

SUPPLIER SUPPLIER MANUAL for all Briggs & Stratton brands









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Section 1: Our Commitment To Win, Mission and Guiding Principles

1.1 POLICIES, MISSION AND PRINCIPLES

At Briggs & Stratton, the sourcing and purchasing of goods and services play a crucial role in our organization's profitability and longevity. As a result, we believe in developing and maintaining strategic relationships with our suppliers so that we may all collaborate, innovate, and grow. To ensure success and effectiveness in this relationship, we must communicate to our suppliers the policies, mission, and guiding principles that are the foundation of our organization.

Supply Chain's primary responsibility is to build, foster, and grow relationships with current and potential suppliers who have committed themselves to providing Briggs & Stratton with on-time, defect-free products. Those relationships emphasize adding value through quality, cost, delivery, technology, and customer service/support

OUR COMMITMENT TO WIN

SAFETY AND INTEGRITY ARE FOUNDATIONAL VE FOCUS ON THE JSTOMER are responsive and to do business with re solutions oriented

STANDAR FOR OUF COMPANY & OURSELVE We are intolerant of m We accept account We make candid asse

RSELVES : lerant of mediocrity upt accountability andid assessments performance CONTINUOU IMPROVEME IS OUR PATH SUCCESS We embrace change Continuous improvement

PEOPLE MAKE THE DIFFERENCE We attract and retain only the best People are evaluated basec on their accomplishments and behaviors Personal development is a shared responsibility

WE ACTIVELY AND REGULARLY COMMUNICATE

Everyone has We are can ad and tran s Debate is heal better d s We encou VE DEMONSTRATE AN ENTREPRENEURIAL SPIRIT We take initiative We exhibit a can-do attitude

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1.2 RELATIONSHIPS WITH SUPPLIERS

Briggs & Stratton considers it good business practice to:

- Provide a competitive environment for all suppliers, regardless of size, ownership, location, or culture, to earn a share of Briggs & Stratton's business
- Evaluate all suppliers fairly using the following criteria: quality, cost, delivery, technology, customer service/support, and any other relevant factors while safeguarding confidential and proprietary information of both Briggs & Stratton and the supplier
- Discourage all suppliers from providing any gift or gratuity to any of our employees, as Briggs & Stratton has a strict policy prohibiting employees from receiving cash from any supplier and places strict limits on their receipt of promotional items, personal gifts and entertainment
- Conduct business with integrity and within the bounds of the law, as Briggs & Stratton prohibits its employees from engaging in any activity that creates the appearance of a conflict of interest

1.3 BRIGGS & STRATTON SOURCING & PURCHASING RESPONSIBILITIES

Briggs and Stratton Sourcing Department is responsible for the following:

 Developing commodity strategies, selecting suppliers, negotiating agreements, and managing the overall relationship with suppliers of materials and services on a company-wide basis

- Providing direction and assistance in the overall purchasing process
- Onboarding new suppliers
- Setting pricing in the system and keeping active supplier information current
- Helping brainstorm and implement VAVE ideas to improve our position in the marketplace.

Plant Purchasing is responsible for:

- Managing the operational execution, day-to-day supplier performance and order management of the parts and services within their plant
- Addressing quality concerns with supplied materials or services for their facility
- Working with suppliers to manage the timing of expedites and order pushouts.

NOTE: The Sourcing and Plant Purchasing teams work collaboratively to coordinate all purchasing activities and are the primary contacts for all business communications with the supplier.

Supplier Quality is responsible for:

- Qualifying new suppliers
- Monitoring supplier performance
- Implementing continuous improvement initiatives, either directly or through Plant Purchasing.

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Section 2: Supplier Expectations

2.1 QUALITY SYSTEMS (QMS)

Suppliers are fully responsible for the quality of their goods and/or services and must ensure they meet all Briggs & Stratton requirements. Shipments of non-conforming material will jeopardize a supplier's quality rating and will be reflected in the supplier performance evaluation. As a result, suppliers must accept responsibility for any costs Briggs & Stratton may incur because of a supplier's inability to follow written or verbally communicated requirements. If your product is found to be defective or nonconformance, the Briggs plant operations & buying team will communicate the issue to the supplier, enter an NCM into SAP, and tabulate the costs associated with sort, inspection, rework, replacement, and shipping. The supplier may be debited to recover those costs. Examples of these costs include, but are not limited to:

- Expense for sorting & inspection of NCM parts
- Expense for fabrication or replacement of NCM parts.
- Incorrect/Missing labeling
- Incorrect/Missing Advanced Shipping Notice (ASN)
- Non-compliance with routing guidelines

All suppliers shall maintain a documented Quality Management System (QMS) as specified by the latest ISO9001 or equivalent international standard(s). Elements of that QMS shall include, at minimum:

- Quality Assurance Organization
- Advanced Quality Planning
- Change Control
- Purchased Material
- In-Process Material Control
- Gage Control
- Material Review
- Final Audit/Test
- General Housekeeping
- Packaging & Handling
- Supply Chain Purchasing_Supplier Debit ...

Contact: Arvind Balakrishnan, balakrishnan.arvind@basco.com

2.2 REQUIRED DOCUMENTATION

Suppliers will furnish information concerning operations or projects as requested. Such information may include, but not be limited to, drawings, specifications, memoranda, operational data, photographs, models, prototypes, designs, materials, inventions, improvements, descriptions, sketches, computer firmware and software, manufacturing methods and techniques, test methods and data, APQP or PPAP data, quality control data, cost and pricing data, financial information, marketing and sales data and plans, and product application.

This information may be confidential or proprietary and should be identified as such. It may also be subject to a non-disclosure agreement. Briggs & Stratton will use the same standards of care to protect its confidential information from disclosure.

Contact: Jen Hersback hersback.jennifer@basco.com

2.3 BUSINESS DATA:

This information is required to become an 'approved' supplier in the Briggs & Stratton supply base. The information required is:

- Banking information (electronic payment, etc.)
- Contact information
- ISO certification
- MWBE & other certifications
- Supplier Quality Self Survey
- 544k acknowledgement

Contact: sparc@basco.com



2.4 MATERIAL PART DATA

This information is required for each individual part you produce and sell to Briggs & Stratton. This information may change throughout the lifecycle of the part and may need to be updated. Please work with your NPD buyer AND/OR your plant buyer to review and give this information for each supplied part.

- Lead times
- Packaging quantities (box, pallet)
- Packaging dimensions & weights
- MOQ
- County of Origin
- Ship from' Warehouse location

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2.5 BUSINESS CONTINUITY & NOTIFICATION

Suppliers may experience business interruptions for which Briggs and it is expected that suppliers do the following:

- 1. Provide yearly to Briggs & Stratton your updated continuity plan
- Communicate the issues to the affected plant purchasing personnel at the soonest possible time
- Continuously used their best efforts to overcome the effects of the interruption

The Plant Buyer and your respective Category Manager should be notified immediately.

2.6 ENVIRONMENTAL REQUIREMENTS FOR MATERIALS, PARTS, AND PRODUCTS

The 544 K specification provides Briggs & Stratton's general requirements for prohibiting/restricting certain chemical compounds from being used in the composition or manufacturing of parts, components, materials, and products purchased by Briggs & Stratton globally.

The 544 K specification does not list all product content limitations or restrictions that may be established as a matter of law. Seller's compliance with this specification does not relieve or diminish the Seller's obligation to comply with all applicable laws.

The 544 K specification is in addition to, and does not limit or supersede, any other product specifications that may be established by Briggs & Stratton.

For additional 544K specification details, refer to:

https://www.thepowerportal.com/display/router/ Briggbupplier/MyResources/Specifications/Brig gsStratton544KSpec.pdf

If the material, part, or product being supplied for Briggs & Stratton applications does not meet one or more of the requirements in this specification, the supplier must immediately notify their Briggs & Stratton purchasing representative (plant buyer). This also applies if the supplier or a subcontractor changes their operations, which will cause a material, part, or product to no longer comply with this specification.

2.7 FACILITIES LOCATIONS AND COMMUNICATIONS

2.7.1 Facilities Locations

Domestic Facilities: https://mybriggs.basco.com/na/en_us/locations/ domestic.html

International Facilities:

https://mybriggs.basco.com/na/en_us/locations/ international.html

Please contact your category manager if you cannot access.

2.7.2 Communication

Briggs & Stratton is committed to being a low-cost customer to our suppliers by implementing electronic communication systems. Our mandatory Supplier Portals include:

- The PowerPortal: Automated Vendor Schedules (AVS) and Advanced Shipping Notices (ASN) submissions, vendor reports, news, and Policy & Training documentation, the latest version of this document is also available via the PowerPortal (www.thepowerportal.com).
- B2B Connex: Purchase Orders and Advanced Shipping Notices (ASN), PO confirmation, and electronic invoicing (<u>https://b2b.basco.com/viewLoginPage.do</u>).
- GEP Smart: Vendor master data self-service, RFQ management, document exchange & supplier scorecards (<u>https://businessnetwork.gep.com</u>).

We are constantly enhancing the functionality of our portals to provide increased benefits to our suppliers. We will communicate change updates as we deploy new functionality.

All suppliers are expected to access and use Supplier Portals frequently and promptly respond to system-generated email alerts. Contact your Purchasing representative for further information on the Supplier Portals and their benefits.

Due to the importance of Advanced Shipping Notices (ASN), incorrect or missing ASN will result in a Supplier Debit and may also result in a Supplier Corrective Action Request (SCAR). Refer to section 6.2 for further details on the SCAR process.

Contact: Sparc@basco.com



2.8 CONSIGNMENT AND SUBCONTRACTING SECTION

2.8.1 Cycle Counting Responsibility

The supplier will be responsible for "accurately counting" Briggs & Stratton-owned inventory within their facilities and/or supplier-owned inventory within the Briggs & Stratton facilities, on request, at least yearly. "Accurate counting" may include the use of scales, hand counting, and Briggs & Stratton-supplied container counts if no materials from that specific container have been handled. The results of the count will be documented by part number and forwarded to the respective Briggs & Stratton contact.

If the supplier performs a non-requested count and identifies an inventory problem resulting from that count, it is the supplier's responsibility to communicate that problem to the respective Briggs & Stratton contact.

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2.8.2 Inventory Loss Responsibility

Whether subcontracted inventory (owned by Briggs & Stratton) or consigned inventory (owned by the supplier), the supplier is responsible for taking "due care" in handling and controlling this material. If an inventory loss or gain is identified within the supplier's system, the respective Briggs & Stratton Purchasing contact will analyze it. Depending on the results of this analysis, negotiations may follow concerning the responsibility and financial impact.

2.8.3 Scrap Reporting

Briggs & Stratton reserves the right to request that scrap be gathered, documented, and returned as necessary. The supplier is responsible for documenting all scrap incurred within their facilities and forwarding this documentation to their respective Briggs & Stratton Purchasing contact, especially if there is a substantial increase in scrap percentage over the set standard. Documentation will include part number, quantity, defect information, and charge responsibility.

2.9 TOOL IDENTIFICATION

All Briggs & Stratton-owned tools, tooling, and gauges (whether purchased, replaced, repaired, or maintained by supplier) shall remain the property of Briggs & Stratton and must be identified by Briggs & Stratton identification number permanently affixed by asset tag, engraving, stamping, or similar method. Any tooling that is too small or configured to contain such marking shall be otherwise marked or identified as agreed by Briggs & Stratton. The supplier shall provide, upon reasonable request, information on all Briggs & Stratton tools, tooling, and gauges of which the supplier has custody. Routine repairs, maintenance, or replacement of tools, tooling, and gauging shall become the supplier's obligation and be reported/tracked as prescribed by Briggs & Stratton.

Section 3: Supplier Qualification

3.1 SUPPLIER SITE AUDITS

- Briggs & Stratton uses a risk-based approach when qualifying new suppliers. This approach is based on the risk of the products/services they provide. The higher the risk, the more activities/documentation are required to qualify and onboard them into our systems.
- Suppliers qualified on or before 31 Dec 2023 will be grandfathered on Briggs & Stratton's approved supplier list. Once grandfathered, should a supplier relocate or become acquired by another organization, the supplier must be requalified under the most current Supplier Site Qualification process.
- All supplier site qualifications performed on or after 1 January 2024 must be conducted according to the current Supplier Qualification process.

3.2 SUPPLIER PRODUCTION PROCESS REVIEWS

 Briggs & Stratton uses a risk-based approach when qualifying new or updated supplier production processes. This approach is based on the specific risk(s) of the products/services they provide. The higher the risk, the more activities/documentation are required to qualify the process.

- Briggs & Stratton uses a Production Part Approval Process (PPAP) to document and approve first production run results of dimensional, chemical, and physical properties and other product qualification testing as specified for production parts.
 - a. PPAP documentation should be in the supplier's format per their QMS.
 - b. Production parts or products for PPAP submissions will be produced with production materials, tooling, equipment and processes, gauges, and operators.
 - c. Any non-conformance to the specifications requested by Briggs & Stratton must be corrected before PPAP submission unless prior approval to submit (part deviation) has been received from Briggs & Stratton Purchasing. Temporary approval for prototype tooling may be required until production tooling is available.
 - d. For greater insight into the SupplierProduction Process Qualification, refer to:

Supply Chain Purchasing_Supplier Debit Proc...

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Section 4: Briggs & Stratton Expectations For Suppliers

4.1 SUPPLIER SCORECARDS

Briggs & Stratton has monthly scorecards to communicate performance to Suppliers. Some key performance indicators may include, but are not limited to:

- Quality performance (i.e., part/service defects, customer complaints, etc.)
- 2. Pricing performance (i.e., inflation, deflation, etc.)
- Shipping performance (i.e., on-time delivery, ASN utilization, etc.)
- Suppliers should proactively review their Scorecard to identify potential areas of improvement.
 - Accessing your supplier scorecard is done via the GEP analytics module.
 Please contact your category manager if you have any questions or issues with access.
- Suppliers will be contacted by their respective Category Managers to schedule a review of their Scorecard, when available, to discuss actions to improve their score & a timeline for when those activities should be completed.

4.2 SUPPLIER RE-EVALUATION

- Briggs & Stratton compiles and performs periodic supplier re-evaluations to assess overall risk and drive future continuous improvement activities.
- Supplier Re-Evaluation is a list of weighted averages based on the last 12 months of data, resulting in a total supplier risk score.
- Weighted average areas may include, but are not limited to:
 - Part/service defective parts per million (DPPM)
 - b. Percentage of submitted ASNs
 - c. Field failure quantity
- Once all total supplier risk scores are calculated, the values are sorted in descending order, as the higher the total supplier risk score, the higher the supplier's risk.
- Based on total supplier risk scores, Supplier Quality will coordinate the generation and execution of action plans for the top supplier offenders to help them improve their scores as needed.



4.3 SUPPLIER CERTIFICATION AND REGISTRATION MONITORING

Briggs & Stratton consistently monitors supplier certifications & registrations to ensure that suppliers effectively maintain their respective quality management systems.

The supplier must keep their certifications and registrations current. Failure to do so may negatively impact a Supplier Scorecard, and/or Supplier Re-Evaluation may be required.

A loss/revocation of a supplier certification or registration may be grounds for business relationship termination.

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4.4 SUPPLIER QUALITY, COST, TIMING, TECHNOLOGY EXPECTATIONS

Suppliers understand that in order for Briggs & Stratton to remain competitive, we must continuously improve the quality, cost, and value of our products and services. Cooperation from suppliers is critical to this effort. We must work jointly together to improve, and suppliers need to make all reasonable efforts to remain competitive regarding cost reduction efforts, on-time delivery/inventory management, flexibility/lead-time improvement, product quality, and product technology/customer value. Failure to do so may result in competitive RFQ benchmarking activity.

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Section 5: Supplier Continuous Improvement

5.1 SUPPLIER AUDITS

- Briggs & Stratton uses Supplier Audits to evaluate & assess a supplier's ability to maintain control of their facility, quality system & production process, as well as to help identify potential areas for improvement.
- 2. Supplier Audits include the following types:
 - a. Supplier Site Audit: Initial qualification or periodic review of a Supplier's production facility, quality system & business practices. This audit uses ISO 9001, TS16949 &/or ISO 14001 as its foundation and usually requires 2 to 3 days to perform.
 - b. Supplier Production Process Audit: Initial qualification or periodic review of a Supplier's production process(es). This audit uses the Supplier's production process documentation & records as its foundation and usually requires 1 to 2 days to perform.
- Supplier Audits may be conducted onsite or remotely/virtually.
- Suppliers will be given at least 30 days notification of an upcoming Supplier Audit, except in unannounced audits, which should be few and shall be for a specific cause.

- The Supplier Auditor will work with the Supplier to schedule the audit and fulfill any requirements up to, during, or after the Supplier Audit.
- The Supplier Auditor will provide the Supplier with a written Supplier Audit Report within 30 days after audit completion, including any nonconformances (NCs) and/or Opportunities for Improvement (OFIs) identified.
 - a. NCs will follow Briggs & Stratton's Supplier Corrective Action Request (SCAR) process.
 - b. OFIs are recommendations of activities that may help the Supplier improve in a particular area. It is strongly encouraged that the Supplier acts upon OFIs, though not a requirement.

5.2 SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)

- 1. SCARs are initiated as a result of one of the following:
 - a. A Part/Service NC
 - b. A Supplier Audit NC
- 2. Upon receipt of a SCAR, the Supplier will:
 - Assess the issue & contain the nonconformity within one (1) business day.
 - Analyze the root cause & develop an action plan within ten (10) business days.
 - Accept discrepant material & implement the action plan within twenty (20) business days.
- Suppliers should use their corrective action form to respond to a SCAR.
- Suppliers will be held accountable to the timeline provided within their Corrective Action.
- Suppliers will submit documentation & evidence upon completion of each Corrective Action milestone.

5.3 SUPPLIER QUALITY IMPROVEMENT PLAN (SQIP)

- A SQIP is a framework for Briggs & Stratton-led continuous improvement activities with a Supplier. It is usually identified as an output of Supplier Scorecards and/or Supplier Re-Evaluations.
- Once identified and assigned an owner, Briggs & Stratton will schedule a kick-off discussion with the Supplier to discuss framing the concerns. Prior to the kick-off discussion's completion, the SQIP Owner will schedule routine supplier meetings to review incremental status and provide guidance/support.
- A SQIP may include one or more of the following Briggs & Stratton Supplier Quality Assurance processes:
 - a. Supplier Site Qualifications
 - b. Supplier Site Audits
 - c. Supplier Production Process Audits
 - d. Supplier Corrective Action Requests
 - e. Supplier Change Requests
 - f. Product Change Notifications
 - g. Supplier Production Process Qualifications
- An SQIP will not close until all associated Supplier Quality Assurance processes have been completed and SQIP goals have been achieved.

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5.4 SUPPLIER CHANGE REQUEST (SCR)

Briggs & Stratton is always seeking continuous improvement opportunities. To that end, Suppliers are to communicate improvement ideas to their Briggs & Stratton Purchasing Representative in writing (e.g., formal letter, email, etc). It is vital that:

- Suppliers use this method to communicate the idea of making any change(s) to a product, process, or service. The reason for an SCR includes, but is not limited to:
 - a. Supplier improvement ideas regarding cost, quality, delivery, etc.
 - b. Supplier manufacturing location change
 - c. Supplier tooling/equipment change or update
 - d. Subtier supplier changes

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 Suppliers wait for formal approval from Briggs & Stratton before implementing any change(s).

5.5 PRODUCT CHANGE NOTIFICATION (PCN)

- Briggs & Stratton continuously endeavors to provide suppliers with near-real-time communication regarding requirement and specification changes.
- Upon communication of a PCN, the Supplier will acknowledge receipt and communicate any concerns to Briggs & Stratton within two days.
- The Supplier will provide a change implementation plan, including a final cutover date.
- The Supplier will update all associated process documentation, including but not limited to:
 - a. Internal drawings, specifications,
 Process Flow Diagrams, PFMEAs &
 Control Plans.
 - b. Internal process work instructions, forms, templates & training materials.
 - c. Inspection plans, including
 Measurement Systems Analysis
 methods such as Gauge R&Rs &
 Process Capability Studies.
- All Supplier process updates must be completed and submitted to Briggs & Stratton for review/approval prior to shipping products under the new, updated process.

Contact: Miguel "Mike" Perez, perez.miguel@basco.com

Section 6: Implementation -Logistics & Customs Compliance

6.1 TRANSPORTATION ROUTING, LOGISTICS & CUSTOMS COMPLIANCE EXPECTATIONS

This section contains the general business requirements for routing and shipping material purchase orders to the Briggs & Stratton network for Domestic Suppliers. Briggs & Stratton requests that their Suppliers cascade this information throughout their organization as appropriate to ensure alignment and execution of Transportation Routing Requirements.

Key Requirements:

- Routing Request Requirements via CH Robinson Portal – Navisphere
- Purchase Order Accumulation and Order Synchronization
- Cube, Weight, and Pallet Guidelines
- Mode Assignment
- Carrier Appointment Process
- Advanced Shipping Notifications (ASNs)
- Emailing Transportation Hotline

More details regarding Briggs & Stratton logistics and customs compliance requirements can be found at the following location:

Supplier Routing Requirements_2025.pdf

6.2 IMPORTER OF RECORD

Any US Supplier that imports goods or materials that incur import tariff charges needs to be reviewed by Briggs & Stratton. This review is to occur before invoicing Briggs & Stratton, directly or indirectly, for paid tariff charges. Briggs & Stratton will review these part material numbers, and if used in an Agricultural application and eligible under the 9817 HTS code exemption, Briggs & Stratton will then provide the supplier with the actual use certification.

6.3 CHARGEBACKS, WARRANTY & NON-COMPLIANCE

Warranty

Warranty expense is incurred by replacing products in our dealer network. Supplier collaboration in product/system failure analysis is critical to mitigate this expense and customer dissatisfaction. A supplier agrees to participate in warranty analysis and reduction efforts when applicable. If deemed necessary, warranty expense recovery may be initiated when supplier-caused quality issues are found to be the root cause of the expense.

Contact: Ellen Moodie, moodie.ellen@basco.com

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Section 7: Packaging And Labeling

7.1 PACKAGING

This section describes the general guidelines required to provide damage-free parts during transit and in-plant handling while keeping costs minimal. Included are basic packaging, labeling, and shipping requirements that all Briggs & Stratton suppliers are expected to follow.

The focal point for package design and development is the point-of-use at Briggs & Stratton production facilities. Suppliers are responsible for designing their packaging systems with input from Briggs & Stratton, emphasizing the development of complete and efficient packaging systems that should take into consideration, but are not limited to, the following items:

- Part containment and protection
- Handling and storage
- Ergonomic considerations
- Dunnage requirements
- Operator's workspace
- Packaging waste
- Maximum number of parts per container
- Readily recyclable
- Part orientation
- Readily identifiable

Briggs & Stratton is committed to cooperating with our suppliers to reduce waste and recycle materials whenever possible. Ideas that improve the safety, quality, efficiency, and cost of the product or packaging that are proven economically feasible activities are strongly encouraged. Please take this challenge and send any packaging improvements or changes to your Briggs & Stratton purchasing representative. Acceptable packaging systems must meet the overall guidelines outlined in this section and be approved by Briggs & Stratton.

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7.2 LABELING REQUIREMENTS

Briggs & Stratton requires barcode labeling that meets the Automotive Industry Action Group (AIAG) Shipping / Parts Identification Label Standard (AIAG-B-3-1984). Briggs & Stratton supports using data identifiers and follows the U.S. National Identifier Standard ANSI/FACT – 1.

All non-bar code labels must follow the guidelines described in this section regarding content, size, readability, placement, etc. Non-conformance to these labeling requirements will be reflected in a Supplier's Quarterly Performance Rating. Continued supplier non-conformances to labeling requirements may lead to discussions regarding financial restitution.

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Section 8: Invoicing, Payment, Tax Identification Forms

Please email a PDF of your invoice to apinvoices@basco.com (invoices only). We ask that each invoice be in a separate PDF file, but multiple PDFs can be attached in one email. In order to ensure timely processing, we ask that you include the following information on your invoice:

- 1. Supplier information
- 2. Unique Invoice Number with Date Created
- 3. Destination of Good/Services
- 4. Briggs & Stratton Provided Vendor Number
- 5. Packing list, ASN Number if applicable
- Purchase Order Number and/or First and Last Name of the Briggs & Stratton contact who purchased the good or service
- 7. Payment Terms
- Total Quantity Shipped, Completed Per Line Item
- 9. Description of Goods/Services
- 10. Dollar Amount for Invoiced Per Line Item
- 11. Dollar Amount Invoiced Per Line Item
- 12. Total Invoiced Amount
- 13. Payment Instructions

Once an invoice has been paid, you should receive an automated payment remittance. If you have any questions regarding the payments, please reach out to your assigned accounts payable contact, which can be found on the remittance.

Contact: apinquiries@basco.com - use this email address for communication

