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Issue	Date	Description of changes
1	June 2021	Creation
2	April 2022	Supplier quality manual (G465-40) becomes General Supplier Requirements

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1. Object

This document lists general suppliers' requirements which govern relations between PLASTIVALOIRE Group and its suppliers.

It describes the minimum requirements expected whether the products and/or services are provided directly or indirectly through sub-suppliers.

All requirements in this document are to be considered as Customer Specific Requirements.

Suppliers have to ensure they work with the most recent revision of this document. Verification can be obtained by visiting www.groupe-plastivaloire.com.

Acceptance of the purchase agreement (i.e. purchase order or contract) shall be considered as acceptance of the requirements of this document.

2. Scope

This document concerns suppliers of BOM external supplies and chosen by the purchasing department.

It does not alter or reduce any other contractual requirements covered by purchasing documents or requirements of engineering drawings or specifications.

PLASTIVALOIRE Group reserves the right to revise downwards the requirements described in these General Suppliers Requirements depending on the purchase commodities.

Although PLASTIVALOIRE Group will make every attempt to notify suppliers, PLASTIVALOIRE Group also reserves the right to revise this document without prior notice.

3. Lexicon

PSW (Part Submission Warrant):

Homologation certificate guaranteeing the conformity of supplier products and processes with all customer requirements in terms of quality, capability and capacity.

PPAP (Production Part Approval Process):

File that groups together the proof of approval of production parts.

Quality wall:

A measure of customer protection in relation to the manufactured and delivered product. This is not a final checkpoint but it is an additional inspection outside the usual production flow. The goal is to ensure that only conform parts are sent to the customer.

The quality wall can be set up for :

- Containment measures when supplier quality performance is unacceptable
- Prevention measures when quality is at risk: start on production or transfer, not validated product and/or process, lack of expertise, high staff turnover.

Special characteristic :

A product characteristic or parameter production that may affect the safety or regulatory compliance, function, performance or further processing of the product. These are product and / or process characteristics subject to variation, requiring special attention during inspection activities. This type of characteristic cannot be derogated.

OEM (Original Equipment Manufacturer):

Companies whose commercial purpose is to sell a manufacturer's products to end customers. Car manufacturers such as Stellantis, Renault, VW, Daimler are considered OEM.

AAR (Appearance Approval Report) :

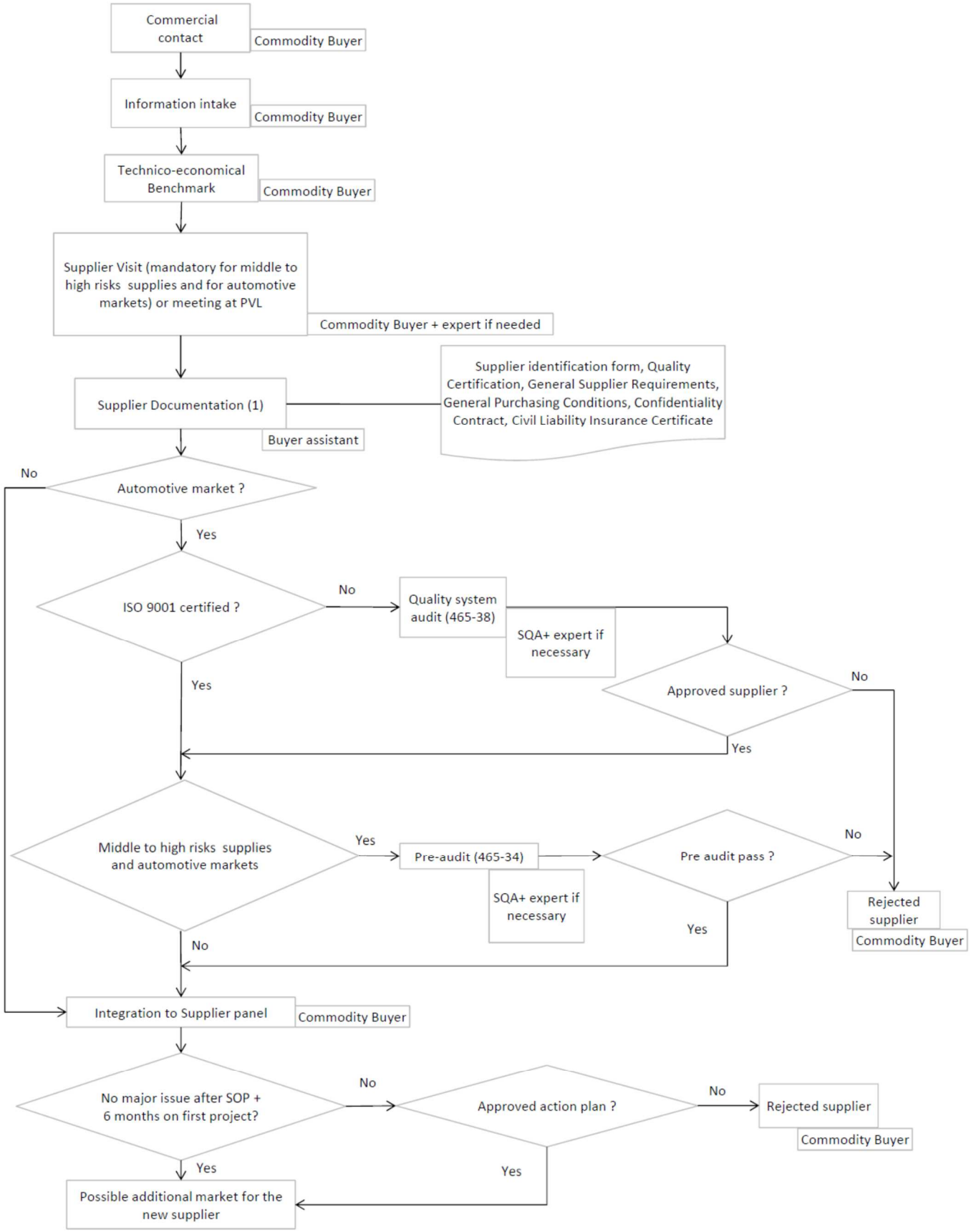
Report which can be part of PPAP to confirm compliance with appearance requirements.

EOL :

End Of Life

4. New supplier

4.1. Integration of a supplier into the supplier base



(1) : Only step done in case of supplier imposed by the Customer

4.2. Documents for supplier integration

The list of documents for any integration in PLASTIVALOIRE Group suppliers panel are :

supplier identification form, Quality certificates (ISO9001, IATF 16949), liability insurance certificate, general conditions of purchase duly signed.

5. Quality management system requirements

5.1. Quality management system

Suppliers delivering goods for the automotive market must have a quality management system certified at least according to ISO 9001 and attempting to be certified according to IATF 16949.

5.2. Required references

Suppliers have to obtain and maintain copies of the latest revised/current versions of all received associated and referenced publications of the OEM. Copies of some applicable publications can be obtained from the Automotive Industry Action Group such as APQP, SPC, MSA, PPAP, CSR as well as VDA standards.

5.3. Treatment of non-conformities

If a non-conformity is detected by any plant of PLASTIVALOIRE Group, a Non Conformity Report (NCR) will be sent to the Supplier by the concerned plant.

The Supplier can use PLASTIVALOIRE NCR Template. If not, the Supplier must use at least, 8D or PDCA problem solving tools and root cause analysis like Ishikawa and 5 WHY.

The Supplier must at least describe:

- Containment actions with closure date and a nominated Leader (answer required within 24h)
- The root cause analysis for occurrence AND non-detection
- Corrective actions with closure date and a nominated Leader (answer before 5 working days)
- The period of verification of the effectiveness of the implemented corrective actions
- Impacts on :
    - ✓ FMEA
    - ✓ Control plan
    - ✓ Maintenance
    - ✓ Technical documentation
    - ✓ Control tools
    - ✓ Drawings
    - ✓ QA documentation
    - ✓ Any other information, process, …
    - ✓ Potential standardization on other products/processes.

Additional inspection on new batches can be required by PLASTIVALOIRE Group to the Supplier to ensure secured deliveries until the non-conformity on process or product is solved.

A Quality Wall can be required by PLASTIVALOIRE Group to the Supplier in addition of forecasted production controls in order to protect PLASTIVALOIRE Group and the Customer interests.

The additional Quality Wall must be out of manufacturing lines, in a dedicated area and with specific instructions validated by PLASTIVALOIRE Group. The Supplier must be able to show evidences that dedicated operators are trained to the specific Quality Wall instructions. The Quality Wall performances indicators must have a daily follow up and sent to PLASTIVALOIRE Group according to an agreed frequency. A specific identification must be agreed with PLASTIVALOIRE Group for parts coming from the Quality Wall. The Supplier must ensure the conformity of each delivery until the Quality Wall is active.

In case of high criticality and upon Customer's requirement, PLASTIVALOIRE Group can require an additional Quality Wall from an external sorting company. Such external sorting company has to be validated by PLASTIVALOIRE Group.

The costs of the quality wall carried out internally by the supplier or by an external sorting company is at the supplier's cost.

The quality wall can only be lifted after formal acceptance of PLASTIVALOIRE Group according to the exit criteria defined during its implementation.

In case of delays or no feedback from a NCR, all costs will be invoiced to the Supplier.

NCR is recorded by quality department of PLASTIVALOIRE plant and it is subject to a demerit points calculation. This ranking can have an impact on potential business opportunities.

PLASTIVALOIRE Group reserves the right, depending on the problem encountered, to charge its suppliers a debit note including:

- Costs of returned or rejected parts
- Final customer production lines stops
- Reworking/Sorting costs at local working hourly cost (PLASTIVALOIRE Group and its final customers)
- Machine stoppages costs (PLASTIVALOIRE Group and its final customers)
- Costs incurred for parc reworks, warranty returns, etc.
- Customer NCR administrative costs
- Any other additional costs following incident

All of these costs will be identified on the invoice.

Depending on the criticality, PLASTIVALOIRE Group can require to the Supplier to come at PLASTIVALOIRE plant within 24h to note dysfunctions and present action plans.

5.4. Classification of supplier quality incidents and assignment of demerits

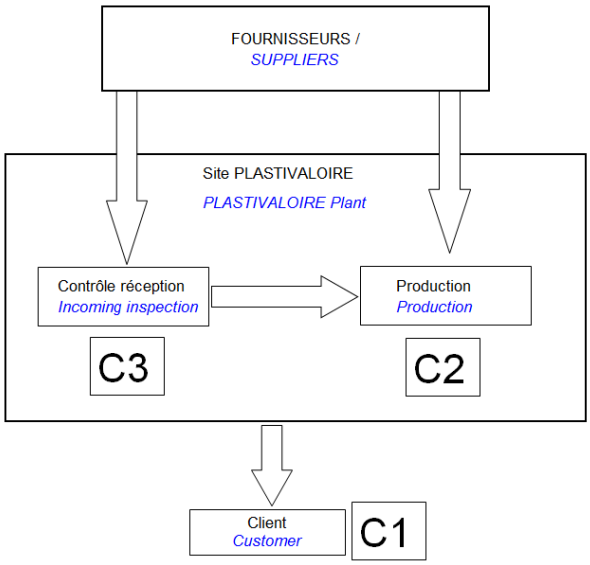
PLASTIVALOIRE Group has split Suppliers claims in 4 categories :

C3: Non conformity detected during internal incoming inspection at PLASTIVALOIRE plant

C2: Non conformity detected during internal production process at PLASTIVALOIRE plant

C1: Non conformity detected by PLASTIVALOIRE customer, and caused by PLASTIVALOIRE supplier.

A: quality Alert (quality issue with low impact on organization, process, ...)



Demerit scoring is associated to each quality issue category and used for the Supplier Performances Assessment:

A. Initial scoring

- 1 alert = 15 pts
- 1 claim C3 with deviation granted = 30 pts
- 1 claim C2 with deviation granted = 45 pts
- 1 claim C3 and batch refusal = 65 pts
- 1 claim C2 and batch refusal = 80 pts
- 1 claim C1 = 100 pts
- Recurrence = + 50 pts

Recurrent claim is a claim that presents the same defect in the same place on the same product over a period of less than 2 years

B. Additional scoring

Initial failure points (+ 15 pts x quantity of reminder to get answer)

Demerit points are also considered in the Quarterly Supplier Assessment.

5.5. Supplier performance monitoring

PLASTIVALOIRE Group runs a quarterly supplier performance assessment, based on Quality and logistic performances.

This assessment is done according to several parameters (quality issues, Supplier risk assessment, On Time Deliveries, purchased turnover). The final ranking starts at 0 (bad) to 100 (good).

Suppliers with a ranking ≤ 80 have to improve their performances and might be contacted to implement an action plan in order to reach the required level.

Only Suppliers considered as having failed and having a poor performance, are contacted.

5.6. Request for deviation

All products shipped by the supplier have to meet the specifications. If deviations from this requirement cannot be avoided for a limited quantity or period of time, the supplier may submit a request for deviation to PLASTIVALOIRE plant.

PLASTIVALOIRE plant will then accept or reject the deviation. If the deviation is accepted:

- it will cover only a limited quantity or period of time for a specific defect,
- the supplier will be required to identify all parts sent under that deviation with specific labels marked “accepted under deviation”

The acceptance of any deviation does not affect the supplier’s commitments to PLASTIVALOIRE plant.

5.7. Audit

The SUPPLIER will authorize PLASTIVALOIRE Group to carry out audits on the supply, the processes or systems at SUPPLIER’s production facilities at a date agreed between the Parties.

Depending on the requests of customers of the PLASTIVALOIRE Group, the supplier may be asked to carry out process audits according to specific standards such as VDA 6.3, LPA, QSB +, CQI-Special Process Assessments (i.e., Plating, Coating, Welding, Heat-Treat, etc....).

Suppliers of aeronautical market will authorize PLASTIVALOIRE Group of being accompanied by his customer or official authorities during the audit.

5.8. Quality commitment

PLASTIVALOIRE Group priority is to satisfy its customers who are massively requiring a zero defect policy.

That is why PLASTIVALOIRE Group requires from its suppliers a 0 ppm (parts per million) commitment.

Any deviation from this requirement must be formally agreed.

Ppm will be calculated on a 3 rolling months base according to following formula :

$$\frac{\text{Number of defective parts X 1 000 000}}{\text{Number of delivered parts}}$$

5.9. Continual improvement

PLASTIVALOIRE Group expects its suppliers to have a continuous performance plan in order to reduce costs. This is a key parameter of the long term relationship with PLASTIVALOIRE Group.

Suppliers shall propose a performance plan to remain competitive while strictly complying with PLASTIVALOIRE Group procedures for all design and process change proposals. See chapter 6.6. Management of changes at the initiative of the Supplier.

5.10. Transfer to delegation of control or Product Quality Assurance (PQA)

For critical supplies, PLASTIVALOIRE plant can implement an incoming inspection. After 2 consecutive deliveries without quality issues detected at the incoming inspection or at Customer facility, PLASTIVALOIRE local Quality Supplier Department can:

- Stop the incoming inspection process. In this case, the supply switches to delegated control (PQA). Deliveries will be controlled on a yearly basis.
- Keep on proceeding with systematic incoming inspection.

The PQA implementation can be stopped at any time and incoming inspection can be reimplemented once again.

The implementation of PQA is not automatically communicated to the Supplier.

5.11.Compliance with customer specific requirements

Customer Specific Requirements (CSR) are automotive customers requirements that come in addition to those of IATF 16949.

PLASTIVALOIRE Group expects its Supplier's to be familiar as well as to implement our customers' requirements as defined in their "Customer Specific Requirement" publications.

These CSRs are updated regularly and available on the IATF internet web site located here:

https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/

If the Supplier doesn't know who is the final customer or doesn't know the customer specific requirements, it is its responsibility to contact the PLASTIVALOIRE Group project team and/or plant for clarification.

Support can also be provided by PLASTIVALOIRE Group supplier quality department.

5.12. Appointment of a safety representative (PSR representative)

In the event that the supplier delivers a supply for automotive market, he must appoint in its organization a regulatory / safety manager whose missions will be:

- To ensure compliance with the rules for products subject to regulations and / or safety standards
- To Inform and train people about potential risks

In addition, if the supply includes one or more safety characteristics, the supplier must appoint a Product Safety Representative (PSR) in his factory. This PSR will be responsible for the escalation process and the flow of information to the executive management of the Supplier and to PLASTIVALOIRE Group in the event of an issue with the safety characteristic.

Regulatory / Safety characteristics are identified on purchasing specifications and technical documents like drawings and have the following logos:

Regulatory Characteristic

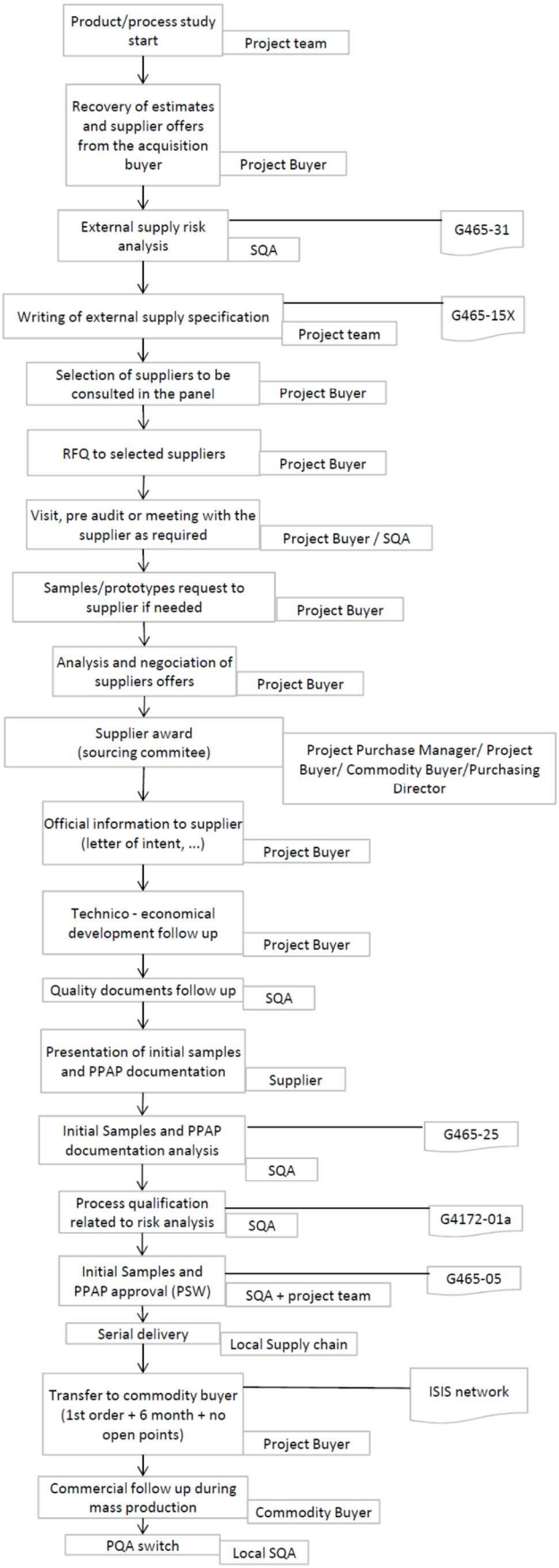
Safety Characteristic

Safety+Regulatory characteristic

These characteristics are considered as special characteristics within the meaning of the IATF 16949 standard.

6. Product / process development

6.1. Process of acceptance of an external supply for a new project



6.2. PPAP submission criteria

The process for approving supplies is detailed in chapter 6.1 of this document.

PLASTIVALOIRE Group requires a full PPAP level 3 submission unless otherwise detailed in the purchasing specification or purchase order.

Particular attention must be paid to the special characteristics identified in the purchasing specifications and drawings. All Special Characteristics listed on the design record shall be statistically monitored to prove capability. Items not meeting the above capability criteria shall be 100% inspected in supplier facility until capability is resolved.

All test results must be conducted by an accredited test facility. An internal laboratory facility shall have a defined scope that includes its capability to perform the required inspection, test or calibration services. This laboratory scope shall be included in the quality management system documentation. The laboratory shall meet the requirements as stated in 7.1.5.3.1 of the IATF standard.

External/commercial/independent laboratory facilities used for inspection, test or calibration services shall have a defined laboratory scope that includes the capability to perform the required inspection, test or calibration, and either accredited to ISO/IEC 17025 or national equivalent or approval designated by the customer. The laboratory shall meet the requirements as stated in 7.1.5.3.2 of the IATF standard.

Tier-2 suppliers are responsible for the PPAP submission and approval of subsequent tier suppliers. At least sub-tier suppliers shall meet the same PPAP requirements as the first tier supplier to PLASTIVALOIRE Group.

6.3. Start of production of a new product: probationary period

For each new product or new process implemented by the Supplier, the Supplier must also implement a Quality Wall (100% control) before delivery to PLASTIVALOIRE Group, during the probationary period. The Quality Wall must follow the rules described on § 5.3. Treatment of non-conformities.

The probationary period duration has to be validated by PLASTIVALOIRE Group.

6.4. Annual requalification

"Continuous compliance" tests must be defined and carried out on the products by the supplier. These tests specified in the external supply specifications must be part of the supplier's control plan and be carried out at least once a year.

The results must be made available to PLASTIVALOIRE Group upon request.

PLASTIVALOIRE Group can plan an audit to ensure that these tests have been done.

6.5. Regulatory conformity

Suppliers are responsible for insuring that all material and processes used in the manufacturing and sale of supplies to PLASTIVALOIRE Group are in compliance with all local requirements

regarding environmental laws and regulations. Compliance with environmental laws and regulations of the country of delivery of the goods is also required.

6.6. Management of changes at the initiative of the supplier

The Supplier must inform PLASTIVALOIRE plant and the Purchasing department (written statement) of any change concerning the process or the product before its implementation. The change can only be implemented after PLASTIVALOIRE plant approval or approved deviation request (written statement).

The change of product or process concerns, but is not limited to:

- Design
- Manufacturing process
- Toolings
- Material
- Location of production
- Software
- Color
- .....

A safety stock must be agreed between PLASTIVALOIRE plant and the Supplier before any change implementation.

The Supplier must initiate the change request soon enough to ensure approval and safety stock process deadlines.

Samples can be required by PLASTIVALOIRE plant for tests and trials in order to check potential impacts on PLASTIVALOIRE plant or on the Customer manufacturing process. Since the change request comes from the Supplier, samples must be provided free of charge.

In the event of a change of raw materials, validation tests must be completed before presentation to PLASTIVALOIRE Group. Likewise, compliance with regulations on prohibited substances (Reach, RoHS, declaration on the IMDS automotive portal, etc.) must be checked beforehand.

If a change request (previously validated by PLASTIVALOIRE Purchasing Department) impacts a supply delivered to several PLASTIVALOIRE plants, each plant must be informed and can require additional tests and trials.

All costs incurred by PLASTIVALOIRE Group and/or its customers will be charged to the Supplier.

6.7. Spare parts

For parts intended to the Automotive market, the Supplier must be able to deliver the supply at least 15 years after vehicle end of serial production (EOL).

6.8. Feasibility

Before accepting a contract, the Supplier must ensure the feasibility of its offer. This includes not only the technical feasibility (manufacturability of the product, within the specifications and with the requested process capacity) but also logistics, planning, cost, capacity etc.

Proof of the feasibility analysis may be requested by PLASTIVALOIRE Group.

The Supplier must implement a capacity of 120% of the need specified during the project phase.

7. Supply chain and production

7.1. Devices (tooling, gages, equipments…)

The Supplier is responsible for maintenance and refurbishment of devices located at the supplier's facility and owned by PLASTIVALOIRE Group.

Such devices can be tooling, gauges, equipments, master plaques, PPAP samples, approved Samples for aesthetical parts (AAR) or boundary samples.

It is up to the supplier to notify PLASTIVALOIRE Group at least 12 months before any device reaches its end of life.

The supplier shall maintain a listing of PLASTIVALOIRE Group devices in its possession and shall submit it to PLASTIVALOIRE Group upon request. These devices must be permanently and clearly marked with the owner name and the part number or similar method which provides traceability to the owner. These devices are to be used solely for the production of PLASTIVALOIRE Group products. The supplier will not destroy, modify, transfer or otherwise dispose of any PLASTIVALOIRE Group devices without the written consent of PLASTIVALOIRE Group. Supplier shall report to PLASTIVALOIRE Group all cases of loss, damage or destruction of PLASTIVALOIRE Group devices located at Supplier's or second-tier Suppliers facilities. If no forecasted needs for these devices, the supplier must take instructions from PLASTIVALOIRE Group before any action.

7.2. Logistic performances

PLASTIVALOIRE Group expectation is to have suppliers able to ensure a 100% delivery service rate in logistics (lead time and quantity).

Logistic performance is part of the Quarterly Supplier Assessment done during mass production phase.

Following criteria are taken into account for calculation of service rate :

Tolerances on delivery date : - 2 days / + 1 day

Tolerances on quantity : ± 10 %

Criteria may change according to purchase commodities.

For each delivered supply, the score is ONE (=100%) if the both above criteria (respect of time and quantity) are met.

If at least one criteria is not met the supplier is out of the tolerances and the score is zero.

Formula (for a defined period) :

$$\text{Supplier Service Rate} = \frac{\text{Sum of delivered supplies with score 1} \times 100}{\text{Sum of delivered supplies}}$$

7.3. Safety stock

The safety stock is not a systematic requirement from PLASTIVALOIRE Group but is highly recommended. This safety stock should primarily depend on the Supplier's confidence in its supply chain.

In any case, if any PLASTIVALOIRE Group assembly line is stopped due to a delivery delay for which the Supplier is responsible, PLASTIVALOIRE Group will invoice the overall costs of this disruption. For information, these costs are about 1000 euros / hour.

In addition, if this delivery disruption results in an assembly line stoppage of PLASTIVALOIRE Group's customer, the costs will also be passed on to the supplier. For your information, car manufacturers typically charge 30,000 euros / hour, or 850 euros / car not fully assembled.

7.4. Storage and inventory

The Supplier organization shall use an inventory management system to ensure an optimized use of inventory and ensure stock rotation such as the First In First Out inventory method (FIFO).

7.5. Documentation

The archiving period of the complete documentation and records must be at least 20 years according to the current requirements of our customers.

PLASTIVALOIRE Group has specific documentation requirements regarding chemicals products like plastic resins, masterbatches, paints, inks... Based on test results, realized and recorded during production, a certificate according to EN 10204 3.1 is to be established and sent to PLASTIVALOIRE plants without any additionnal charges.

Depending on the final product, additional documents can be requested, like food contact certificate.

7.6. Packaging and labeling

The supplier must use packaging that guarantees the level of quality of the supply until they it reaches their place of use.

Unless otherwise specified, following requirements must be followed:

- Compliance to 94/62/EC European regulation
- Delivery made with the correct shipping documents (delivery note), indicating PLASTIVALOIRE Group item number, the description of PLASTIVALOIRE Group item, the order number, the quantity, the weight, PLASTIVALOIRE plant delivery address, the name of the Supplier, the address of the Supplier, the batch number and the expiration date if relevant.
- Hazardous material labels
- Marking of each package with the description of PLASTIVALOIRE Group item, PLASTIVALOIRE Group item number, the order number, the quantity, the batch number, the weight, the material and the expiration date if applicable.

- For products with specific food safety requirements (products with subsequent contact with food), the packaging must be specifically agreed with PLASTIVALOIRE Group in order to minimize the risk of subsequent contamination of the content.

7.7. Traceability

The tracking system of the Supplier shall be able to trace, through systematic records, the entire history of its production process including subcontracted or outsourced services.

In the case of a Supplier of services such as chrome plating, painting, deburring, assembly carried out on parts supplied by PLASTIVALOIRE Group, the Supplier's traceability system must allow it to be traced back to the PLASTIVALOIRE Group production batch.

8. Additional requirements

8.1. Supplier communication

The supplier shall notify PLASTIVALOIRE plant as soon as possible (within 24 hours) in case of any event putting at risk PLASTIVALOIRE Group production (quantity and schedules). Nature of the problem as well as immediate actions implemented to ensure continuity of deliveries to PLASTIVALOIRE Plant will be communicated by the supplier.

PLASTIVALOIRE Group may require suppliers to establish contingency plans to prevent occurrence of such unscheduled events. The contingency plan will include, but not limited to, events like cyber-attack, labor shortages, key equipment failure, natural disaster (earthquake, flood ...), fire...

PLASTIVALOIRE Group reserves the right to check the supplier’s contingency plan.

Product volume change requests from PLASTIVALOIRE Group increasing/decreasing volume by 20% over the previously verified capability, shall require confirmation from Supplier management to ensure no interruptions of deliveries to PLASTIVALOIRE Group.

8.2. Insurance

All suppliers shall have one or more insurance contracts guaranteeing the financial consequences of the civil liability that it may incur as a result of a defective product.

8.3. Confidentiality

Suppliers shall have to sign a Non Disclosure Agreement (NDA) in order to protect confidential and proprietary information of PLASTIVALOIRE Group like prices, commercial conditions, drawings, data, equipment, or any other material and/or information.

8.4. Contractual documents

Contractual documents that have potentially to be signed by suppliers are :

Purchasing agreement, non-disclosure agreement, general conditions of purchase, purchasing specification, tooling purchasing agreement and additional documents depending on contract such as responsibility matrix for directed supply / supplier (RASIC) or logistic protocol.

8.5. Warranty of products and services

The warranty that applies to products delivered by the Supplier will be identical to the one imposed by the customer of PLASTIVALOIRE Group.

The warranty period for products delivered by the supplier will be at least 36 months from the date of their delivery to PLASTIVALOIRE Group.

If the contractual warranty requested by the customer of PLASTIVALOIRE Group is going beyond 36 months after the delivery date, the supplier undertakes to grant the same warranty period to PLASTIVALOIRE Group. This will be specified within the framework of the project concerned.

8.6. Data and cybersecurity

Data protection and cybersecurity are essential for the PLASTIVALOIRE Group.

For these reasons we ask Suppliers to meet our minimum data and cybersecurity requirements. These requirements are available on the PLASTIVALOIRE Group website: https://groupe-plastivaloire.com.

8.7. Ethics and sustainability requirements

This chapter is about the social and ethical responsibility of Suppliers of PLASTIVALOIRE Group.

It establishes the requirements for ensuring that working conditions in the supply chain are safe, that workers are treated with respect and dignity and that business operations are led ethically.

Therefore PLASTIVALOIRE Group expects that its suppliers will have appropriate policies, procedures and systems in place, to support the following standards:

- Child labor shall not be used
- Any form of slavery, servitude, forced or compulsory labor is prohibited
- Workers shall be compensated with wages and benefits that are competitive and comply with local laws.
- Workers, without fear of reprisal, intimidation, whistleblowing, discrimination or harassment should be able to communicate openly with management regarding working conditions.
- Compliance with local laws with regard to working hours.
- Absence of corruption, extortion and bribery practices.
- Information relating to the private life of employees must be kept confidential.
- Compliance with laws and regulations governing the protection, and confidentiality of personal data of employees.
- Implementation of a healthy and safe working environment to avoid any risk of accident or illness of its employees, sub-contractors and users of its products.
- Respect of associations including collective bargaining agreements.
- Management of its activity in compliance with laws on competition and implementation of any precautionary measures to avoid any anti-competitive practices such as cartels fixing

prices, agreements on quotas, production or sales and, more generally, any unfair practices which impede free competition, in particular those intending to oust a competitor from the market.
- Prevention of risk of a potential or recognized conflict of interest.

8.8. Environment

PLASTIVALOIRE Group expects its Suppliers to limit their environmental impact by controlling disturbances and pollution related to their activities, by making reasonable use of natural resources and by developing responsible waste management.

This approach should cover at least the following areas :

- Reduction of emissions of polluting gas
- Optimization of energy efficiency
- Development and use of renewable energy
- Control of water quality and reduction of consumption
- Reduction of air pollution impact
- Sustainable resources management and waste reduction
- Responsible chemical management
- Sustainability requirements for its own suppliers

8.9. Requirements validity

If some requirements described in this General Supplier Requirements become not valid, all the other requirements cannot be affected.