Supplier instructions for claims to Meyer Turku Oy

Notifications and claims to Meyer Turku Oy ("Meyer") are submitted through the Microsoft Forms available on Meyer's website, https://www.meyerturku.fi/en/suppliers/supplier-handbook/. Complete all mandatory fields and retain a copy of your submission and attachments.

Definition

Notification — A written notice of an omission, defect, delay and/or deviation to the contractual obligations of Meyer.

Claim — A formal demand for compensation, corrective action, reimbursement or other remedy arising from an omission, defect, delay and/or deviation to the contractual obligations of Meyer.

1 Notify Meyer promptly

Notify Meyer without delay and at the latest within seven (7) days or in the contract agreed notification time, after discovering an issue that may affect your contractual delivery. Follow the deadlines, recipients and notice requirements in your contract. Inform your Meyer purchaser and responsible technical or project contact so that corrective action can be considered.

2 Select the correct form

Notification Letter — Use for early notice when the final cost or schedule impact is not yet known. Describe the issue, likely consequences, mitigation measures and action requested. Identify any information still under assessment.

Official Claim — Use to request specific compensation and/or an extension of time. State the amount and/or days requested, contractual grounds and supporting calculations. Refer to the earlier notification and use the same supplier reference.

A notification does not replace a substantiated claim. Statements such as "additional costs will arise" or "delivery will be delayed" are insufficient to assess compensation or an extension of time.

3 Minimum information required

Each claim or notification shall include, at minimum, the following information:

- Supplier name and contact person
- Supplier reference number, if applicable
- Meyer Turku project / newbuilding number
- Contract / PO number
- Date of event, discovery or delay
- Category of claim: defect, damage, delay, additional cost, extension of time or other contractual deviation
- Detailed description of the matter
- Contractual basis for the claim
- Technical basis and supporting evidence
- Schedule impact, if any
- Cost impact, if any, including itemised cost breakdown
- Actions already taken to mitigate the impact
- Requested corrective action, compensation or decision

- Relevant attachments, including photos, reports, calculations, correspondence and other evidence

4 Basis for your claim

The supplier is responsible for providing the grounds and supporting documentation for the claim. Identify the relevant contract clause, specification, drawing or agreed schedule. Explain what happened, where and when, why you consider Meyer responsible, and how the event caused the claimed consequences. If another Meyer supplier is involved, identify the company and provide supporting evidence.

Costs — State the total amount and currency. Itemize and justify the costs, separating actual costs from estimates. Attach supporting evidence.

Schedule — State the extension requested in days, affected milestone and revised date. Provide evidence of the delay and explain why it could not be avoided.

Mitigation — Describe the actions taken to limit the damage, costs and delay, including any work continued in other areas or sequences. Update Meyer when circumstances or impacts change.

Evidence — Provide relevant, clearly named attachments and refer to them in your explanation. If an impact is not yet known, state this explicitly and explain when an update will be available. Avoid unrelated matters and duplicate costs already covered by another claim or approved change.

5 Submission and follow-up

Submit the completed form and supporting documents using the attachment method indicated in the form. If Forms is unavailable, contact your Meyer contact person promptly and comply with the contractual notice requirements.

Meyer reviews the notification/claim with the responsible technical personnel and purchaser. Substantiated claims are handled through Claim Management. Respond promptly to clarification requests and use your supplier reference and any Meyer reference provided in further correspondence.

Receipt or review does not constitute any acceptance of liability, compensation or an extension of time. Meyer will communicate its position after assessment.

Other submissions

Additional or changed work — Follow the agreed purchasing- and change procedure. If you consider the matter a contractual claim, explain the contractual basis.

Force Majeure — Clearly identify the notification and follow the specific notice requirements in your contract.

These instructions do not amend the contract. Contractual requirements continue to apply.