment to CSR is our Business Philosophy of Continuous Improvement known as LCI, with a framework of responsibility, transparency, trust, and profit sharing based on commitments outlined at the link below.

[Social Responsibility | Intralox](#)

3. REVISION HISTORY

VERSION	DATE	DESCRIPTION OF CHANGE IMPLEMENTED	COMPLETED BY