



A HEXPOL COMPANY

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SECTION I – INTRODUCTION

To standardize our internal processes and to consistently meet commitments to our customers, RheTech Colors - A HEXPOL Company has created a Customer Requirements Manual (CRM) to document the basic services to our customers (Customer) in the areas of:

- Quality Management Systems
- Packaging, Delivery and Documentation
- Quality
- Sustainability and Environment

This CRM does not cover payment terms, pricing, freight process or other commercial Terms and Conditions of Sale between RheTech Colors and its Customers. Any new, additional, inconsistent and/or different terms or conditions from the RheTech Colors' Terms and Conditions and/or this CRM must be specifically negotiated and mutually agreed upon and documented in writing in a signed sales agreement between Company and Customer which is signed by an Officer of Company.

SECTION II – QUALITY & ENVIRONMENTAL MANAGEMENT

QUALITY MANAGEMENT SYSTEM (QMS)

Company is currently third party registered to the ISO 9001 international standard.

Note: Please visit our website www.rhetechcolors.com to view and print our ISO 9001 and ISO 14001 certificates.

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

Company is currently third party registered to the ISO 14001 international standard.

SECTION III – DELIVERY

DELIVERY

Company is committed to providing 100% on-time delivery. Company acknowledges orders within 24 hours of receipt, unless specified otherwise by Customer. This delivery commitment only applies to Customer's that meet proper lead times (as confirmed by Company's customer service in its sole discretion) and do not have any credit hold issues with Company.

Cancellation Policy – Please reference the Terms and Conditions contained on our website as well as any sales agreement we may have with you, as well as our quotations and invoices for cancellation information.

METHODS OF SHIPPING

Company offers the following shipping options for our customers:

- Truck
- UPS

PACKAGING

Company offers our customers the following packaging options:

- Corrugated containers (750 lb. 1500 lb. Maximum - Octagon)
- Fiberboard drums (100, & 250 lb. capacity)
- Boxes 14"x14"x14", 10"x10"x10", 7"x7"x5"

All expendable packaging materials (containers & pallets) are recyclable.

Company cardboard corrugated containers can be stacked up to maximum height of three (3) containers. All partial containers will be labeled accordingly and shipped on the top row.

Company utilizes heat treated pallets that also meets the export requirements of ISPM 15.

LABELING

All containers have one AIAG Bar-Code Label. This label includes the following information:

- Company job number and container number
- Company material part number and description
- Quantity shipped/net weight (lbs.)
- Customer purchase order number
- Customer part number (If provide by the customer)
- Ship to address
- Date of manufacture (When requested)
- Customer vendor number (When requested & supplied)

All finished goods containers will also include GHS Labeling.

PACKING SLIPS

A Packing Slip is submitted with every shipment.

Packing slips will include the following information:

- Company name and address
- Supplier Code – If requested by the customer
- Packing Slip number (Order Number)
- Ship To address
- Customer purchase order number
- Carrier information
- Date & Signature Ship Date
- Company material part number & description
- Customer part number – If provided by the customer
- Bill of Lading number
- Company material Job Number (Lot Number)
- Number of containers shipped
- Quantity ordered and quantity shipped
- Charges

BILL OF LADING

A Bill of Lading is submitted with every shipment and includes the following information:

- Total number of containers shipped
- NMFC Description and class number of material
- Gross, tare and net (material) weight
- Ship To address
- Shipper's number
- Date
- Ship Via (Prepaid, collect, third party)
- Charges

USMCA REGULATORY CONTENT REPORTING

Company will provide the necessary Certificate of Origin(s) per material on an annualized basis.

CUSTOMS PAPERS

Company will provide the necessary customs paperwork as required.

GOVERNMENT, SAFETY & ENVIRONMENTAL REGULATIONS

Company complies with current governmental and safety regulations. Safety Data Sheets (SDS) are sent along with all first-time and or sample submissions.

SECTION IV – QUALITY

CERTIFICATION

Company will provide, upon request, product certifications with every shipment. Certifications can be sent according to customer requests: hardcopy along with shipments, email, or facsimile.

CORRECTIVE ACTION

Company utilizes an 8-D format corrective action response for external non-conformances. This includes the following:

- Root Cause analysis
- Short-term response
- Long-term response

PPAP

Company utilizes the AIAG Production Part Approval Process Manual, when requested, to provide PPAP. RheTech Colors will use the designated Bulk Material Requirements Checklist as required.

LOT TRACEABILITY

Company ensures lot traceability for all finished product materials.

SECTION V – SUSTAINABILITY & ENVIRONMENT

SUSTAINABILITY

HEXPOL, and its subsidiaries including RheTech Colors, pursues a strategy of proactive environmental efforts and taking social responsibility. Such activities help HEXPOL to contribute to sustainable development that will benefit society, our employees and our business operations.

RheTech Colors has developed several policies and guidelines to document this commitment, which include:

- Business Ethics Guidelines
- Environmental Policy
- Health & Safety Policy
- Materializing Our Values

You can find these documents, as well as our current HEXPOL Sustainability Report at www.hexpol.com.

RheTech Colors has developed a code of conduct for suppliers, Materializing Our Values, which sets forth the expectations suppliers should be meeting by establishing and maintaining appropriate management systems and controls on the following areas:

- Workplace Conditions and Human Rights
- Business Ethics Requirements
- Supply Chain Practices
- Environment
- Health & Safety

RheTech Colors has established a system to track and control the notification of their suppliers of these key HEXPOL supplier expectations.

ENVIRONMENT

RheTech Colors has changed all primary packaging (gaylords, drums...) to include important safety and proper handling requirements in case of accidental pellet spills to protect workers and the environment.

These notes listed below are intended to reach the actual users of our products, with the ultimate goal of preventing significant environmental impacts:

SAFETY PRECAUTIONS & DISPOSAL REQUIREMENTS

- Spilled pellets can create unsafe slip and fall conditions; sweep up spillage and dispose of properly.
- Plastic liner/pellet convey equipment may cause a static hazard.
- **DO NOT DUMP ANY PELLETS ONTO THE GROUND, INTO SEWERS, OR INTO ANY BODY OF WATER; AVOID ENVIRONMENTAL IMPACTS.** All disposal methods must comply with all local, state and federal laws and requirements. Waste characterizations and compliance with all applicable laws/regulations are the sole responsibility of the waste generator.