CUSTOM SERVICE PLASTICS, INC.

SUPPLIER MANUAL

Last updated on 10/5/2023

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Section 1 QUALIFICATION AND EVALUATION

Custom Service Plastics (CSP) is using the requirements of IATF 16949 & ISO 9001:2015 current revision as the minimum standards for its suppliers.

All critical suppliers (those that provide raw materials, components, or product services) are required to be, at a minimum, certified to ISO-9001:2015. All critical suppliers that are not currently certified to the ISO 9001 current revision standard must have an exemption from CSP's customer on record. All CSP suppliers should have the eventual goal of attaining IATF-16949 certification. Additionally, see section 7 "Other Requirements" noting that CSP will provide preferential treatment to suppliers with a strong and functional Corporate Social Responsibility Program.

An assessment will be conducted by a CSP Supplier Quality Representative of a supplier's production quality system and process. Participation from all levels of the supplier's organization, including management, is expected during this evaluation. CSP reserves the right to conduct an assessment at the supplier location at any time. For new suppliers, the assessment may be completed prior to, or after, the award of business, at CSP's discretion.

If Supplier is currently registered, then Supplier must maintain certification with an accredited registrar, and must furnish a copy of the registration certificate to Custom Service Plastics on an annual basis. If Supplier is compliant to IATF 16949, but not certified by a recognized third-party registrar, Supplier agrees to provide evidence of such compliance to CSP. If Supplier is working towards its quality registration, then Supplier must provide, upon CSP's request, evidence of such efforts and, upon receipt of its registration certification, inform CSP and furnish copies of its registration certificates. Suppliers are required to notify CSP should suspension or loss of certification by 3rd party Registrar occur.

Suppliers with internal or outsourced "special processes," as identified by the Automotive Industry Action Group (AIAG), are required to conform with relevant AIAG Special Process documents: CQI-9 Heat Treat Systems Assessment, CQI-11 Plating Systems Assessment, CQI-12 Coating Systems Assessment, CQI-15 Welding Systems Assessment, CQI-17 Soldering Systems Assessment, CQI-23, Molding System Assessment, CQI-27 Casting System Assessment, and CQI-29 Brazing System Assessment. Ongoing assessments shall be conducted, at a minimum, annually, to ensure continuous compliance. The supplier shall keep records as evidence of compliance, as well as all appropriate action plans to address any "not satisfactory", "needs immediate action", or "failed" findings. The results of the assessments and action plans shall be provided to CSP. In addition, all suppliers, who provide special process product shall pass this Special Processes requirement down to sub-tier suppliers who have special processes.

Suppliers are expected to ensure that parts and products supplied to CSP are conflict free (do not contain metals derived from "conflict minerals"; tantalum, tin, gold, and /or tungsten, or derivatives such that they directly or indirectly finance or benefit armed groups through mining or mineral trading in the Democratic Republic of the Congo or an adjoining country). Suppliers are to establish policies, due diligence frameworks, and management systems, consistent with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, that are designed to accomplish this goal.

All suppliers are to conform to all regulatory, i.e., governmental, safety, etc., requirements and practices for materials provided. All materials used in part manufacture shall satisfy current governmental and safety constraints on restricted, toxic, and hazardous materials; as well as environmental, electrical, and electromagnetic considerations applicable to the country of manufacture and sale.

Custom Service Plastics requires 100% on-time delivery of defect-free products and services.

Section 2 SAFETY DESIGNATED PRODUCTS

Direct suppliers are required to cascade these requirements to lower-tiered suppliers throughout the supply chain, a practice often referred to as "flow-down. All requirements for products designated as SAFETY shall be flowed down to relevant lower-tired suppliers. Supplemental documents describing requirements relevant to products designated as product safety with critical characteristics (CC) are flowed down to the relevant suppliers. Suppliers are required to sign an Acknowledgement of Receipt, Understanding, Training and Implementation of all requirements and liabilities associated with safety designated products. Purchase Orders issued to suppliers of safety designated products or services include all relevant flow down of requirements as a binding part of the order. When producing materials and/or components, including secondary manufacturing operations such as lathe operations, etc. The effects of not providing products and services that meet requirements for any Critical

Characteristics have the potential to cause a negative customer safety effect. Examples of negative customer safety effects are shown below:



It is imperative that suppliers maintain control of their processes to prevent ANY negative customer safety effects from occurring.

Section 3 SELECTION AND AWARD OF BUSINESS

Custom Service Plastics selects and awards business to suppliers through cross-functional team decision making. Criteria for selection and award include, but are not limited to, quality and warranty history, financial stability, competitiveness, and supply chain logistics. IATF & ISO Quality Management Systems certifications are an input into supplier selection and award of business, along with a strong CSR program (see Section 9, below).

Custom Service Plastics reserves the right to audit a supplier either through in-person 2nd party audits or a self-assessment questionnaire regarding their attainment set forth in this document. These audits will happen annually or as Custom Service Plastics see fit. Award of New Business will be evaluated based on the audit as well as the supplier scorecard.

Section 4 ADVANCED PRODUCT QUALITY PLANNING

Suppliers are required to implement an APQP process following AIAG.

Custom Service Plastics requires all Suppliers to take ownership of and manage the Advanced Product Quality Planning (APQP) process, utilizing a multidisciplinary approach. During quality planning activities, controlled conditions are identified, implemented, and documented for the manufacture of CSP products. Suppliers must track progress and ensure on-time completion of critical items during the planning process.

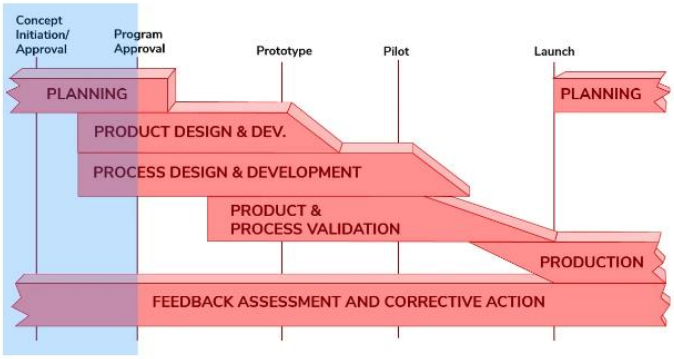
CSP strongly encourages suppliers to communicate concerns regarding drawing/specification requirements, product functional performance, process capability, reliability, etc. either on a team feasibility commitment form, a quotation, or other written communication as early as possible in the product/component/service life cycle. CSP is committed to collaborating with customers and suppliers to improve product/process quality and promote financial interests for all interested parties. The Supplier must provide a written list of exception(s) with supporting evidence if CSP's (and CSP's customer's) specific requirements cannot be satisfied. Discussions to resolve the non-conformance(s) must be initiated to create an equitable solution to satisfy all interested parties as early as possible.

Suppliers are required to conform to the techniques identified in the AIAG "core tools" (APQP, PPAP, MSA, SPC, FMEA).

Pass Through Characteristics are required to be identified during the APQP activities.

It is the responsibility of the supplier to follow this procedure and control sub-suppliers accordingly. The supplier is responsible for obtaining copies of AIAG publications referred to in this procedure.

Phase 1: Planning



APQP Phase 1 is all about understanding the customer requirements and expectations.

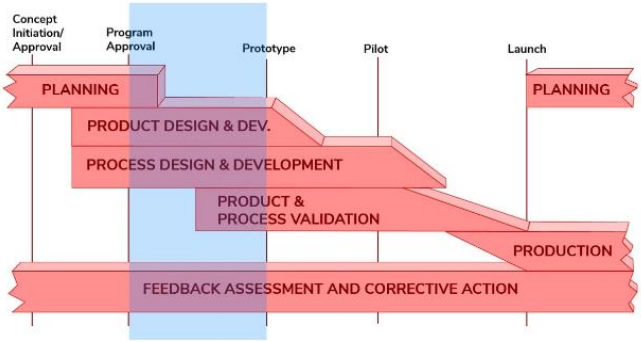
APQP Phase 1 Inputs:

Voice of Customer
Market research
Historical warranty and quality information
Team experience
Business plan/marketing strategy
Product/process benchmark data
Product/process assumptions
Product reliability studies
Customer inputs
Safety Part and associated critical characteristics (CCs)

APQP Phase 1 Outputs:

Design goals
Reliability and quality goals
Preliminary bill of materials
Preliminary process flow chart
Preliminary listing of special products and process characteristics
Product assurance plan with special attention to parts designated as SAFETY
Management support

Phase 2: Product Design and Development



APQP Phase 2 verifies design feasibility and compliance.

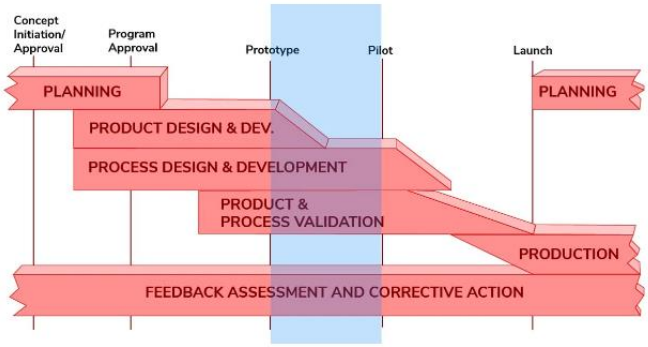
APQP Phase 2 Inputs (from Phase 1 outputs)

Design goals
Reliability and quality goals
Preliminary bill of materials
Preliminary process flow chart
Preliminary listing of special and/or critical characteristics, for Safety designated products
Product assurance plan
Management support

APQP Phase 2 Outputs:

Design failure mode and effects analysis (DFMEA)
Design for manufacturability and assembly
Design verification
Design reviews
Prototype build – control plan
Engineering drawings (including math drawing)
Material specifications
Drawing and specification changes

Phase 3: Process Design and Development



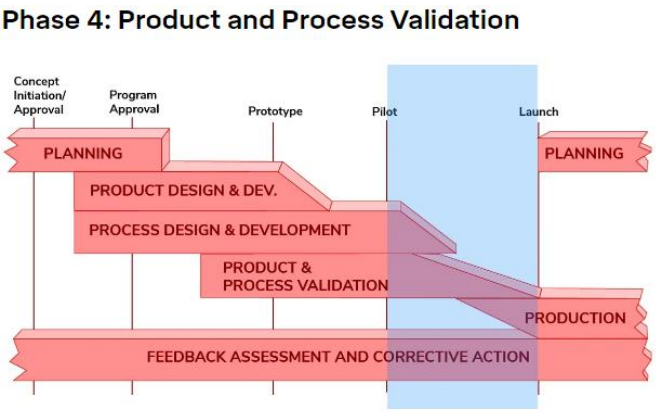
APQP Phase 3 verifies the manufacturing capability and measurement methods.

APQP Phase 3 Inputs (from Phase 2 outputs):

Design failure mode and effects analysis (DFMEA)
Design for manufacturability and assembly
Design verification
Design reviews
Prototype build – control plan
Engineering drawings (including math drawing)
Material specifications
Drawing and specification changes

APQP Phase 3 Outputs:

Packaging standards and specifications
Product/process quality system review
Process flow chart
Floor plan layout
Characteristics matrix
Process failure mode and effects analysis (PFMEA)
Process instructions
Measurement systems analysis plan
Preliminary process capability study plan
Management support (including operator staffing and training plan)



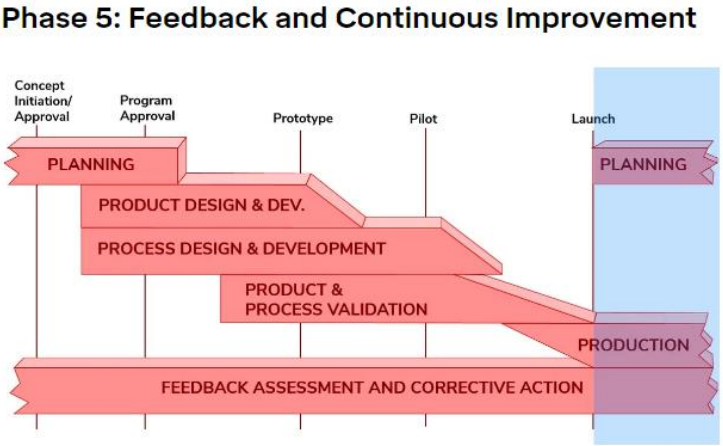
Phase 4 validates the complete manufacturing process and final product.

APQP Phase 4 Inputs (from Phase 3 outputs):

Packaging standards and specifications
Product/process quality system review
Process flow chart
Floor plan layout
Characteristics matrix
Process failure mode and effects analysis (PFMEA)
Process instructions
Measurement systems analysis plan
Preliminary process capability study plan
Management support (including operator staffing and training plan)

APQP Phase 4 Outputs:

Significant production run
Measurement systems evaluation
Preliminary process capability study
Production part approval
Production validation testing
Packaging evaluation
Product control plan
Quality planning sign-off and management support



Phase 5 closes the feedback loop.

APQP Phase 5 Inputs (from Phase 4 outputs):

Significant production run
Measurement systems evaluation
Preliminary process capability study
Production part approval
Production validation testing
Packaging evaluation
Control plan
Part submission warrant
Quality planning sign-off and management support

APQP Phase 5 Outputs:

Reduced variation
Improved customer satisfaction
Improved delivery and service
Effective use of lessons learned

Section 5 PART AND PROCESS APPROVAL

Suppliers shall maintain complete PPAP documentation. Suppliers must have a method to provide for safe and accessible retention of all PPAP records for the production and service life of the part/material/service. PPAP records must be available for CSP's review at any time. All documents created as evidence of compliance to PPAP requirements must be submitted in English language, or the local language with English in parenthesis. Significant changes, as noted in the AIAG PPAP Manual, Table 3.1, must be authorized by CSP Engineering or Quality personnel prior to implementation and submitted for PPAP approval prior to shipping parts from the changed process or product. PPAP records must be maintained for the life of the production part plus one year. PPAP records for products designated as SAFETY critical shall be maintained for 10 years minimum.

Situations Requiring Submission of Initial Samples for Approval

Suppliers are required to submit supporting documentation for the following:

- A new product.
- For product modification by engineering changes.
- Any change in the processing or method of manufacture.
- If additional refurbished or replacement tooling is constructed.
- Change to an optional construction or material.
- Product produced from a different manufacturing location using either new or relocated tooling and equipment.

APQP Outputs / Elements of the Initial Sample Submission

Since initial samples are used to verify the production process, they must be produced at the production site using the production tooling, process, materials, etc. The number of samples required to be measured/tested may vary depending on the nature of the production process. All production streams (i.e., cavities in mold, die, tools, fixtures, etc.) must be included in the sample. It will be the responsibility of the supplier to ensure that the sample is representative of the production process although Custom Service Plastics Engineering may request a specific sample. The supplier must perform the required measurements etc. on samples drawn from a significant production run. This run would typically be from one hour to one shift's production, with the specific quantity to be agreed upon in advance with Custom Service Plastics Engineering. If no quantity for the run is agreed upon, a minimum requirement of 300 parts applies.

Dimensional:
A complete layout inspection of all samples must be performed. All drawings used for sample submissions must have each dimension, note and specification numbered in orderly manner, preferably numbered from left to right across the drawing. Dimensional data can be reported on supplier forms or on Custom Service Plastics forms (a copy is available on request). Blanket statements of conformance are not acceptable.

Material Test:
Laboratory evaluation of all characteristics included in material specifications relevant to the product is required. Blanket statements of conformance are not acceptable.

Engineering Specification Test:
Laboratory evaluations of product performance are required when functional requirements are specified on the part drawing.

Control of Restricted Substances:
Custom Service Plastics uses the International Material Data System (IMDS) as the system for suppliers to declare all substances used in their parts. After CSP has accepted the IMDS submission, the MDS ID and acceptance date must be included on the Part Submission Warrant (PSW). An accepted IMDS submission is a requirement to receive full PPAP approval. All suppliers are responsible for ensuring that all products provided to CSP comply with California Proposition 65, ROHS, GADSL, REACH & PFAS. Suppliers are required to submit all declarations to CSP Quality and Purchasing.

Regulatory Requirements
For regulatory requirements such as FMVSS 302, material requirements such as specified resins, and other non-data / dimensional special characteristics, require proof of compliance such as a Material Data Sheet or Certificate of Compliance with the PPAP submission.

Advanced Product Quality Planning Outputs and other supporting documents:

- **Part Submission Warrant** (of latest AIAG PPAP revision) with appropriate information such as Part Number, Revision, Description, approved MDS ID, etc. along with a summary of corrective action items and/or items to be dispositioned between supplier and Custom Service Plastics Engineering.

- **Short Term Process Capability Studies** on Custom Service Plastics designated characteristics and/or supplier process/product designated characteristics. Unless otherwise stated, a minimum sample size of thirty (30) pieces from each cavity is required. The minimum acceptable Ppk/Cpk is 1.67, unless otherwise specified. (Ref. AIAG - Statistical Process Control Reference Manual). Capability studies for Safety Designated Product Critical Characteristics shall be evaluated every 6 months and yield a Ppk/Cpk of 1.67 with a P Value >.05.

- **Measurement Systems** used for evaluation or qualification of CSP product must be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. Gauges listed on the control plan, and those used for test and study purposes, must be evaluated to determine measurement variability. This variability must be acceptable in accordance with the AIAG Measurement System Analysis (MSA) manual. These requirements extend to outsourced processes or external labs. Measurement systems used for Safety Designated products must be identified with a SAFETY symbol and only qualified/trained employees are to use measurements systems.

- **Gage R&R** (repeatability and reproducibility) studies on all designated characteristics of variable measurements (i.e., for all capability studies). Results must be acceptable in accordance with the AIAG Measurement System Analysis (MSA) manual. The supplier will monitor the characteristic and maintain process capability studies (Ppk/Cpk) studies. PPAP and production data will be made available to CSP upon request. Products designated as SAFETY Critical require a max 10% gage error for any measurement system.

- **Attribute Gage Study** examines bias and repeatability of an attribute measurement system. An attribute measurement system is an acceptable substitute for variable measurement gage R&R study if agreeable to CSP Engineering. Results must be acceptable in accordance with the AIAG Measurement System Analysis (MSA) manual. The supplier will maintain PPAP & production evidence and send data to CSP upon request (Ref. AIAG “Measurement System Analysis”). Products designated as SAFETY Critical require a max 10% gage error for any measurement system.

- **Process Control Plan.** The Process Control Plan must outline the quality planning for all items identified for control including the designated characteristics. Use of AIAG Control Plan Format is required (minor deviations may be approved). (Ref. "Advanced Product Quality Planning Control Plan" reference manual). The process descriptions including special characteristics must correspond to flow chart and PFMEA items. Control Plans for products designated as SAFETY

must have a symbol denoting the critical characteristic(s) control methods.

- **Process Failure Mode and Effects Analysis (PFMEA)**. The purpose of the process FMEA is to enable the supplier to analyze and prioritize potential problems that could occur if specific circumstances happen during the processing of product, and to install controls to protect against certain failure modes. The process FMEA must be applied to the manufacturing process and product parameters and must be maintained as a living document. Use of AIAG "Potential Failure Mode and Effects Analysis (FMEA)" referenced format is required (minor deviations may be approved). The PFMEA process descriptions must correspond to the flow chart and control plan. PFMEA for products designated as SAFETY must have a symbol denoting the critical characteristic(s) risks and mitigation actions for high RPNs. methods.

- **Process Flow Diagram.** The process flow diagram must depict the sequence of operations to produce the product such as manufacturing steps, inspection, test and routing of materials and correspond with items identified in the print, process control plan and PFMEA.

Summary of Documents for Initial Submission

Documentation is to be submitted according to the latest edition of the AIAG PPAP manual. This includes but may not be limited to:

- Part submission warrant.
- Dimensional layout with samples.
- Marked drawing.
- Material certifications.
- Functional performance testing (if applicable).
- Process capability study.
- Gage R & R and/or attribute studies.
- Process control plan.
- Process FMEA.
- Process flow chart.

Depending on reason for submission, Custom Service Plastics Engineering may request only a portion of the above documentation.

All initial submission documents listed above are required for new product submissions unless otherwise specified.

Section 6 CONCERN MANAGEMENT

Defective Material Notice (DMN)

If material received from a supplier does not meet requirements, the specifics of the nonconforming condition will be recorded on a Defective Material Notice (DMN), which includes the part number, purchase order number, and other part identification details. Nonconforming material will be defined as suspect or rejected product which is determined defective according to established quality standards or according to the drawing, customer specific requirements, inspection requirements, and /or test results. A copy of the DMN is emailed to the supplier to identify the condition which has been detected. The supplier may also be contacted by telephone.

Corrective Action

The supplier of nonconforming material is required to take the appropriate steps to ensure that the condition is permanently eliminated and cannot recur. A summary of this information, reported on the DMN form and the automotive industry 8 step (8D) corrective action format, must be submitted to Custom Service Plastics within 10 days of notification. A copy of CSP's internal 8D form with a 3-Legged 5-Why is included with the DMN for the supplier to use.

The corrective action report should address the failure mechanism (root cause) for why the non-conformance escaped, why the non-conformance was created, why did the organization's quality management system allow the non-conformance to occur with consideration to applying lessons learned to similar processes and products. The 3-Legged 5 Why approach is the preferred methodology for arriving at root causes.

The corrective action / countermeasure ideally would error-proof a recurrence of the failure mode from being produced or escaping.

Please note after suppliers receive a DMN they are expected to respond to the DMN within 48 hours. The response will include the containment plan with information describing the actions implemented to prevent further shipment of the nonconforming condition and if product is to be shipped back to the supplier, provide a Return Material Authorization (RMA) Number, or equivalent, and any special return instructions. In instances where the supplier disagrees with the DMN, a written response is still required, and specific reasons must be outlined. The dispute process will be escalated to the appropriate responsible party as determined by Management.

If parts / materials are found defective at CSP or in the field, an initial response must be provided in 24 hours, initial containment in 24 hours, and the 8 Step (8D) corrective action plan within 10 days. Containment at CSP or its customer for defective supplier parts / material are the responsibility of the supplier. The supplier may choose to contain the issue with supplier provided labor. Containment and/or replacement costs incurred by CSP will be charged back to the supplier. Cost may include extra freight, travel costs, line stoppages, rework, sort, scrap, recalls, etc.

Control of Reworked / Repaired Product

Reworked product shall be subject to re-verification through the normal process controls to demonstrate conformity to the requirements. The supplier is required to maintain traceability of reworked/repaired product and communicate clean point information to CSP. Absolutely NO REWORK OR REPAIR is permitted on any SAFETY designated product.

Return Goods Authorization (RGA or RMA)

All information necessary to return domestic or global parts must be provided by the supplier, including shipping information to pick up the material from CSP. The supplier is responsible for returned and replacement part material, to include the cost of transportation for both and where necessary, including expedited shipments.

Material returned to the supplier as non-conforming via a Defective Material Notice (DMN) may require a corrective action response. If material returned to the supplier can be sorted or reworked to meet the specification, it must be clearly identified as such when reshipped to Custom Service Plastics. The applicable RMA number must be placed on the packing slip and cartons for traceability. Absolutely NO REWORK OR REPAIR is permitted on any SAFETY designated product.

Section 7 CHANGE MANAGEMENT

Supplier Request for Deviation & Engineering Changes

Discrepant material must not be shipped unless a deviation has been granted in writing. In certain instances, non-conforming material may be fit for use provided a deviation or waiver is obtained. CSP form CSP-FO-QC-023 is used to request specific approval from the Custom Service Plastics Engineering or Quality. Requests for deviation or waiver may require a written corrective action plan.

The supplier is responsible for clearly identifying deviated material (each container) and shipping papers with the deviation number.

The supplier must obtain Custom Service Plastics' approval prior to making changes to processing methods, material, or product. CSP form CSP-FO-QC-023 is used for a Supplier Request for Change. Once submitted to Custom Service Plastics the engineering change request is reviewed and a response is provided to the supplier. Absolutely no changes are permitted to processes related to products designated as SAFETY without prior authorization from Custom Service Plastic's Quality Manager.

Section 8 PERMFORMANCE MANAGEMENT

Supplier Performance Measurement

Suppliers will be measured on the quality and delivery of products shipped to Custom Service Plastics which can affect future sourcing decisions. Suppliers will receive a Supplier Scorecard summarizing the quality and delivery performance for the past calendar year.

Supplier performance is measured by assessing risk to CSP through dollars spent, defect rate, shipping performance, and quality system certification. CSP's Supplier Risk Assessment is monitored monthly. CSP will work with suppliers to determine actions necessary to improve performance when quality or delivery is flagged.

Suppliers with a high-risk rating for three consecutive months will be evaluated for continued sourcing. Reaction plans for unsatisfactory performance may be 8D corrective action report, on-site 2nd party audit by CSP, recurring meetings to review actions for improvement, and new business hold.

Questions regarding the scorecard should be directed to the Custom Service Plastics Purchasing Manager or Quality Manager.

Section 9 OTHER REQUIREMENTS

Corporate Social Responsibility (CSR) / Sustainability

Corporate Social Responsibility, or CSR, is any action a corporation does to benefit the relationship between a corporation, the environment, and the community, and to make a positive difference in the community with employee engagement, financial support, and volunteerism. Corporate social responsibility is a business trying to do well in the community through responsible actions. Custom Service Plastics will provide preferential treatment to suppliers with a strong CSR program. Specifically, a supplier's CSR program should contain the following topics:

- Child Labor and Young Workers
- Wages and Benefits
- Working Hours
- Modern Slavery
- Freedom of Association, including collective bargaining
- Health and Safety
- Harassment and Non-discrimination
- Corruption / Extortion / Bribery
- Privacy and Data Protection
- Fair Competition and Anti-Trust
- Conflicts of Interest
- Whistle Blowing and Protection Against Retaliation
- Greenhouse Gas Emissions, Energy Efficiency, Renewable Energy
- Water Quality and Consumption
- Air Quality
- Sustainable Resource Management and Waste Reduction
- Responsible Chemical Management
- Sustainability Requirements for Your Suppliers
- ISO 14001 Certification

Confidentiality

All information shared with suppliers is considered confidential. The supplier shall treat all information and data related to the business relationship with Custom Service Plastics in strict confidence and report any intentional or non-intentional breach of confidentiality to Custom Service Plastics management.

Traceability and Identification

Regardless of the complexity of the processes used to produce CSP product, suppliers are required to ensure traceability back to their process (work centers, shifts, batches, measurement, or test equipment, etc.). This traceability requirement extends to raw material and sub-tier supplier product, as well.

Counterfeit Parts

If the supplier has any suspicion that raw materials or components are counterfeit, the supplier will notify CSP Purchasing or Quality. Suspect counterfeit work shall be treated as non-conforming items. If circumstances exist that the use of a supplier's material/parts is not part of the authorized supply chain, approval from CSP is required. Suppliers need to ensure processes are in place to quarantine parts that require testing and verification until they are verified as authentic.

Contingency Plans / Crisis Management

Suppliers are expected to establish contingency plans/crisis management processes. The supplier shall:

a) Identify & evaluate internal and external risks to all manufacturing process and infrastructure equipment essential to maintain production out-put and to ensure customer requirements are met;
b) Define contingency plans according to risk and impact to the customer;
c) Prepare contingency plans for continuity of supply in the event of any of the following: key equipment

failures; interruption from externally provided products, processes and services; recurring natural disasters; fire; utility interruptions; cyberattacks on information technology systems; labor shortages or infrastructure disruptions; global or local pandemic;

d) Include, as a supplement to the contingency plans, a notification process to the customer and other interested parties for the extent and duration of any situation impacting customer operations;
e) Periodically test the contingency plans for effectiveness (e.g. simulations, as appropriate);
f) Conduct contingency plan reviews at a minimum annually using a multidisciplinary team including top management, and update as required;
g) Document contingency plans and retain documented information describing any revision(s) including the person(s) who authorized the change(s).

Contingency plans shall include provisions to validate that the manufactured product continues to meet customer specifications after the re-start of production following an emergency in which production was stopped and if the regular shut-down processes were not followed.

Records

The supplier must maintain routine quality data (e.g., quality indices updates, reliability test results, traceability, etc.) that are required by the design specifications, agreed to during APQP, or established as part of a corrective action plan. Such data shall be made available upon request. The supplier must maintain capability data for all customer or supplier-designated "special characteristics" and make capability information available upon request. Records are to be maintained for the life of the product plus one year. Specific contractual requirements will take precedence over these guidelines. Records for products designated as SAFETY must be maintained for 10 years minimum.

Inventory Levels

Supplier will maintain an adequate amount of inventory on hand to support the forecasted demand when applicable. If lead times exceed 8 weeks, the supplier will present an action plan to reduce lead times or, if necessary, present alternative supply options to CSP which can be presented to CSP's customers for their consideration.

Shipping - Packing Slip Requirements

Packing slips must include the following information: Manufacturer's Name, CSP's Purchase Order number, CSP Part number, Quantity shipped, and Revision Level (for components), Lot or serial #s.

Material certificates must be included with material and component shipments and will include PO#, lot#, CSP part number, and quantity.

Material certificates are requested to be emailed to cspcerts@csplastics.com in addition to being included in the shipping container.

Advanced Shipping Notice

CSP expects advanced shipping notification for all purchased products and tooling.

Labeling

Labels are to include PO#, lot#, CSP part #, product description, and quantity.

Regulatory Requirements Domestic and International Shipping Document and Invoicing Requirements:

Suppliers must provide the Custom Service Plastics Part Number, Purchase Order Number, Packing List Number and Country of Origin on all invoices, packing lists, and credit memos sent to Custom Service Plastics. Failure to provide the proper information on these documents will cause a delay in processing and/or payment. International suppliers shipping to Custom Service Plastics shall follow the US Custom's guidelines for invoices. USA Customs Invoice Requirements: In accordance with 19 CFR 141.86, the following information must appear on all commercial invoices submitted for Customs Clearance of imported merchandise.

- Complete name & address of the manufacturer
- Time, place and names of the buyer and seller
- Port of US entry

Detailed description of the merchandise in English to include Custom Service Plastics Part Number and HTSUS Code. Generic descriptions are not acceptable.

- Quantities in metric weights & measures, pieces, net and gross weights.
- If a classification requires bottle size, plate size, etc., this information must appear on the face of the invoice.
- Purchase Price of each item in Currency of Sale (USD, TWD, Euro, etc.).
- Any other charges not included in the price of the goods, such as: Freight, Dies, molds, tools and other assets, Insurance, Engineering, Packing Costs, Material supplied at less than fair market value, Testing Cost, Commissions, Other
- All rebates, drawbacks, and bounties, separately itemized, granted upon the exportation of merchandise: Country of Origin, Discounts, Name of responsible employee of the exporter who has knowledge, or who can obtain knowledge of the transaction.
- Terms of Sale: Incoterms 2020
- Purchase Order Number
- All “free of charge” items must have a commercial invoice value listed for Customs

CSP is required by law to maintain documentation to substantiate the country of origin for all products and parts thereof. To meet this obligation, the supplier must be able to supply a Country of Origin (COO) affidavit and/or a USMCA Certificate of Origin (as applicable) upon request.

Tariffs

Tariffs are the responsibility of the importer of record. Custom Service Plastics will require the supplier to provide detailed tariff cost transparency for all product being supplied to Custom Service Plastics that contain a tariff.

HTS US Customs and Border Protection (CBP) Regulations require Custom Service Plastics to classify all products that are imported using the US Harmonized Tariff Schedule (USHTS).

In order for Custom Service Plastics to assign the correct HTS Classification we may require specific information from our Suppliers pertaining to the characteristics of the material/s. It is important that the information requested be provided immediately to avoid any delays with Customs. The Free Trade Agreement (FTA) certificate contains the HTS Code.

If an incorrect HTS Code is found on a Free Trade Agreement (FTA) certificate Custom Service Plastics will contact the supplier and request that the HTS Code be changed. In these requests Custom Service Plastics will include the reasoning why we believe the code should be different, and we will ask for cooperation from the supplier to determine the most accurate tariff classification for the parts.

Incorrect tariff codes on the Supplier Manual Free Trade Agreement (FTA) Certificate can render it invalid, leading to a situation where the Free Trade Agreement (FTA) Preferential Duty rate will not be applied to a shipment.

Revision Level	Changes	Date
1	Initial release	2/11/22
2	Updated Supplier Corporate Social Responsibilities	5/23/22
3	Updated Supplier Corporate Social Responsibilities (ISO 14001)	10/24/22
4	Updated ISO 9001:2008 to ISO 9001:2015 throughout. Added APQP Phases and inputs/outputs. Added 10% max gage error for systems utilized for safety designated products. Added Ppk to statistical indices required to be evaluated. Added Measurement systems used for Safety Designated products must be identified with a SAFETY symbol and only qualified/trained employees. Added PFMEA for products designated as SAFETY must have a symbol denoting the critical characteristic(s) risks and mitigation actions for high RPNs. methods. Added 3-Legged 5 Whys. Added Absolutely NO REWORK OR REPAIR is permitted on any SAFETY designated product. Added Absolutely no changes are permitted to processes related to products designated as	10/5/2023

	SAFETY without prior authorization from Custom Service Plastic's Quality Manager. Added & PFAS. Added Records for products designated as SAFETY must be maintained for 10 years minimum. Added All requirements for products designated as SAFETY shall be flowed down to relevant lower-tired suppliers. Added Safety Designated Products section. Revised content in section 5,6, 9. Added negative customer safety effect photos.	