

# Work and Service Contracts

## Common Understanding of Cooperation

**Target group: Suppliers**

**Terms:**  
**Customer** = FERCHAU's customer  
**FERCHAU** = Principal  
**Suppliers of FERCHAU** = Contractor  
**Representative of FERCHAU** = designated contact person for the respective project with commercial responsibility at contract level

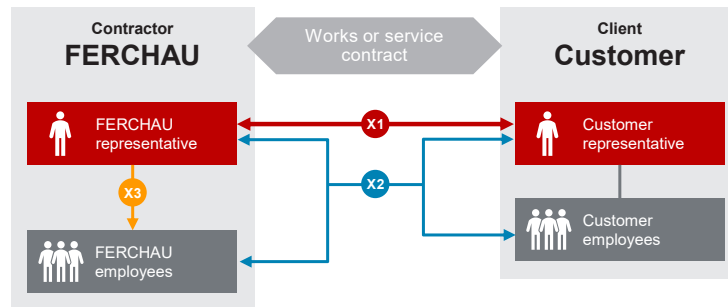
	Category	Criterion
<b>Communication</b>	<b>General</b>	<p>Contractually relevant communication with the Customer is to take place either in writing or verbally <b>exclusively</b> through the Representatives of FERCHAU and the corresponding representatives of FERCHAU's Customer.</p> <p>If the Contractor is addressed by the Customer regarding changes to the scope of services, statements on project status and progress, orders and supplements as well as other aspects that may have economical and contractual implications, it is to refer to the Representative of FERCHAU and inform them of the Customer's concerns.</p> <p>The Contractor's order-specific communication with Customer employees or employees of the Contractor is to only take place if it serves the ongoing project processing with regard to information flow and quality assurance.</p> <p>Instructions regarding work assignments, working hours, overtime, approval of absences, etc. to the Contractor are neither to be made by the Customer nor by FERCHAU.</p> <p>Customer employees or vicarious agents of FERCHAU are to issue safety-related instructions as necessary.</p> <p>If the Contractor is not or not completely aware of the scope of services to be processed within the project, it is to contact its responsible representative for clarification (if necessary, the Contractor shall clarify the situation with the corresponding FERCHAU Representative).</p> <p>The Representative of FERCHAU is to be present at every acceptance/partial acceptance.</p> <p>If signed time sheets are used to be the basis for settlement, only the responsible representative of FERCHAU or another person authorised to represent FERCHAU will provide the Contractor with such time sheets exclusively signed by these individuals.</p>
	<b>Telephone</b>	Even during the assignment, the Contractor is to also state its company name, but with the addition '...on behalf of FERCHAU GmbH'.
	<b>Appointments/Meetings</b>	The Contractor shall only participate in appointments at the Customer's or FERCHAU's site that are necessary for the fulfilment of the project scope ordered.
		The Contractor shall disclose its status as a Contractor '...on behalf of FERCHAU GmbH' before attending the appointment.
		The Contractor will only participate in private events at the Customer's and Principal's site (first day, birthdays, etc.) if it has expressly declared this as private.
	<b>Business cards</b>	During the assignment, the Contractor will continue to use its business cards.
	<b>Auditing</b>	The Contractor is to always refer auditors of the Customer to the competent Representative of FERCHAU.

	Category	Criterion
Workplace design	General	The Contractor will generally not receive a workplace at the Customer's or FERCHAU's site. Should a workplace at the Customer's or FERCHAU's site be necessary for the provision of service, the Contractor should insist that it is separate from the Customer's or FERCHAU's workplaces or clearly marked as external.
	Identification	The Contractor is to also use its own company name during the assignment at the Customer's or at FERCHAU's site.
		The Customer's contact person continues to be the Representative of FERCHAU.
	IT and systems	The Contractor shall not generally receive a Customer or FERCHAU email address. Should the Contractor need an in-house Customer or in-house FERCHAU email address for the provision of services, the Contractor should insist that the Customer or FERCHAU provide a neutral email address or an email address with content which clearly differentiates it from the Customer as well as from FERCHAU (e.g. 'external.name@', 'name@external.customer', 'name@external.principal', 'name@partner.principal', 'contractor.name@').
		The Contractor shall not generally receive a Customer or FERCHAU email signature. Should the use of the email signature of the Customer or FERCHAU be exceptionally necessary for the provision of the service, then the Contractor is to insist that the email signature include an indication of the 'external' nature, be furnished with the supplier's contact details and also state 'Supplier of FERCHAU GmbH'.
		The Contractor shall generally not be added to the Customer's or FERCHAU's telephone directory. Should inclusion in the Customer's or FERCHAU's telephone directory be required to provide the service, the Contractor should insist that a clear marking as 'external' be made.
		Integration into the Customer's or Principal's organisational charts shall not generally take place. If absolutely necessary, the character of external employee should be highlighted. This requires clear identification as 'external'.
		The Contractor is to generally have no access rights to the Customer's or FERCHAU's drives and directories, unless such is necessary for the fulfilment of the scope of the project.
		If computers, workstations, mobile phones etc. are provided free of charge for the Contractor by FERCHAU or the Customer, FERCHAU demands that a written agreement be concluded to this end.
		The Contractor is not to render sickness or holiday cover for the Customer's or FERCHAU's employees and is to request that it is not included in the Customer's or FERCHAU's absence notifications or stand-in tables. The Customer's or FERCHAU's employees are not to be included in the Contractor's absence or stand-in tables.
Meals/catering	The Contractor is not to use any payment systems subsidised by the Customer or by FERCHAU in canteens or kiosks.	
	The Customer and FERCHAU are not to grant the Contractor any company benefits.	
Appearance	Working clothes	The Contractor shall not generally receive work attire from the Customer or FERCHAU. If, by way of exception, the Customer's or FERCHAU's work attire is used, the Contractor should insist that it be clearly marked as external.
	Identification	If the Customer or FERCHAU does not provide any external company identification cards, the Contractor is to carry its own company identification cards which contain the information 'Supplier of FERCHAU GmbH' and clearly identify them as a Contractor of FERCHAU.

Examples of communication models that are practised by FERCHAU GmbH in the context of carrying out work and service contracts.

# Communication

## Basic principles



**X1 Contract-relevant communication**

- Contract, offer, order
- Contract change, change request
- Contract clarification, scope of services
- Project status meeting, progress report
- Partial acceptance, acceptance (WC)

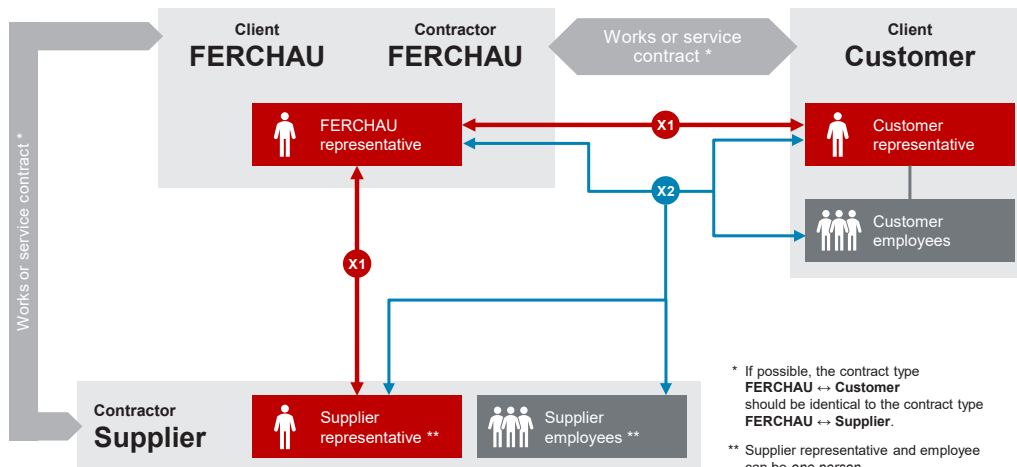
**X2 Project-relevant communication**

- Information gathering within the contractually agreed terms of reference
- 'Environment information' for order implementation
- Quality assurance during the project
- Instructions **only** safety-related
- No statements of an employment law nature

**X3 Internal communication**

- Employment law and disciplinary instruct
- Specification of working hours, including overtime
- Attendance check, working method
- Assignment of work orders and workplac

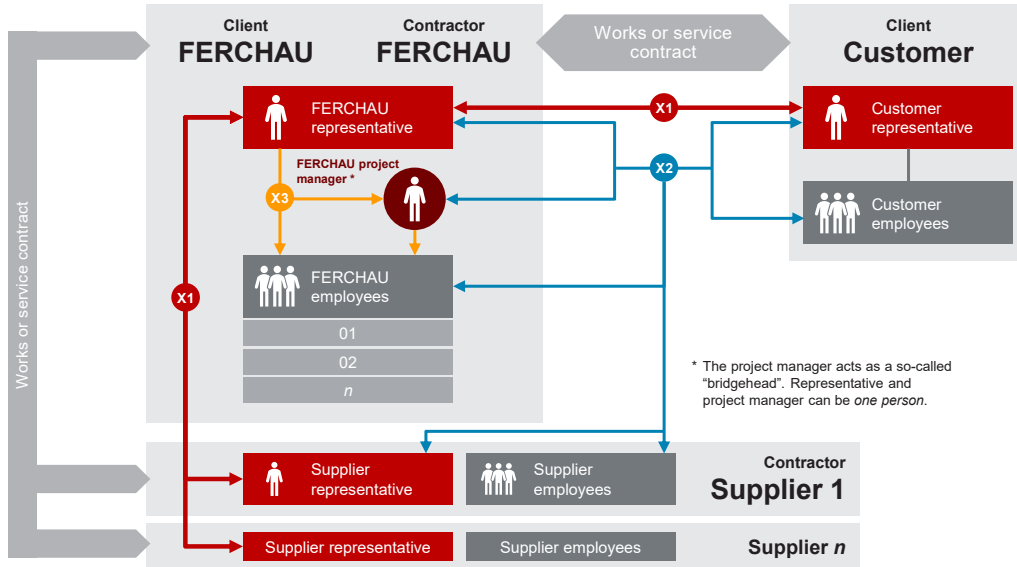
## 1:1 project with supplier



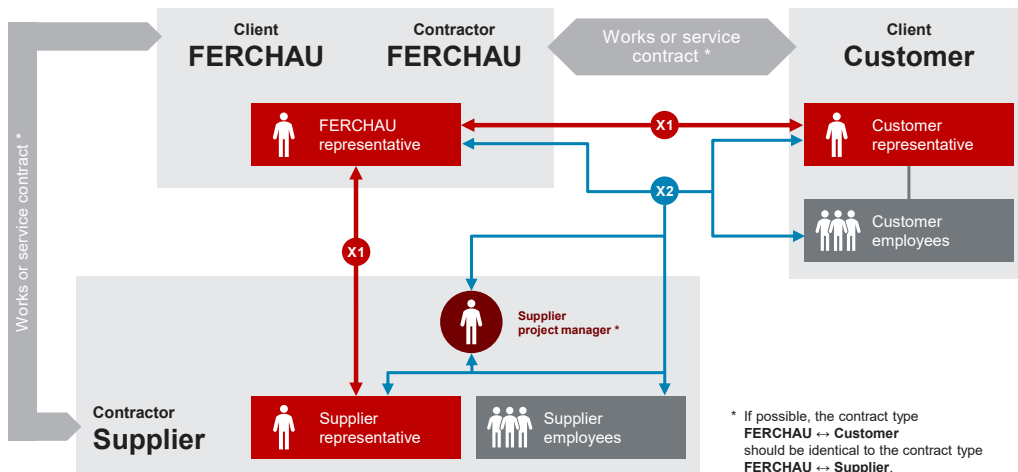
\* If possible, the contract type **FERCHAU ↔ Customer** should be identical to the contract type **FERCHAU ↔ Supplier**.

\*\* Supplier representative and employee can be *one person*.

### 1:n projekt with supplier



### Subcontracting to supplier



**Example signatures of FERCHAU GmbH,  
which are generally used in in-house systems.**

**Example signature for suppliers which, for good reason,  
must use the email system of FERCHAU GmbH.**

Joe Bloggs  
Project title

**Supplier of FERCHAU GmbH**

Sample Street 0  
00000 Sample Town  
Tel.: +00 00 000 - 00000  
Fax: +00 00 000 - 00000  
Mail: [joe.bloggs@ferchau.com](mailto:joe.bloggs@ferchau.com)

**Supplier GmbH**

Sample Street 0  
00000 Sample City  
Tel.: +00 00 000 - 00000  
Fax: +00 00 000 - 00000  
Email: [joe.bloggs@supplier.com](mailto:joe.bloggs@supplier.com)

**Example signature for Suppliers of FERCHAU GmbH,  
which, for good reason, must use the customer's email system.**

Joe Bloggs  
Project title

**Supplier of FERCHAU GmbH,**

FERCHAU Sample Street 0  
00000 FERCHAU Sample Town  
Tel.: +00 00 000 - 00000  
Fax: +00 00 000 - 00000  
Email: [joe.bloggs.external@ferchau.com](mailto:joe.bloggs.external@ferchau.com)

**Supplier GmbH**

Sample Street 0  
00000 Sample City  
Tel.: +00 00 000 - 00000  
Fax: +00 00 000 - 00000  
Email: [joe.bloggs@supplier.com](mailto:joe.bloggs@supplier.com)

**Contact at 'NAME OF CUSTOMER':**

Tel.: +00 00 000 - 00000  
Mobile: +00 00 000 - 00000  
Email: [joe.bloggs@external.customercompany.com](mailto:joe.bloggs@external.customercompany.com)

**Example of the company identification cards used by  
FERCHAU GmbH for employees and contracted suppliers.**

Company identification card  
for **employees** of  
FERCHAU GmbH



External company identification card  
for **suppliers** of  
FERCHAU GmbH

