Global Supplier Quality Manual

Revision 4

Introduction

1. **Purpose:** This manual has been created for Cooper Standard's (CS) Production, Prototype and Service Suppliers. The manual includes all CS locations and joint ventures registered under the CS name. The manual is for all product lines. The manual is provided to communicate quality, delivery and purchasing requirements. This Supplier Quality Manual outlines business rules and supplier requirements necessary to standardize supplier processes, rejections and supplier performance.

2. **Scope:** The intent of this manual is to extend the scope of latest ISO 9001 and IATF-16949 requirements and to include the additional requirements of CS. This document defines the basic quality systems and procedures required for suppliers of direct Production, Prototype and Aftermarket parts or services to CS and are intended to orient suppliers to these requirements. The supplier's quality system is subject to review and evaluation by CS personnel and this document will serve as the basis for such a review. The CS divisions or plants initiating the purchase orders may provide supplemental requirements.

   In addition to this manual, there are divisional and local forms and appendixes that support this CS Global Quality Manual. These are found at https://partner.csaextra.net.

3. **Approach:** CS is committed to selecting suppliers that are willing to work with CS to achieve: zero defects, continuous improvement, on-time delivery and increased value. CS quality systems focus on Advanced Product Quality Planning (APQP). Suppliers are expected to employ effective APQP process. Refer to AIAG APQP manual.

4. **Audit:** CS personnel and/or customers or the customer's representative has right to verify at the supplier's premises and at CS's premises that subcontracted product conforms to specified requirements. A "Supplier Audit" is mandatory for all new Suppliers, meaning any supplier who has never before supplied material to any CS facility and who is a supplier of high risk or new/key material used. The first phase of the "Supplier Audit" requires the supplier to complete the Supplier Profile form. Based on the information provided, the CS Purchasing and / or Quality Department will then decide whether or not a facility review will also be required using the Supplier Audit form.

   a. CS has the right to conduct periodic visits at any supplier location that currently does direct and indirect business with CS. These visits will be performed by Supplier Quality, Supplier Development, or Plant staff. They will conduct problem visit resolution reviews, APQP/ launch readiness reviews, supplier capacity and over-all supplier performance reviews.

   As required by OEM Customer Specific IATF-16949, sub-tier suppliers to CS are to have CQI-9/ 11/ 12 / 15 / 17 / 23 / etc Assessments for heat treated/ plated/ coated/ welded/ soldered/ plastic molding/ etc components. Suppliers will be responsible to update and submit their annual copies of assessments to the CS Supplier Portal at https://partner.csaextra.net. Should Cooper Standard need to contact you directly regarding a document, it is expected that the newest version document will be provided to the Requestor within 2 business days. Failure to provide the requested documentation within the allotted timeframe will result in escalation which may include: DMN issuance, New Business Hold, Removal from Approved Source List, etc.

5. **Distribution:** This document is maintained by CS at a global level. Compliance to the requirements of this SQM is mandated on the purchase orders. Suppliers are responsible to ensure that they maintain a copy of the SQM. Each supplier is provided online access to the SQM https://partner.csaextra.net.

6. **Confidentiality:** All information concerning the relationship between CS and its suppliers will be respected as confidential. This includes, but is not limited to, purchase specifications, pricing customer information.

7. **Code of Conduct:** Suppliers are expected to comply with the latest version of Supplier Code of Conduct located at www.cooperstandard.com under the Partners tab.

Quality Systems

General Overviews

1. The supplier is responsible for providing written communication to CS Purchasing of all manufacturing process changes that affect the material(s) being supplied to CS. Based on the specific circumstances, CS will then evaluate whether or not CS can accept the supplier's specification requirements and/or if re-approval is required. This would include the supplier's inability to meet any parameters listed on the CS specification. Examples include any changes in product form, any changes in the manufacturing process, a supplier wanting to supply the same product / material from a different manufacturing site that is not already approved, material changes, and/or related changes that may affect fit, form, or function.

2. Suppliers are required to notify CS of any company name, or significant personnel or contact changes within their company. Once CS is notified, the updates will be made on the Approved Source List – ASL without re-approval. DMN contact changes must be submitted to DMNSPRSAdmin@cooperstandard.com. If there are changes in the supplier's manufacturing location a Supplier Audit may be conducted. New MSDS sheets with the corrected manufacturer name will be required for products already on the Approved Source List. Suppliers will be required to update and submit their Supplier Profile form to CS Supplier Portal at https://partner.csaextra.net. The Supplier will be required to update the Supplier Profile form should a change occur and every 3 years to CS Supplier Portal at https://partner.csaextra.net.

3. Outstanding quality and delivery performance including adherence to CS "Zero Defects" and "100% On Time Delivery" standards are required. Cost competitiveness and excellent customer service are also required. Sustained poor performance in conjunction with unacceptable corrective action could potentially result in the removal of a supplier from the Approved Source List, which entails re-sourcing that business the supplier has with CS.

4. The Automotive Industry Action Group (AIAG) www.aiag.org has published several manuals that standardize procedures, technical classifications, and reporting formats, which are required by our customers. Suppliers are responsible to remain current with these standards.

5. ISO-9001 is defined as minimum acceptable unless otherwise agreed upon by Cooper Standard, with the ultimate goal of certification to IATF-16949. Exceptions for certification include pallet, box, bag and other non-production suppliers. Suppliers are likewise expected to be conforming to an environmental management system consistent with ISO 14001. Suppliers will be responsible to update and submit their valid copies of registration certificate to the CS Supplier Portal at https://partner.csaextra.net. Suppliers who fail a surveillance audit must notify their CS Buyer immediately. Failure to maintain your ISO9001 minimum certification will result in the removal of a supplier from the Approved Source List, which entails re-sourcing that business the supplier has with CS. All external labs used for gage calibration and validation testing must be certified to ISO/IEC17025 or national equivalent.

a. Should Cooper Standard need to contact you directly regarding a document (e.g. ISO9000, IATF-16949, Profile, CQI, etc), it is expected that the newest version document will be provided to the Requestor within 2 business days. Failure to provide the requested documentation within the allotted timeframe will result in escalation which may include: DMN issuance, New Business Hold, Removal from ASL, etc.

6. CS Supplier Development, Supplier Quality, Management System, or Plant Quality will provide assistance to suppliers in the following areas:
    a. Resolution of critical issues between the supplier and the CS facilities
    b. Provide direction on CS policies pertaining to suppliers
    c. Assist high impact suppliers with improvement activities
    d. Work with potential new suppliers to bring them to a level to be added to the ASL
    e. Provide resources for, and where appropriate, conduct specific training when a supplier has a need for additional knowledge

7. The Supplier is responsible to establish a system to secure that all Cooper Standard and OEM specific requirements are considered and implemented into the supply chain. It is in the responsibility of the supplier to get access to all relevant specifications and agreements.

8. The supplier is responsible to nominate a qualified product safety responsible person in his organization and to communicate this person to Cooper Standard with the supplier profile. It is also in the responsibility of the supplier to forward this requirement to his sub suppliers.

PPAP Submission Approval Process

1. The level of PPAP submission to CS always defaults to a Level-3 PPAP submission, unless otherwise specified. The language is English parallel translations are acceptable. The PPAP is at no cost to CS.
2. In order to receive full payment related to the specific product being purchased by the CS plant the supplier must obtain full PPAP approval from the CS receiving plant.
3. Each supplier must meet all of the PPAP requirements including the promise date of submission to the CS plant in question. PPAP promise dates are established at product launch meetings with the CS Launch Teams or Plant Program Management Teams. It will be the responsibility of the supplier to supply an AIAG / OEM compliant PPAP package. The package will be in accordance with AIAG PPAP Manual, and submitted to the receiving CS plant. The PPAP package will be representative of the final customer format in which the receiving plant will be submitting to its customer.-Each of the OEM specific requirements must be in accordance with customer specific requirements and instructions found in the AIAG PPAP Manual.
4. CS receiving plant will inspect the PPAP samples and review the documentation. If the submission is found to comply with all requirements, the Part Submission Warrant (PSW) will be marked approved, signed and returned to the supplier. If discrepancies are found, the submission will be rejected and put on hold until those discrepancies are resolved. The PSW will be marked rejected, signed and returned to the supplier, along with a Supplier Request for Corrective Action form detailing the discrepancies.
5. With the PPAP submission, the supplier is to include the latest version of the Cooper Standard PPAP Checklist.
6. For Bulk materials, the supplier is contact the CS receiving plant for instructions on how to follow the AIAG PPAP bulk process.

APQP & Safe Launch

1. All suppliers shall utilize and maintain the AIAG Advanced Product Quality Planning (APQP) methods at all stages with the goal of problem free seamless launch. Reference Manuals:
    a. AIAG Production Part Approval Process (PPAP)

b. AIAG Statistical Process Control (SPC)
c. AIAG Measurement Systems Analysis (MSA)
d. AIAG Advanced Product Quality Planning and Control Plan manual (APQP)
e. AIAG Potential Failure Mode and Effects (FMEA)
f. Automotive Quality Management System Standard IATF-16949

2. Pass-thru characteristics (PTC) are supplier controlled characteristics that once generated, are not further controlled or 100% functionally tested / inspected during processing at the CS Plant. Non-conformance in these types of characteristics will be passed on to CS customers.
    a. Suppliers are required to conduct the following:
        i. Ensure that PTC's are considered during their APQP activities and that relevant controls are identified and applied in the Process Failure Modes and Effects Analysis and Control Plan
        ii. Identify each pass-thru characteristic as PTC on their control plan
        iii. Communicate PTC's to their sub-tier suppliers and require proper control
3. All suppliers must utilize a safe launch process to include product/material certification during initial production runs. The duration of certification and characteristics for certification shall be initiated by the supplier with the CS plant at time of PPAP. A minimum of 1200 pcs / part number shall be consecutively completed unless otherwise agreed to by the CSA plant quality, CSA SDE and supplier representatives. Individual part markings or box labeling shall be as instructed by the CS plant.
4. High Pressure Die Casting products must comply with the latest version of the Cooper Standard's High Pressure Die Cast Standard.
5. The supplier's product quality team must assess the feasibility of the proposed design during their APQP phase of the program. Customer design ownership does not preclude the supplier's obligation to assess design feasibility. The team must be satisfied that the proposed design can be manufactured, assembled, tested, packaged and delivered in sufficient quantity on schedule at an acceptable cost to Cooper Standard. The supplier's consensus that the proposed design is feasible should be documented along with all open issues that require resolution and presented to CS for their support.

Run @ Rate / Capacity Analysis

1. Suppliers are required to perform a run at rate / capacity study as part of their PPAP process. The results shall be documented on the Supplier Run @ Rate Capacity form and submitted as part of the PPAP package.
2. The purpose of the run @ rate / capacity is to ensure that the supplier's process is capable of meeting PPAP requirements and quoted volumes.
    a. Where equipment and / or processes are shared with other part numbers, the supplier is required to perform a capacity study prior to a Run @ Rate, to ensure that equipment / process capacity is not over sold.
3. During a analysis, all production tooling must be in place and running at full capacity, using all processes, personnel, gauging and procedures. The process and controls shall be reflected in the supplier's control plan.
4. The number of components to be produced during the Run @ Rate Capacity will be the same quantity required for PPAP and / or as specified by the purchase order. The results should then be projected to show the results based on an 8-hour production run.
5. Future capacity studies may be requested to the supplier based on volume increases

Tool Acceptance Report & Math Data Submission

1. Any production tooling/gages that is the property of CS must have a Tool Acceptance Report submitted as a part of the PPAP process. It is the supplier's responsibility to complete the Tool Acceptance Report.
2. The purpose for the Tool Acceptance Report is to have a record of the tools/gages built by the supplier or the supplier's vendor. This should assist with the approval process for payment of the tooling/gage.

3. Cooper funded designs, tooling, gages, etc are to have electronic math data (STEP format) included in the PPAP submission. Two electronic copies of Math Data and two copies of hard copy prints are to be submitted.

International and China Automotive Material Data Standard (IMDS and CAMDS) and Registration, Evaluation, Authorization and Restriction of Chemical (REACH)

1. All suppliers are required to submit within the appropriate IMDS or CAMDS on-line system all information required to comply with ELV (End of Life Vehicle) requirements. The data must be entered into the appropriate IMDS or CAMDS system at the time of PPAP submission, or earlier if requested by CS. An appropriate IMDS or CAMDS screen print showing approval shall be supplied with the PPAP package.
2. For regions utilizing **R**egistration, **E**valuation, **A**uthorization and Restriction of **Ch**emical REACH, the supplier is responsible to fulfill all REACH requirements.

Annual Validation

1. All product characteristics must be measured annually at a minimum to ensure continuing conformance to the drawing, material and specifications for all parts and services provided to CS. Annual validation submissions are to be retained at the supplier location and made available upon request. Current Laboratory Certificates are also to be available upon request. Inability to provide timely annual validation documents when requested will result in the issuance of a Defective Material Notice (DMN). This requirement applies to all drawing, specification and purchase order requirements unless otherwise waived by an approved deviation.
2. The results of dimensional inspection, material and functional testing must be documented using the sequence of the numbered blueprint from the PPAP submission. Supplier forms are acceptable but must be in English.

   Note: Certifications of Compliance are not acceptable.
   Note: Annual Validation is at no cost to CS.
   Note: Based on Cooper's specific customer requirements, additional documentation may be required. If additional items are needed, this will be communicated to the supplier.

Product Identification and Traceability Requirements

1. CS requires the supplier to establish and maintain procedures for identifying the production lots from receipt of raw material through shipment of final product. This system should permit the segregation of suspect material, and the reporting of quality and production data, based upon the unique bar code label on each container supplied to CS.

2. All required paperwork such as material certifications, inspection reports, shall be retained by the supplier, and be available to CS upon request.

Record Retention

1. Records will be retained at the supplier as followed
   a. PPAP records: 15 years past life of program
   b. Material certification: 3 years
   c. Inspection reports: 3 years
   d. All other part quality documents not specified: 3 years

Note 1: For products and materials going to General Motors, refer to GM specification GMW15920 outlining +50 years record retention requirements.

Note 2: Retention periods are minimum unless superseded by customer or other legal authority.

Supplier Performance Scorecard

Supplier Performance Rating System, (SPRS)

1. SPRS is used to monitor supplier performance on a monthly basis. This system will put variable data in a numeric database, which will be used to provide feedback to both the supplier and CS about on-going performance. The supplier will have access to their monthly performance through the CS Supplier Portal at https://partner.csaextra.net.

Repercussions of Poor Supplier Performance

1. The SPRS performance index information will be used to determine future sourcing decisions and supplier development activities. In addition, suppliers that exhibit poor performance or Non/Poor-Responsiveness to corrective actions will be notified by CS to provide their specific corrective action reports and their overall improvement plan. Suppliers who continue to exhibit poor performance or non-responsiveness could be subject to an on-site Supplier Quality Audit by a CS, placed on No New Business Hold status, and/or could be resourced and removed from the Approved Source List, depending on the severity of the quality issues. All prior purchase commitments made with a supplier will be considered void if this supplier is removed from the Approved Source List due to unacceptable performance.

Defective Material Notification (DMN)

DMNs will be issued for the following

DMNs will be issued when the supplier's product (bulk, raw, component, assembly, etc) has been determined to not meet design/print/functional requirements. Reason may include dimensional, appearance, fit, form, and/or function that cannot be used within the CS facility or is returned from an upstream customer. The origin of the reject can occur at any process step (CS facility, CS's customer, or dealership warranty). Other examples for issuing a DMN include not meeting the engineering specifications, foreign material present in the product, damaged material, incorrect material shipped, short shipments, mislabeling, packaging, PPAP, failure to maintain annual validation records, safety issues, launch, late corrective action responses, missing/expired required upload documents, non-responsiveness, etc.

Each CS plant will issue specific instructions if material is rejected. When supplier product is rejected from either a CS plant or one of the CS customer locations, rejections must occur in accordance with the SQM. Suppliers to CS will be responsible for costs incurred due to the supply of defective material. The supplier is responsible for replacing non-conforming material in a timely manner to meet CS delivery requirements. In the event CS detects non-conforming purchased items, and production

scheduling and inventories prohibit return to the supplier, CS reserves the right to perform the necessary separation of non-conforming product at the Suppliers expense. Additional associated costs as a result of the non-conformance may be charged back to the supplier.

Concerns will be issued for the following

1. Concerns are for any minor issue which does not directly affect the quality of a CS manufacturing process but the supplier needs to be aware. Concerns do not affect the supplier's scorecard and are only for historical records or to process cost only paperwork.
2. Possible reasons for concerns could include these limited examples; sorting cost or return of product not included on previous DMNs, a label not on all four sides of the skid, slightly damaged packaging.
3. Should a supplier pro-actively call the CS Plant with a potential issue that CS is not aware of, this would also be coded as Concern.

Supplier Response

1. Should a DMN be issued, the supplier is expected to immediately contact the CS Plant to understand the issue and agree on the proper level of support needed to maintain production at CS. Then, throughout the DMN corrective action process there are time limits for timely completion.

    a. Immediately upon DMN issuances identify containment with the Cooper DMN Author.
    b. Within 10 calendar days of DMN issuance identify root cause and corrective action.
    c. Within 15 calendar days of DMN issuance implement permanent corrective action.
    d. If more time is needed, please obtain prior agreement from the Cooper DMN author.
    e. The first upload of the CS Corrective Action form into the DMN is to be within the first 24 hours and acknowledgement of the incident and containment plan identified.
    f. Then future uploads the CS Corrective Action form into the DMN are to be no more than every 7 calendar days thereafter to document progress until the permanent corrective action is approved by DMN Author at Cooper Standard.

2. If the above timing is not meet, CS may issue a Customer Dissatisfaction DMN. If a DMN continues to go unanswered or continues to receive poor response after on-going documented attempts by the CS, then CS Management will intervene and develop next steps (e.g. supplier meeting, placement on New Business Hold, removal from ASL, and/or resourcing of current business).
3. Always refer to the portal for the newest version of the CS Corrective Action Form and do not use obsolete versions
4. As part of the evidence of the permanent corrective action, ALL Documentation (Control Plan, PFMEA, WI, etc.) shall be up-dated and uploaded into the DMN system as evidence of change. These documents shall clearly identify the DMN# on both the Control Plan & PFMEA. If the DMN is a repeat issue that shall also be noted on the Control Plan & PFMEA. The new RPN # on the PFMEA shall reflect the actions taken utilizing the latest AIAG PFMEA Edition.
5. Operator Error is not an acceptable root cause and a DMN with this reason will be Rejected.
6. The duration of certifying stock is until the Permanent Corrective Action is implemented, plus a verification period (as defined by the CS plant) to confirm the PCA effectiveness.

Supplier DMN Appeal Process

1. The supplier may appeal the issuance of a DMN or specific information contained in the DMN. To appeal, the supplier shall use the following process:

a. The supplier shall provide objective evidence to the issuing location demonstrating the rationale for the appeal.
b. Any request for change or appeal to a DMN must be submitted within 10 calendar days of issuance of the DMN. Requests after this time frame will not be reviewed.
c. If 10 calendar days are not enough time to determine if a DMN appeal is needed, then the supplier shall submit a written communication to the DMN Author requesting additional time.
d. Any changes to a DMN will be reflected in the next monthly scorecard refresh / posting.

2. If the supplier does not agree on the outcome of the appeal, the supplier may pursue the appeal further within 10 days of the CS plant decision. The 2nd level appeal should be directed to the CS Divisional Supplier Quality Manager and Divisional Commodity Manager, for further consideration.

Controlled Shipping / Containment

1. The purpose of the containment is to ensure only conforming product is shipped uninterrupted to CS plants. Controlled shipping is a requirement for a supplier to implement a redundant inspection process to sort for non-conforming material resulting from ineffective supplier process controls. Controlled shipping must become a corrective action process, not just an inspection process. The redundant inspection is in addition to normal controls. In addition to providing defect free product, controlled shipping results will help identify system failures and in-effective corrective actions previously taken. Suppliers required to implement either a Level 1or 2 containment shall be notified via email or in a formal letter by the CS plant.

Determination of the need for Contained Shipping-Level 1 or 2

1. CS makes the determination whether the supplier can effectively correct the nonconforming material situation through the DMN process and isolate the end customer from the problem. One or several of the following may be considered for implementation of Contained Shipping:

    a. Excessive issuance of DMNs to the same supplier
    b. Repeat DMNs for the same component or component family
    c. Duration and severity of the problem
    d. Incapable processes
    e. Impact on CS's Customer
    f. Severity of quality problem
    g. Inadequate containment and/or resolution of nonconformance via the DMN Process.
    h. Major Disruptions at either CS plant or CS's customer
    i. APQP, Safe Launch, PPAP and / or Launching problems

2. Based on consideration of the above, CS decides whether Level 1 or Level 2 would be appropriate. Input for this decision may be provided by the various CS departments as appropriate.

Level 1 Controlled Shipping includes a problem solving process as well as a one additional redundant inspection process. The supplier is required to perform a 100% certification using an additional off line inspection process, of all products prior to shipment to CS. This certification shall be over and above the present controls in place. The inspection process is enacted by the supplier's employees at the supplier's location to isolate CS from receipt of nonconforming parts/material. As defined by CS, the supplier shall clearly identify each container to identify that it has been undergone Level 1 certification. As defined by CS, each individual part may be required to be marked to show certification.

Level 2 Controlled Shipping includes a problem solving process as well as two redundant inspection processes. First by the supplier per level 1 above, then by a separate 3rd party company. The supplier is required to contract a certified 3rd party to certify and inspect off line all products prior to shipment to CS. Level 2 containment is imposed on a supplier when level 1 is not successful, early production issues, or as deemed necessary by CS. The third party sorting company is selected by the supplier, approved by CS and paid for by the supplier. In special cases, the Level 2 Controlled Shipping inspection may be required to be performed outside the supplier's facilities at a location defined by CS. Suppliers are required to notify their registrar when place on Level 2 containment. As defined by CS, the supplier shall clearly identify each container to identify that it has been undergone Level 2 certification. As defined by CS, each individual part may be required to be marked to show certification.

The key steps of the Controlled Shipping process

1. An agreement within CS Divisional Quality and CS Plant management that current controls by the supplier are not sufficient to insulate CS from the receipt of nonconforming parts/material.
2. Determination by CS which level of controlled shipping is required and how it is to be implemented.
3. Provide formal written communication to the supplier of action (Level 1 or Level 2) to be taken including an exit criteria.
4. Supplier provides containment status, sort results and effectiveness on a regular basis.
5. Review of irreversible corrective action plans.
6. Once corrective action is proven to be effective, removal of contained shipping status.

Supplier Initiated Changes / Engineering Change Request (ECR) Process

1. Prior to implementing any post PPAP or post Launch change, obtain written CS approval to proceed. Changes needing CS prior written approval including but not limited to material, process, manufacturing location, sub-supplier, tool modifications shall be communicated through the respective CS Buyer in the divisional purchasing department. If you have any question regarding the CS form to be used, contact the CS plant directly for clarification prior to the change implementation. All costs associated to non-approved changes are the responsibility of the supplier for payment.

Cost Recovery

Supplier Cost Recovery & Debits Process

1. All costs associated with supplier rejections are entered by the DMN Author and processed through the DMN workflow approval process.

2. The Acceptance Criteria for product shipped to CS is Accept on Zero, Reject on One. Although this appears to be very strict, it has been the acceptance criteria for companies supplying the automotive industry for a number of years.

3. The quality standards for products supplied to CS include the criteria set forth on the approved drawings, specifications, written communications, the business rules set forth in the Supplier Manual and any other requirements specified by the CS plant in order to produce final products which are acceptable to the end customers. Suppliers will be made aware of specific quality requirements through communications which may include any or all of the following; Launch Meetings, APQP meeting, Supplier Assessments, Process Review Meetings, SQM and actual production experience at the CS plant. CS will attempt to make the supplier aware

of quality requirements prior to the start of production, however actual production experience and end customer feedback may necessitate changes to the originally expectations.

4. Supplier charge backs are meant to recover lost cost incurred by CS. This may include cost associated with supplier Non-conforming product, PPAP issues, Delivery issues, Safety issues, Launch issues, Warranty issues, upload Documentation issues, and Packaging issues. Standardized costs are outlines in regional supporting documentation.

5. The supplier may appeal the issuance of a Supplier Chargeback contained in the DMN. To appeal, the supplier shall use the following process:

    a. The supplier shall first complete the entire corrective action in the DMN system and upload all supporting documentation into the DMN system. Then request a meeting with the CS plant to discuss the rationale for the appeal.
        i. If less than $10,000 USD the CS Plant Quality Manager and Plant Manager will provide the appeal outcome decision.
        ii. If more than $10,000 USD, the CS plant will organize a discussion to include CS Divisional Director Quality, Director Operations, Director Purchasing, and Divisional Controller for the appeal outcome decision.
    b. If the supplier wishes to escalate the appeal higher, they are to request the CS plant to arrange for a discussion with CS Divisional Director Quality, Director Operations, Director Purchasing, and Divisional Controller for the 2nd appeal outcome decision.

6. If the Supplier does not respond within 10 working days from when the charge was entered in the DMN system or documented to the supplier, the Supplier will be deemed to have accepted the charge. If additional time is required for the supplier to appeal the Chargeback, the supplier shall submit a written communication requesting more time to the DMN Author.

Health, Safety & Environment

1. The supplier must ensure that products and services delivered comply with all relevant regulatory requirements on occupational and public health and safety as well as environmental protection in both: the country of manufacture as well as in the country of sale.

2. The supplier must provide all regulatory required documentation for the products and services delivered (e.g.: safety data sheets; marking and labeling of hazardous materials; machines safety conformity declarations associated with operation manual and technical file; etc.) in the languages needed.

3. CS expects the supplier to perform its manufacturing and other activities in compliance with all relevant health, safety & environmental regulatory requirements.

4. CS encourage that the supplier establishes and maintains an environmental management system in accordance with ISO 14001 or equivalent. At least, environmental procedures should be in place covering the manufacture and delivery (e.g. durable, recyclable packaging) of the products or services in question.

5. It is in the responsibility of the supplier to implement a process for energy saving (in accordance with ISO 50001) in their production

Contingency Plan

Suppliers shall identify and evaluate internal and external risks, to define, prepare, implement, test, review and document a contingency plan according the risk analysis and customer impact.

Revision History

Date	Revision		Author / Dept	Approved By
June 2013	0	Original Release	Divisional Quality	G. Alstott
Oct 2013	1	Update Introduction: Scope #2	Divisional Quality	P. Barr
Feb 2015	2	Moved Supplier's Signature to Appendix	Divisional Quality	P. Barr
Feb 2015	3	Upload documents into the portal	Divisional Quality	P. Barr
Nov 2017	4	Add CAMDS, IATF-16949, and record retention wording, general section added item 7 & 8, HS&E added item 5, general word clarifications throughout the manual.	Global Quality	C. Russell