

Supplier Partner Guidelines

Hanger Supply Chain

November 21, 2025

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Section 1.0 Introduction

Hanger Supply Chain (HSC) is the legal entity for Hanger, Inc.'s supply chain functions, with a focus on contracting and procurement, to better serve Hanger Clinic, SPS, SureFit, and other affiliates of Hanger, Inc.

Hanger places the highest emphasis on service, quality, and reliability in delivering products to our customers. To meet and exceed our standards, we rely on the efforts and the contributions of all our stakeholders. Our supply partners play a pivotal role in our mutual success. We expect the same high level of commitment, performance, and quality from our Suppliers that we strive for ourselves.

Our vision with the publication of the Guidelines is to aggregate and answer the most frequently asked questions received from our Suppliers into one readily accessible document. Additionally, we seek to detail and define process requirements, expectations, and specifications. Our strong belief is that a better-informed Supplier is a higher performing Supplier. While we attempt to make these requirements transparent and easily understood, it is recognized that additional questions may come up. In those cases, please document your concerns and recommendations, provide a sound rationale for your position and direct them to the HSC Procurement team (sps-supplymanagement@spsco.com).

Raising concerns about the requirements or proposing alternate solutions to the published Guidelines does not mitigate your responsibility to comply with the currently published provisions. No exceptions or changes to the Guidelines will be deemed binding or authorized unless an HSC representative executes a formal written contract or addendum accepting such exceptions or changes. As these requirements evolve, we will communicate and publish updated guidelines.

Section 2.0 Product Lifecycle

2.1 New Product Introductions

HSC requires all Suppliers to submit new products and line extensions through its Product Optimization Process (POP) process. Suppliers must complete the attached Product Introduction Request (PIR) form, then submit it to NewPIR@Hanger.com at least 60 days from product launch. HSC will confirm receipt of the PIR.

- Failure to submit the PIR form with advance notice will result in a delay in acceptance/rejection of the products prior to the launch date.
- The PIR Form must be completed in its entirety to include barcode, (UPC/GTIN) information, and Country of Origin (COO) details.
- Email NewPIR@Hanger.com for a copy of the PIR form or assistance in completing the form.

- New suppliers must fill out the “new supplier questionnaire” tab on the PIR form. All new suppliers are required to utilize either EDI or the Oracle Supplier Portal.
- HSC may request samples to be sent at no charge to select clinicians. If you require the material back, please prepare additional packaging and provide a FedEx number to send the product back after review.
- Hanger Clinic & SPS may accept or deny the product separately.
- Deciding Criteria includes but is not limited to:
 - ✓ Clinical Efficacy
 - ✓ Market Competition
 - ✓ Quality
 - ✓ Delivery Model
 - ✓ Relationship
 - ✓ Cost and/or Reimbursement
 - ✓ Packaging/Bar-coding inconsistent with current standards

An HSC representative will communicate with the submitter after a decision is made. Acceptance into the HSC portfolio does not automatically grant inclusion in the OnPoint or Rewards portfolio. Both processes are independent of the POP process.

2.2 Discontinuations

HSC relies on our Suppliers to communicate both new and discontinued products to us with advance notice. HSC requires 60-day notice of discontinued products so we can update our systems and plan inventory accordingly.

HSC reserves the right to exchange or return any items that are discontinued that remain in HSC inventory.

All discontinuation notices can go to your Procurement Specialist, sps-supplymanagement@spsco.com or to Pricing@SymbiontLogistics.com.

Section 3.0 Technical Transactional Requirements – EDI & Oracle Supplier Portal

HSC requires that all Purchase Order-related transactions between HSC and a Supplier are to be done via EDI or by Supplier Portal. SPS Commerce is our EDI Van for Suppliers who are EDI capable. If your organization is not capable of utilizing EDI, we also have the Oracle Supplier Portal that can be facilitated through the Procurement team.

Automated Document Types Required:

- 850- Purchase Orders
 - Suppliers will receive POs through SPS Commerce via EDI or through the Oracle Supplier Portal
- 855- Purchase Order Acknowledgment

- Suppliers must issue PO Acknowledgments with backorder information if applicable through EDI or through the Oracle Supplier Portal.
 - PO Acknowledgments are required within one (1) day on all ground shipments and one (1) hour for all expedited shipments.
- 856- Advanced Shipment Notifications
 - Suppliers must issue ASN's through SPS Commerce or through the Oracle Supplier Portal.
- 810- Invoices
 - Suppliers must issue invoices via EDI through SPS Commerce or through the Oracle Supplier Portal after the product has shipped.
 - HSC will no longer accept emailed invoices without prior approval from the VP of Procurement or the VP of Strategic Sourcing.
- 812- Credit Memo's
 - Hanger will begin accepting Credit Memo's through EDI in Q1 of 2026. If a supplier currently uses EDI, HSC will require the submission of credit memo's to be done via EDI. For suppliers that utilize the Oracle Supplier Portal, HSC requires that the RTV's are to be credited via the OSP.

Section 4.0 Purchase Order Requirements

From time to time, HSC shall deliver to Supplier a PO (in electronic format such as EDI or through a portal in connection with the purchase of the Products (a "Purchase Order"). Each PO shall indicate the specific Products being purchased as well as: quantity, prices (as hereinafter defined), total purchase prices, shipping instructions, bill-to and ship-to addresses, specifications, and requested delivery dates. HSC shall from time to time designate an individual to serve as a Procurement Specialist to assist in facilitating the fulfillment of PO's.

Suppliers may reject non-conforming orders by providing HSC with a rejection notice within one (1) business day of delivery of the PO to Supplier, and, if no such notice is received by HSC, the PO will be deemed accepted by Supplier. The Supplier can reject the PO in the same method they received the PO, either through EDI or via Oracle Supplier Portal.

POs are to be processed at the price stated on the PO. By acknowledging the PO, the Supplier agrees to provide the product at the PO price. Any discrepancy in the invoice price as compared to the PO price should be immediately communicated in writing to the Procurement Specialist as well as pricing@symbiontlogistics.com. The communication should clearly denote the following:

1. The HSC SKU, the HSC PO #, and the expected cost, as well as the PO cost.
2. If a price change was previously submitted, the date the change was acknowledged by HSC, in adherence with the HSC policies outlined in Section 5.
3. If the supplier has a minimum order quantity and the PO does not meet that minimum, the supplier is required to request an updated PO and HSC will either cancel or resubmit. Failure to notify HSC will create a short pay on an invoice.

Should the ordered SKU no longer be obtainable from the Supplier, immediate written communication should be made to pricing@symbiontlogistics.com and the HSC Procurement Specialist. **Under no circumstance** should a replacement SKU be processed and sent in place

of this item under the current purchase order. All replacement/new SKU's are required to go through the POP process as outlined in Section 1.

The Supplier is required to notify HSC in writing via the assigned Procurement Specialist's email or to the email on the PO in the event of backorders, as well as through the method in which they received the PO, including expected ship dates. For drop shipments, we require notice within one (1) hour. For stock PO's, we require notice within one (1) business day.

Section 5.0 Price Change Requirements

HSC will not consider price increases submitted with less than 90-day notice. Questions should be directed to pricing@symbiontlogistics.com. Unless otherwise contractually agreed upon, HSC will not accept more than one price change annually.

5.1 Price Change Notification Requirements

1. Supplier must submit a price change request using the attached HSC Price Change Notification document. Notify pricing@symbiontlogistics.com if an export of items and part numbers is needed.
2. All SKU's effected with a price change must be submitted to HSC on the price change request notification regardless of sales history. Failure to submit a price change on all SKU's will result in short paid invoices.
3. All cost increases must have an associated increase in list price equal to or greater than the cost increase percentage.
4. The 90-day window opens when our pricing team acknowledges receipt of a price change file to the Supplier's request, not when the price change was submitted by the Supplier.
5. Upon review of any proposed change in price HSC will approve, deny or conditionally approve the Change Request in writing based on the information provided by Supplier. If not approved or conditionally approved HSC will contact Supplier to discuss.
6. During the Term, price reductions may be agreed to in writing from time to time by Supplier and HSC, in which case such price reductions will be effective (and Exhibit A shall be modified accordingly) within 30 days from written communication unless otherwise agreed to by the Procurement Specialist.

These requirements must be strictly followed. Any questions should be directed to your Procurement Specialist or to pricing@symbiontlogistics.com. As stated in Section 4.0 (Purchase Order Requirements), if a Supplier acknowledges the PO at a different price point, that will be the price point that HSC will pay.

Section 6.0 Invoicing & Credit Memos

6.1 Invoicing

1. HSC's standard payment terms are 2% 30 net 60 days unless otherwise contractually agreed upon.
2. HSC will not be subject to any late fees or finance charges.
3. Prices DO NOT include applicable sales, use, gross receipts, excise, value-added, withholding, personal property, duties and other taxes. HSC shall duly report and pay all federal, state, local and other taxes or other charges (other than income or franchise taxes payable by Supplier) directly applicable to the sale or use of Products, except for those use taxes that are the obligations of the end user and/or consumer.
4. All invoices must be submitted through EDI or through a portal.
5. Supplier invoices will contain the following information: (a) the Purchase Order number; (b) the Product part number or other relevant number of each Product; (c) a description of the Product(s); (d) the quantity of Product(s); (e) the unit and extended price applicable thereto; and (f) Supplier's serial number(s), if applicable.
6. Supplier must only invoice HSC for what shipped, and the invoice must match the price on the PO when the PO is acknowledged.
7. **Suppliers must not submit an invoice without a valid HSC PO. Invoices submitted without a valid HSC PO, will be rejected and not paid. Invoices that do not have a valid PO number will not be paid.**
8. Suppliers must not add a drop ship fee, minimum order charge, or any other miscellaneous charge to the invoice without prior approval from HSC's VP of Procurement, VP of Strategic Sourcing, or Strategic Sourcing Manager.
9. Supplier should not add drop ship fee, minimum order charge, or any other miscellaneous charge to overall invoice total that is not listed on the PO.
10. If original invoice is submitted with incorrect information such as incorrect pricing or incorrect quantity against the HSC PO, invoice will be rejected and not paid. Suppliers will be expected to submit a revised invoice within 7 business days of original invoice submission date. The revised or newly created invoices must have a unique invoice number and reference original invoice. Original invoice must be removed from the open statement. For example, if original invoice was 1234, revised invoice must be 1234-R or some other unique number. If a credit memo is used, HSC has no use for it and it can be discarded.
11. Dropship invoices must contain a valid HSC PO number and tracking information for the shipment.
12. Invoices received more than fifteen (15) days after product delivery may be subject to denied payment.

6.2 Credit Memos:

1. All credit memos for returned products must have the RTV (HSC Return to Vendor) number listed on the credit memo. The credit memo should also include a ship to address.
2. There must be separate lines on the credit memo for restocking charges or any other fees.
3. Suppliers must not submit a credit memo without a valid RTV. Credit Memo submitted without a valid RTV, will be rejected.
4. Supplier provided Item Number should match with vendor Product number reflected in RTV.
5. Warranty and repair credits must reference original HSC PO or replacement HSC PO.

Section 7.0 Labeling & Shipping Requirements

7.1 Labeling Requirements:

HSC Package Barcode Labeling Requirements

The HSC Distribution Centers (DC) process a high volume of product which is delivered in various configurations daily. Therefore, the use of proper labeling is critical to ensure the prompt receipt of product into available inventory. Prior to shipping into the HSC DC, all products require an acceptable barcode label on each saleable unit and master carton. Barcodes are not required on pallet labels.

The Individual Product Barcode Label

An individual product barcode label must be placed on the outermost packaging of the product. The label must always be applied smoothly, so there are no bumps or wrinkles which could interfere with successful scanning of the barcode. HSC will only accept printer generated barcode labels or barcodes printed directly on the product packaging with black ink on a white background.

Product Unit Labeling Requirements

Each individual product MUST be labeled with the information below. The information may be imprinted on one label or on separate labels aligned vertically.

- A barcode in Code 39, UPC-A, or EAN-13 format.
- The item number.
- The product serial number if applicable.

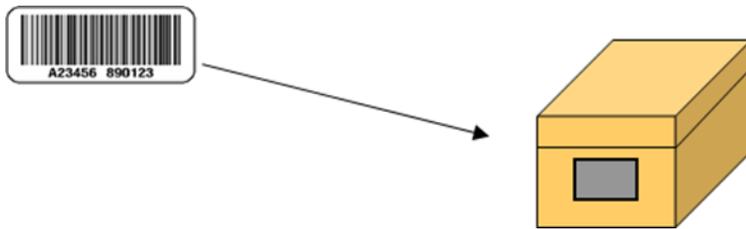
HSC requires that the individual product unit barcode label be placed on the end of the

outermost package/box. Please review the following information and follow the label placement requirements for your specific package configuration.

Barcode Label Placement:

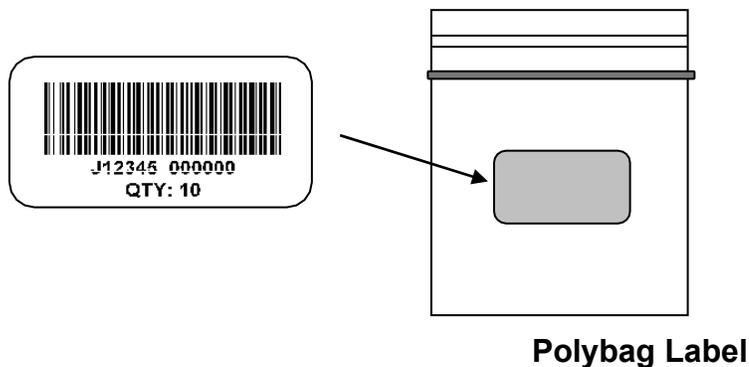
When applying a barcode label to individual product packaging, the following criteria must be met:

- Place the label on the end of the packaging to expedite scanning when the product is placed and removed from shelving.
- **DO NOT** place the label on the top or side of the box.
- Label placement must be consistent from unit to unit.
- Only one barcode label is required per product unit.
- **DO NOT** place a barcode label across a package seam OR around a package edge.
- When HSC orders in full case quantities, Supplier will have barcode on case with Quantity on label.



Polybag Barcode Label Placement

When placed on a polybag, the barcode label should be placed in the center of the bag.



7.2 Shipping Requirements:



These shipping guidelines are in support of HSC, including Hanger Clinic, Symbiont Logistics, and Southern Prosthetic Supply (SPS), to streamline inbound supply chain processes. Failure to comply may result in the charge back of transportation costs.

HSC small parcel shipments to distribution centers should be shipped via FedEx Ground®. Packages must be consolidated to one shipment per week per distribution center. Small parcel shipments should not exceed 49 lbs. per piece or exceed a combined weight over 320 lbs.

Orders weighing over 320 lbs. must be shipped LTL; see page 2 for “Dimensional Weight” for shipping specifications.

Small Parcel Shipping

1. Use your FedEx account number to schedule pickups.

If you do not have an account, call 1.800.GoFedExSM (1.800.463.3339SM), Opt. 1 or go to [fedex.com](https://www.fedex.com) to setup an account. This account number will not be billed for regular transportation charges, if you follow these instructions.

If you do not have a regular FedEx Ground pickup, the FedEx Ground pickup needs to be scheduled one day in advance. Avoid pickup fees by dropping off your package at a FedEx drop-off location; to find the nearest location go to [fedex.com](https://www.fedex.com) or call 1.800.463.3339.

2. Create your shipment on [fedex.com](https://www.fedex.com). Labels must be electronically generated. Select “Ground” for the Service Type.

Use FedEx Express® for time-sensitive shipments only. Prior approval must be given by an appropriate HSC representative.

3. Select “Bill Third Party” and enter the HSC account number: **536038140**.
4. Enter the “PO#” in appropriate reference field (see Addendum A).
5. Do not enter a Declared Value unless otherwise requested by an HSC representative.

Packaging

1. Small parcel shipments should not exceed 49 lbs. per piece or exceed a combined weight over 320 lbs.
2. Packages **must** be consolidated to one shipment per week per distribution center.
3. Parcel shipments should **not** exceed 49lbs in Actual Weight.
4. Parcel shipments should **not** exceed 48” in measured Length.
5. Parcel shipments should **not** exceed 30” in measured Width.
6. Non-standard packaging (shrink wrap) should **not** be used.

7. Sequential Numbering: all boxes **must** be clearly numbered on the outside of each box.
Example: (1-of-2, 2-of-2)
8. Packing Slips: All packing slips **must** be sealed and attached to the outside of the first box labeled in the sequential numbering sequence OR in a pouch/envelope on outside of a pallet in the shipment. Example: (box 1-of-2)

Dimensional Weight:

Use the calculation length to width to depth divided by 250 to determine the FedEx Dimensional Weight of your shipping box. Compare the Dimensional Weight and actual weight. If the dimensional weight of the box exceeds the 320 lbs. minimum, the shipment needs to be shipped LTL, unless otherwise specified by the HSC Procurement Specialist.

DIMENSIONS

W 12 in.

L 16 in.

D 12 in.



Dimensional Weight (lbs.) = $\frac{L \times W \times D}{250}$

L = Length in Inches
W = Width in Inches
D = Depth in Inches

LTL Shipments - Service and Billing Options

All shipments to HSC that meet or exceed the specifications below should be palletized and shipped via truck using our approved 3PL carrier, C.H. Robinson.

If multiple orders and backorders are available to ship to HSC the same week and their combined weight or cubes meet or exceed the minimum for LTL shipment, 320 lbs., HSC prefers they be combined, palletized and shipped by LTL along with a packing list for each order or backorder. The packing list(s) need to be easily accessible on the pallet in a pouch on the outside of the pallet and one packing list per purchase order. Failure to comply may result in chargebacks.

When shipping LTL in support of HSC and Hanger, follow these guidelines:

Service type:

- Total up the weight, # of pallets, dimensions of each pallet, and the type of product for each location.
- Email your assigned 3PL, C.H. Robinson with this information for each location or use CHR Portal to create the shipment pickup request.
 - General Email <SPSCO@chrobinson.com>

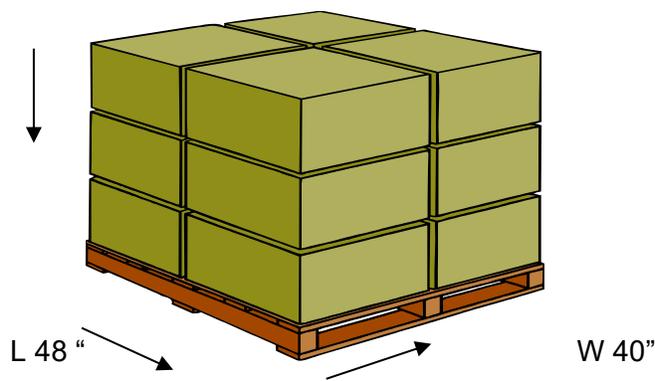
- C.H. Robinson will create shipping labels and BOL for you and will arrange pickup.
- Ensure that you have entered the PO # and piece count on the BOL request.

Pallet Specs

320. OR 69,120 Cubic Inches (40 Cubic Feet) (1.48 Cubic Yards)

The pallet illustrated below is the HSC cube maximum for truck shipment. All orders or combined orders regardless of cubes exceeding 320 lbs. need to be palletized and shipped by LTL truck.

H 72"



Damage Control

To reduce the possibility of damage during shipment HSC suggests the following packaging techniques be considered.

- Shrink-wrap pallets & **make sure shrink wrap ties product to pallet**
- Label shrink-wrapped pallets "***DO NOT BREAK SHRINK WRAP***".
- Label pallets "***DO NOT TOP STACK***" or "***DO NOT DOUBLE STACK***".
- Use corner guards or edge guards and band the pallet with metal or plastic strapping.
- Use heavier corrugation for regular or master shippers. I.e., higher crush-proof boxes or double or triple wall boxes.
- Use corrugated sheets at the base and between layers on the pallet.
- **Each pallet must have a scannable barcode to indicate the PO number.**
- **Each box must be labeled with PO number, item number, and quantity.** If the box is not a full case pack and contains mixed products, the box must be marked "***MIXED***" with the item numbers and quantities of each item in the box. Do not mix items from different POs in the same box. Box label is to be facing outward to allow for faster processing of POs.

- If a pallet has items from more than one PO, the pallet must be marked “**MIXED**” with all of the PO #s listed on a master flag document.

External Carton Labels

HSC requires that cartons be labeled facing outward on pallets with PO and carton specific information, with barcode. Examples below.

Example of External Carton Labels:

Vendor Name	Best Products in O&P, Inc		
HSC PO	HSC123456		
Vendor Order #	809101		
Date of Shipment	11/29/2010		
Box #	2 of 10		
<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Barcode Scan</u>
800-500-AAA	Test Description 1	12	

Example of Label for Box with Multiple SKUs:

Vendor Name	Best Products in O&P, Inc		
HSC PO	HSC123456		
Vendor Order #	809101		
Date of Shipment	11/29/2010		
Box #	2 of 10		
<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Barcode Scan</u>
800-500-AAA	Test Description 1	5	
5A80895	Test Description 2	2	