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# Customer Requirements Manual

## **SECTION I – INTRODUCTION**

To standardize our internal processes and to consistently meet commitments to our customers, RheTech LLC - 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
- Environmental Management Systems
- Packaging, Delivery and Documentation
- Quality
- Sustainability and Environment

RheTech LLC's receipt of customer's purchase orders does not constitute acceptance of any terms and conditions set forth in customer's quality requirements manual or any other such document which may present conflicting requirements to those set forth in RheTech's "Condition of Sale" or in this agreement and RheTech LLC's Customer Requirements Manual.

This CRM does not cover payment terms, pricing, freight process or other commercial Terms and Conditions of Sale between RheTech LLC and its Customers. Any new, additional, inconsistent and/or different terms or conditions from the RheTech LLC 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.

**Note:** Please visit our website [www.rhetech.com](http://www.rhetech.com) to view and print our Terms and Conditions of Sale and our Customer Requirements Manual (CRM).

## **SECTION II – QUALITY & ENVIRONMENTAL MANAGEMENT**

### **QUALITY MANAGEMENT SYSTEMS/LABORATORY**

Company is currently third party registered to the following international standards:

ISO 9001

ISO 17025 (Certificate # 0874.01) Accredited Laboratory - Whitmore Lake, MI

## ENVIRONMENTAL MANAGEMENT SYSTEM

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

**Note:** Please visit our website [www.rhetech.com](http://www.rhetech.com) to view and print our certificates.

## SECTION III – DELIVERY

### DELIVERY

Company is committed to providing 100% on-time delivery. Company acknowledges orders within 48 hours of receipt, unless specified otherwise by Customer. This delivery commitment only applies to Customers 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.

Company has Electronic Data Interchange (EDI) capability for receipt of our customer order information (orders/releases/build forecasts). Upon Customer request, Company utilizes the Advanced Shipment Notifications (ASN) capability of this system at the time of material shipment.

### METHODS OF SHIPPING

Company offers the following shipping options for our Customers:

- Truck – Common carrier or contract carrier
- Rail

### PACKAGING

Company offers our Customers the following packaging options:

- Corrugated containers (1800 lb. Maximum - Octagon)
- Sample-size container (approx. 50 lb. Maximum)
- Bulk truck and railcar

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

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

Company utilizes a 48" x 45" pallet that also meets the export requirements of ISPM 15. Each pallet has a four-way entry capability with flush cut top and bottom boards. The pallets have a nominal 3 ½" fork clearance on two opposite sides and a nominal 2" clearance on the remaining two sides.

### LABELING

All containers have two (2) AIAG Bar-Code Labels. These labels include the following information:

- Company job number and container number
- Company material part number
- Net weight (lbs.)
- Tare weight (lbs.)
- Date of manufacture

Company can customize secondary labels to accommodate Customer's specific data including:

- Ship to address
- Customer part number
- Customer purchase order number
- Lot number
- Supplier Code ID

### BILL OF LADING/PACKING LIST

A Bill of Lading/Packing List is submitted with every shipment.

Bill of Lading/Packing List 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
- Shipped via information
- Date shipped
- 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

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- NMFC Description and class number of material
- Gross, tare and net (material) weight
- Quantity shipped
- Destination or Shipping point

### 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 shipping 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 provides product certifications with every shipment. Certifications can be sent according to customer requests: hardcopy along with shipments, email, or facsimile.

### CORRECTIVE ACTION

Company utilizes the following format for corrective action response for external non-conformances:

- Problem description and disposition
- Root cause analysis
- Short-term response
- Long-term response

### PPAP

Company utilizes the AIAG Production Part Approval Process Manual when requested to provide PPAP. Company 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 LLC, 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 LLC has developed several policies and guidelines to document this commitment, which includes:

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

You can find these documents, as well as our current HEXPOL Corporate Sustainability Report, at: [www.hexpol.com](http://www.hexpol.com).

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

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

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

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## ENVIRONMENT

RheTech LLC has changed all primary packaging (gaylords) 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.