



Endurance Vendor Association (EVA):

At Endurance, we value our vendor partners. We initiated EVA to develop a collaborative network and develop capabilities collectively by standardizing and adopting the best practices. This forum enables us to address issues efficiently and strengthen our suppliers. Every year we organize annual Endurance Vendor Meets for our partners to understand the business outlook, voice their concerns, present their improvement journeys and interact with senior management. We recognize the best vendors for their quality, development support, and TPM practices.

Life Time Suppliers (LTS):

In our endeavor to build a strong, capable and reliable vendor base, we have identified several life time suppliers chosen based on their attitude, management capabilities, values, quality, financial strength, on-time delivery and cost competitiveness. We work closely with our vendor partners with focused quality improvement programs, TPM trainings and technology upgradations. We encourage our vendor partners to foster innovation through value engineering, identifying alternate material and process improvements. We have applied for several patents in collaboration with them.

Vendor Engagement Initiatives:

We strive to become the most preferred customer for all our partners (vendors and service providers). We are committed to enhance engagement of our partners by proactively communicating with them. We have also conducted a Vendor Engagement Survey with Gallup to understand the voice of our partners, analyzing their responses, determining the pain areas and resolving them proactively. Some of the actions we have taken based on the feedback are developing a system for vendors to highlight issues and track status, initiating a change management system and integrating it with the existing vendor portal, developing systems to proactively communicate SOB and reasons for debits.

Testimonials from some of our Vendors:

- *“We have a very good relationship with top management, they are transparent in their business interactions. Their business practices are ethical... Chemistry between us is very good.”*
- *“ETL is growing and we are also growing with them, our share of business is quite high with Endurance... They work more as business partner and give opportunity in new areas.”*
- *“We are totally dedicated to Endurance as they have given us a big volume of business and they are giving us more volumes.”*
- *“Fast growth, High volumes, Good pay master, Professional management, Transparency in dealing.”*
- *“Receiving payment in time as per PO, Getting amendment timely, Consistency in the business.. Support in supplier up gradation.”*
- *“They are hand holding us for improvement in quality standards. They provide us constructive support.”*
- *“Heartiest congratulations to everyone at the Team Endurance. To reach out to each member of supply chain and help resolve each issue, each query, requires not only such a huge effort, and investment, but more than anything, a firm commitment and resolve at the top level to mentor, guide, support and parent every supply chain partner, big or small. This is a very special initiative used by less than 30% of Fortune 100 companies. This shall have a multiplier effect in the supplier confidence and foster healthier, stronger, long lasting relationship. Our heartfelt thanks to all who conceived and finally implemented this futuristic initiative.”*