

CASCADE ENGINEERING EUROPE Customer Specific Requirements (CSR)

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1 Scope

This document applies to external Suppliers of materials, products, processes and services of automotive related products provided to Cascade Engineering Europe Ltd. (hereafter referred to as "CASCADE").

2 Communication

CASCADE's official business language is English.

3 Suppliers Category

CASCADE is selecting and assessing its potential suppliers to validate their capability, competence and performance in regards to CASCADE expectations and requirements. This process is conducted prior to entering SUPPLIER into CASCADE approved supplier list. Here below the categories of suppliers CASCADE may be engaged with:

- *Component Manufacturer/Supplier: the Component Manufacturer/Supplier produces and/or delivers components designed by CASCADE. The Component Manufacturer/Supplier is therefore responsible for the manufacturing and/or the supply of the parts. The APQP procedure (see chapter 8 – New product introduction) is fully applicable for this category of supplier.*
- *Raw Material Manufacturer: the Raw Material Manufacturer produces raw material which are responding to CASCADE needs and specifications. The Raw Material Manufacturer is therefore responsible for the definition, the manufacturing and the supply of the resins. The APQP procedure (see chapter 8 – New product introduction) is partially applicable for this category of supplier (to be defined by CASCADE Project Manager).*
- *MRO Part Manufacturer/Supplier: the MRO Part Manufacturer/Supplier provides/manufactures Maintenance, Repair, Operating Material Supplies (e.g. packaging materials). The APQP procedure (see paragraph 8 – New product introduction) isn't applicable for this category of supplier.*
- *Subcontractor: the Subcontractor performs a specific task ordered by CASCADE (CASCADE being the contractor) and/or provides an added value on products delivered by CASCADE. The APQP procedure (see chapter 8 – New product introduction) is partially applicable for this category of supplier (to be defined by CASCADE Project Manager)*
- *Customer Directed Supplier: a written and signed definition of responsibilities of each involved/recommended parties -included and not limited to Project Manager and Customer. This shall be a pre-requisite before launching any partnership.*
- *Commercial Distributor: the Commercial Distributor supplies raw material and products which are responding to CASCADE needs and specifications. The Commercial Distributor is therefore responsible for conveying information about the desired properties, quality and availability to the manufacturers in behalf of CASCADE. The APQP procedure (see chapter 8 – New product introduction) isn't applicable for this category of supplier.*

4 Quality Management System

CASCADE requires all Suppliers to be at a minimum third party certified to ISO 9001:2015 and compliant with CASCADE CSR. Suppliers should strive be third party certified to IATF 16949:2016 (and compliant with CASCADE CSR) as the ultimate objective.

In addition to CASCADE Customer Specific Requirements, the SUPPLIER shall be responsible for meeting the applicable OEM and Tier1 Customer Specific Requirements. OEM Customer Specific Requirements may be found on the IATF website: <http://www.iatfglobaloversight.org/> or may be obtained from CASCADE directly. Tier1 Customer Specific Requirements may be found in the individual Project documentation.

5 Health, Safety & Environment

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.

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.

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

CASCADE encourages 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. recyclable packaging) of the products or services in question.

6 End of Life Vehicles (ELV) / International Material Data System (IMDS) / Banned and Regulated Substances (BRS)

SUPPLIER is required to provide information on the raw materials used in its products supplied to CASCADE. SUPPLIER shall be versed and follow regulations including any subsequent update and decision. Within the next list of regulations and registration systems, those applicable in the country of component production and applicable in the country of delivery should be considered and respected:

- European Directive 2000/53/EC "End of Life Vehicles" about the content of heavy metals (Cadmium (Cd), Chromium VI (Cr VI), Mercury (Hg), Lead (Pb)) Latest Commission Decision "Amending Annex II of Directive 2000/53/EC"
- European Directive 2003/11/EC "Amending for the 24th time Council Directive 76/769/EEC relating to restrictions on the marketing and use of certain dangerous substances and preparations"

- GADSL reference list (“Global Automotive Declarable Substance List”) from which supplied components should be verified. The GADSL reference list is accessible at: <http://www.Gadsl.org>
- Information on IMDS (International Material Data System) declaration, whenever the supplied component contains declarable substances included on the GADSL reference list
- Commission Decision 2003/138/EC “Establishing component and material coding standards for vehicles pursuant to Directive 2000/53/EC”
- REACH Regulation EC/1907/2006 “Registration, Evaluation, Authorization and restriction of Chemical substances” REACH Automotive Industry Guide Line available at: <http://www.acea.be/reach>

SUPPLIER should provide needed documents to ensure and demonstrate the compliance with every REACH implementation step and related deadline. For each supplied component, SUPPLIER should identify the related REACH category (substance, preparation, article) and send the documentation as defined by REACH

- If SUPPLIER Legal Entity is located outside from European Community and SUPPLIER sells substances, preparations or articles to CASCADE, SUPPLIER should nominate a unique European Representative for registration
- Conflict Minerals (Wall Street Reform and Consumer Protection Act) - Information required to report to CASCADE if any products contain minerals defined as "Conflict Minerals". SUPPLIER shall ensure that all components and materials supplied to CASCADE comply with current environmental legal requirements and specific End of Life Vehicle (ELV) requirements.

To ensure compliance with the various legal and customer requirements, CASCADE SUPPLIER shall report information on materials within its respective components by updating IMDS data base. SUPPLIER shall submit the required ELV/IMDS data to CASCADE as soon as possible upon award of new business, and in any case, within the PPAP package. Submission and conformity of required ELV/IMDS data is mandatory for final PPAP approval, and it should be submitted a copy of the CASCADE approved IMDS submission noting acceptance status.

SUPPLIER may be required to resubmit the IMDS information based upon change of revision level/suffix, mass, material or substance content.

The SUPPLIER shall fulfil the prohibitions of the GADSL and declare substances used in its products by sending an IMDS material data sheet with respect to the IMDS recommendations of the IMDS Steering Committee published on the EDS internet pages.

Notwithstanding this list, SUPPLIER is required to remain aware of any update or new applicable Directive or Regulation (ROHS evolution, other Directives, etc...).

SUPPLIER shall consider every aspect of the component or assembly or material delivered to CASCADE and shall also investigate all tier N SUPPLIER components, processes, raw materials, lubricants, coatings, paint and chemical constituents, etc...

7 Product safety responsible

The SUPPLIER will ensure that a member of the management team fills the function of a „Product Safety Responsible”. This function has to act as an interface between CASCADE and the SUPPLIER in regard to all aspects of product safety. Delegated team member has to understand the knowledge and activities of the PSB and their role within the organization and also understand the VW Group requirements around Product Safety Representative.

8 New Product Introduction

8.1 Request for quotation (RFQ)

For all programs and for all applicable components CASCADE will purchase from its suppliers, Supplier shall receive an RFQ which has to be acknowledged and signed for each defined functional perimeter and responsibility. The RFQ describes all CASCADE requirements and specifications of a given component/set of components, and for a defined program. Supplier shall not be authorized to launch any new program prior to the full acceptance of the corresponding RFQ. The RFQ contents:

- *Packaging, Labeling and Logistics Requirements*
- *IMDS and Environmental Compliance*
- *Program Timing – Milestones*
- *Engineering Requirements*
- *Testing Requirements (Technical specifications)*
- *Warranty Conditions*

Prior to new program launch SUPPLIER shall also receive the following documents (if already not available within the Supplier’s organization):

- *Quality - CASCADE Customer Specific Requirements*
- *OEM/Tier 1 Customer Specific Requirements*

8.2 Advanced Product Quality Planning (APQP)

All suppliers, regardless of component complexity or criticality, shall apply, respect, and duly follow, the APQP process as from the launch of new component for CASCADe. Components criticality definition falls under CASCADe Project team responsibility and is set during product development phase. The development of error-proofing and Poka-Yoke systems is expected to be taken into account by SUPPLIER during the design of its manufacturing processes, targeting the 'zero defects', and with a robust preventive system. SUPPLIER has to demonstrate its ability to comply with volume and capacity requirements, in order to meet CASCADe and CASCADe customer demand. All suppliers shall provide APQP status reports for any new product.

SUPPLIER and its sub-SUPPLIERS shall have a comprehensive APQP process in place in accordance to CASCADe's requirements. Based on these requirements CASCADe has the opportunity to verify the APQP process at the SUPPLIER as well as at the sub-SUPPLIER's premises together with its customer. The SUPPLIER shall have a designated project engineer / manager for each component development project, who will be available upon request by CASCADe to be part of the overall project team.

8.3 Process Validation and Run at Rate

Within the APQP procedure, SUPPLIER has to prepare its manufacturing process and its related documentation to demonstrate that his process will be capable to produce the parts at the expected pace and quality requirements meeting the contractual quantities. In preparation for final CASCADe process validation audit, SUPPLIER is expected to conduct internal trial runs to set up and fine tune its manufacturing process, and to keep CASCADe informed of that planning.

SUPPLIER shall perform its own internal process audit and shall achieve validation before CASCADe official process audit and Run at Rate, bearing in mind the final deadline for CASCADe process audit and Run at Rate date. Only upon successful SUPPLIER internal qualification, shall CASCADe proceed to its own validation of the manufacturing process at SUPPLIER premises, during or after a Run at Rate. The condition for submitting CASCADe components PPAP by SUPPLIER is subject to the prior qualification of the SUPPLIER process, and delivery of components is not allowed unless specifically requested by the program buyer.

8.4 Production Part Approval Process (PPAP)

All release procedures (master sampling and process release) must be done according to the CASCADe requirements (APQP, PPAP). The standard PPAP submission level shall be 3, unless otherwise agreed. Detailed information about submission levels and quantities of samples will be submitted with initial sample order. All values specified on the drawing and related documents listed on drawing needs to be measured and reported in the file.

The full PPAP package shall be submitted to the CASCADe representative. SUPPLIER shall refer at all times to the revision of the Automotive Industry Action Group (AIAG) PPAP Manual valid at the time of the submission. SUPPLIER shall submit the full PPAP package for components with released drawings; a copy of these drawings (or at least an indication of the part number and suffix) shall be included into the submitted package. SUPPLIER shall also ensure that all requirements are met prior to PPAP submission to CASCADe, including CASCADe approvals for any change request.

The SUPPLIER undertakes to deliver the products only as described in the specification or drawing agreed upon.

SUPPLIER is responsible for all its own tier N supplier PPAP submissions and approvals, including those SUPPLIERS directed by CASCADe.

9 Supplier Concern Management

The SUPPLIER is fully responsible for the quality of supplies. The SUPPLIER agrees to notify CASCADe immediately of suspected or established nonconformities of products already delivered to CASCADe.

The SUPPLIER agrees to provide an immediate remedy (compensation delivery, sorting or reworking) in the event that problems arise at CASCADe due to the delivery of products not conforming to the specification. **In case, that the Supplier FAILS to react to the written notification in any way within 3 workdays, CASCADe shall reserve the right to scrap and dispose of any nonconforming product at the Supplier's cost.**

The SUPPLIER is liable for damages caused by defective product, cost of operation complaints and safety risks connected with the use of their product throughout the whole product service life.

9.1 Rework and sorting

The SUPPLIER may ask for a special approval for its products to prevent production stoppage at CASCADe. CASCADe will decide at its own discretion whether to give such special approval.

SUPPLIER has the right to fulfill sorting/rework activity by its own resources or offer a replacement. If the SUPPLIER for any reason cannot fulfill the sorting/rework/replacement, CASCADe shall use its own resources or delegate external resources to do so (see Chapter 9.3). In case of using external sorting/rework resources CASCADe will charge the hourly rates used by the external resource, without any surcharges.

In the case of every quality problem and problem solving activity the SUPPLIER is committed to provide only 100% certified and marked goods for the next three shipments.

9.2 8D-Report

In case of product nonconformities, process disruptions and quality deviations in the series production product or process problems occur, the SUPPLIER shall take immediate containment actions, analyze the causes, introduce suitable

corrective actions and review their effectiveness. The SUPPLIER shall document his actions in an 8D report. Complaints must be handled without delay, and reported back to CASCADE within 24 hours. Interim containment actions (3D) must be taken within 2 workdays (48 hour from first notification). Permanent corrective actions (5D) has to be defined within 10 workdays (from first notification). In case of the need for faulty/NOK pcs to determine permanent corrective actions (5D), the due date is modified to 5 workdays from part receipt (CASCADE must be informed about the need for NOK pcs until the 3D report submission). Completed 8D: 60 days (can be exceeded with written CASCADE's permission). Failure to reach this time frame may resolve in issuing another complains and will lead to negative consequences during the supplier evaluation process. The SUPPLIER is committed to report to CASCADE in prescribed 8D form which is attached to our Non Conformity Report (NCR).

9.3 Supplier chargeback

Every quality problem causes disturbances and additional work. Therefore CASCADE may charge processing expenditure for each official complain accepted by the SUPPLIER. Based on the contents of the complaint, the following costs will be invoiced on case by case basis after confirmation of SUPPLIER:

- the current series price of the defective goods;
- plus freight costs for a return shipment or, if the SUPPLIER foregoes the return, for scrapping costs at CASCADE;
- plus flat rate for packaging;
- plus processing expenditure (min 75 euro / complaint)
- plus inspection, sorting and reworking costs (operator: 12 euro/hour, engineer: 25 euro/hour);
- plus cost of third party service company (if SUPPLIER not contacted directly)
- plus dismantling/installation costs as well as material costs for component parts of CASCADE or other CASCADE suppliers which have been rendered unusable by the further processing of the SUPPLIER's defective goods;
- plus the costs of the CASCADE customer's complaint-related expenditures, which the customer invoices to CASCADE. Upon request, the SUPPLIER will be permitted to study the CASCADE customer's original documents.

10 Supplier Facility Access

Supplier shall grant or guarantee access to its facilities, or to its tier N supplier's, to CASCADE employees and CASCADE customer employees if required, for the purpose of evaluating products, processes, documents (like FMEAs, Control Plans, Process Instructions, ...), methodologies and systems used in the manufacturing of CASCADE products, and to verify that the products and subcontracted products, are compliant to requirements. The SUPPLIER shall be notified by CASCADE 5 days prior in writing.

10.1 Manufacturing Process Review

In case of quality issue or identified risk (based upon risk assessment), CASCADE SQA team (alone or accompanied by CASCADE customer representatives) may conduct a systematic and sequential review of SUPPLIER manufacturing processes, at SUPPLIER facilities or at tier N SUPPLIER's if required. The format of the review may be the same as that of a customer to CASCADE, or CASCADE's own format, as determined by the SQA team. This review may also be completed as part of the CASCADE quality planning and/or for a significant product or process change.

10.2 Audits

CASCADE is entitled to perform audits at the SUPPLIER. All audits are planned and carried out on the basis of the audit standards as in effects at the time of the audit. In all cases the parties will jointly define the timing and scope of the audit. The SUPPLIER is obliged to enable upon CASCADE's request a joint audit with customers of CASCADE at the SUPPLIER. The SUPPLIER agrees to grant the auditors access to the production area and to the inspection points and allow them to view quality instructions and control documents.

CASCADE will inform the SUPPLIER of the audit results by written notice. For any determined deviation the SUPPLIER is obliged to take the requisite corrective actions.

11 Identification and Traceability

Component identification and packaging standard label shall be agreed on by CASCADE and its SUPPLIER's during APQP. The following requirements shall be met in that agreement:

- *Single part number per box or per packaging unit.*
- *Master labels when shipping multiple packages of the same part number on a single pallet.*
- *All packaging units shall be labeled and the label shall include:*
 - *CASCADE part number with engineering level/suffix and part designation*
 - *Quantity of components within the box or packaging unit*
 - *Master label for the packaging unit, plus the individual labels for each box*
 - *SUPPLIER name*
 - *Batch traceability number and date - This number shall have direct relationship with the Packing Slip supplied. Identification shall permit traceability back to specific SUPPLIER manufacturing and inspection records*

The aim of traceability shall be to minimize the impact and consequences of quality concerns. The SUPPLIER shall maintain an appropriate traceability system for his own manufacturing and delivery process including sub-SUPPLIERS. SUPPLIERS are required to utilize and ship material on a „first-in-first-out” basis.

Forward Trace shall be the provision of any information required to identify suspect components already delivered in order to minimize the quantity of non-conforming components – as early as possible.

Backward Trace shall be the provision of any information required to identify suspect source material and origin at the SUPPLIER.

A traceability system shall ensure that its final components and sub-components utilized in the product can be traced back to the manufacturing date, shift, equipment, tool number and the respective inspection/conformity results up to the trace information of manufacturer and sub-SUPPLIERS.

All packaging components should comply with legal, and Customer specified safety information.

12 Inspection and testing

The SUPPLIER shall inspect, test and – when such batch conforms to the specification – approve each batch of the products delivered to CASCADE.

The SUPPLIER agrees that only he is responsible for conducting pre-delivery testing of the characteristics in accordance with control plans. Therefore CASCADE is not obliged to carry out own tests of these characteristics as part of the quality inspection of incoming products.

The SUPPLIER agrees to test upon request by CASCADE a sample taken from the products that the SUPPLIER has delivered to CASCADE with regard to specific characteristics (product audit). SUPPLIER shall inform CASCADE of the results.

13 Packaging and Material Handling

All packaging should also comply with appropriate health and safety, environmental and other legislative requirements. To ensure that SUPPLIER's products are transported in a manner that prevents damage, pollution or deterioration, SUPPLIER is responsible for developing and keeping up to date work instructions detailing proper packaging, storage and shipping of its products that conforms to CASCADE requirements. SUPPLIER shall meet the requirements of CASCADE regarding the use, control, and supply of returnable packaging. SUPPLIER is responsible for the design and the development of the serial packaging so as to fit to all variants and design levels/suffixes of the sourced parts. SUPPLIER shall ensure that parts integrity is maintained and is sufficiently robust to withstand shipment with arrival on time to the final point of use without damage.

14 Record retention

The SUPPLIER shall retain records of quality system, internal audits and management review for a minimum of 3 years.

The SUPPLIER shall retain PPAP documentation for a minimum of 15 years following end of production. This requirement does not supersede any regulatory requirements.

The SUPPLIER shall retain quality records about inspections carried out on raw materials, on intermediate and finished products and also concerning process parameters for minimum of 10 years.

Any characteristics in specification defined by CASCADE and SUPPLIER as being safety relevant must be handled in accordance with the relevant VDA directive. All documents in this regard must keep on file for at least 15 years.

15 Product and Process changes

The SUPPLIER agrees to notify CASCADE in advance of any changes in product and/or in the manufacturing process that could have an effect on the product characteristics, for example a transfer of production to another plant or to other machines, a change in the inspection process or a change in sub-suppliers, a change in the raw material basis and similar events. Depending on the nature and extent of the change CASCADE will decide whether or not a new approval for serial production is required. The notification needs to be 6 months in advance as the approval procedure at CASCADE may need this time.

In accordance to the PPAP requirements the SUPPLIER commits itself to keep CASCADE informed immediately with each engineering change. Furthermore the master sample and test reports (PSW) of the changed part should be placed at CASCADEs disposal in updated form.

Engineering Change Management to CASCADE has been managed by CASCADE project manager.

16 Safety Stock & Supplier Contingency Plan

SUPPLIER shall develop and deploy a contingency plan covering all identified risks which may potentially disrupt the product delivery flow to CASCADE plant, and SUPPLIER shall warn CASCADE at the earliest in the event of an actual disaster. Potential losses caused by fire, city water, electricity, flood, storm, etc... should be prevented by reactive and organizational measures (through a formalized, validated and yearly reviewed contingency plan). In case of an actual catastrophe, Supplier shall provide CASCADE's authorized representatives an access to all of CASCADE or CASCADEs customer owned capital equipment.

Additionally 7 days of safety stock of finished (shippable) parts are defined to be available between customer plant and the supplier. Maintaining this level of safety stock is crucial in order to prevent bottle neck situations in production or supply processes at the SUPPLIER to affect customer. In case of emergency SUPPLIER is obliged to contact CASCADE's Logistics Manager at the moment of occurrence to ensure information flow.

17 Requalification

A layout inspection (dimensional and functional/material testing requirements) shall be performed annually. Each component / each cavity shall have one [1] sample accompanied with its dimensional report. As part of this process, the SUPPLIER shall update the PPAP document files to include new dimensional/functional layout data and a self-certified PSW (Part Submission Warrant) cover sheet. A full dimensional/functional layout inspection shall include all significant characteristics and all key functional dimensions/specifications (vibrations, heat test, light performance output, etc...). This document should be filed with the original PPAP and associated samples should be archived. Upon request by CASCADE representative, SUPPLIER shall make the document available within twenty four [24] hours.

Requalification plan ("Layout inspection") shall be included in the control plan and PPAP records. Should any deviation be detected during the requalification process, SUPPLIER shall inform CASCADE immediately.

18 Evaluation of SUPPLIER Quality Efficiency

CASCADE requires from SUPPLIERS to implement zero defect policy. Therefore at all times, the SUPPLIER shall strive towards zero defects with the emphasis on error prevention. As general guideline the SUPPLIER commits itself to the definition of an average ppm-rate per product.

18.1 Yearly Supplier Performance Targets

The ppm rate, as well as the quality and delivery performance indicators shall be defined yearly and in coordination with CASCADE. The defined ppm rate does not allow SUPPLIER to ship any defected part. In case of product nonconformities, process disruptions and quality deviations in the series production product or process problems occur, the SUPPLIER has to take immediate containment actions. Every related areas of supply chain (e.g: Supplier site, transit, CASCADE site, Customer site) has to analyze the causes, has to define the breakpoint and has to introduce suitable corrective actions in order to prevent the reoccurrence. Exceeding the indicated upper PPM limit leads to negative consequences in SUPPLIER evaluation.

18.2 Indicators and Grading

CASCADE evaluates SUPPLIERS on yearly basis. If a SUPPLIER receives a "not A" grade on the SUPPLIER evaluation, it is obliged to prepare an action plan and submit it to CASCADE within 2 weeks.

At a minimum, the following supplier performance indicators are monitored and evaluated:

- a) delivered product conformity to requirements;
- b) customer disruptions at the receiving plant, including yard holds and stop ships;
- c) delivery schedule performance;
- d) number of occurrences of premium freight.
- e) special status customer notifications related to quality or delivery issues;
- f) dealer returns, warranty, field actions, and recalls.

The evaluation result (A/B/C grade) 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 CASCADE 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 audit by a CASCADE, placed on "New Business Hold" status, and/or could be resourced and removed from the Approved Supplier List, depending on the severity of the quality / communication issues. All prior purchase commitments made with a supplier will be considered void if this supplier is removed from the Approved Supplier List due to unacceptable performance.

19 Responsibility Matrix

Based on the SUPPLIER's category as defined in Chapter 3 some chapters of the CSR may not be applicable. The table below contains the chapters and subchapters, which the suppliers not belonging to the marked (X) category does not have to comply with. Chapters, which are not displayed in the matrix, are applicable to every SUPPLIER.

Chapter	<i>Component Manufacturer/ Supplier</i>	<i>Raw Material Manufacturer</i>	<i>MRO Part Manufacturer/ Supplier</i>	<i>Subcontractor</i>	<i>Customer Directed Supplier</i>	<i>Commercial Distributor</i>
7	X	X				
8						
8.2	X	X		X		
8.3	X			X		
8.4	X			X		
9						
9.1	X			X	X	
9.2	X	X	X	X	X	
9.3	X	X	X	X	X	
10	X	X	X	X	X	

20 SUPPLIER acknowledgement and confirmation

Company name:	
Name:	
Function:	
Signature:	
Date:	