

The **NARMCO** Group

Supplier Performance Manual

The NARMCO Group specific requirements

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The NARMCO Group of Companies

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Introduction and Overview

The purpose of this manual is to communicate our requirements and expectations to our suppliers. This manual provides a uniform standard of performance for all suppliers of material and parts, as well as subcontractors of equipment and services. The drive for continuous improvement, in conjunction with a close working relationship, will enable us both to become leaders in a world-class supply base.

Suppliers are responsible for periodically reviewing the NARMCO website to ensure they are complying with the current revision of the NARMCO Supplier Performance Manual. Where incorporated or referenced by a NARMCO Purchase Order, the current revision of this manual, together with the applicable NARMCO Standard Terms and Conditions, forms part of the contractual requirements applicable to the supplier.

Supplier Expectations

Quality Management System Expectations

The NARMCO Group is an IATF 16949 certified supplier to the OEM automotive market. In support of that certification, suppliers providing production materials, components, or applicable production-related services shall, at a minimum, maintain certification to the latest applicable ISO 9001 standard, with the objective of progressing toward IATF 16949 certification, as applicable.

Suppliers shall also demonstrate compliance with the applicable Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers and applicable Customer-Specific Requirements.

ISO 9001 certification is the minimum quality management system certification requirement. A supplier that is not ISO 9001 certified may only be approved when an exception has been authorized by the applicable NARMCO customer.

Where such customer approval is granted, the supplier shall be subject to applicable NARMCO supplier development and second-party audit requirements until ISO 9001 certification is achieved.

Suppliers shall maintain applicable certifications throughout their approved status with NARMCO and shall promptly notify NARMCO of any suspension, withdrawal, expiration, or change in certification status.

Suppliers of calibration services and paint testing services shall be certified to ISO/IEC 17025 by an accredited certification body, as applicable to the scope of services provided to NARMCO.

Refer to Section 11.0 – Quality Management System Development for additional NARMCO quality management system requirements.

Customer-Specific, Statutory and Regulatory Requirements

Suppliers shall comply with all applicable requirements communicated through NARMCO Purchase Orders and referenced documentation, including technical, quality, environmental, statutory, regulatory, customer-specific, packaging, delivery, cybersecurity, and sustainability requirements, as applicable to the product or service being provided.

Additional OEM-specific requirements may be attached to or referenced by the applicable purchase agreement and shall be considered complementary to this manual.

Suppliers are responsible for identifying and complying with applicable Customer-Specific Requirements (CSRs), including those of applicable IATF subscribing OEM customers.

Customer-Specific Requirements shall take precedence where additional or more stringent requirements apply.

Applicable subscribing OEM Customer-Specific Requirements are available through the IATF Global Oversight website. <https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/>

Suppliers shall comply with all current applicable statutory and regulatory requirements in the country of receipt, country of shipment, and customer-identified country of destination, where provided.

Environmental Management System Expectations

NARMCO encourages suppliers to develop and maintain an Environmental Management System (EMS) consistent with the requirements of ISO 14001. Third-party certification to ISO 14001 is recommended.

Sustainability and Social Responsibility

Suppliers shall complete Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour, as applicable.

Suppliers are expected to comply with applicable Drive Sustainability initiatives. These guidelines have been incorporated into the NARMCO Supplier Code of Conduct, available on the NARMCO website. Suppliers are expected to periodically review the NARMCO website for changes to the Code of Conduct.

Suppliers are encouraged to communicate and flow down applicable sustainability requirements throughout their supply chain.

Additional information regarding sustainability initiatives is available through the applicable Drive Sustainability Supplier Assessment Questionnaire (SAQ).
<https://www.drivesustainability.org/>

Suppliers shall sign Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles, as applicable.

Responsible Mineral Sourcing

Suppliers shall comply with NARMCO's Conflict Minerals requirements and Supplier Code of Conduct and shall conduct appropriate due diligence within their supply chains in support of responsible mineral sourcing.

Suppliers providing materials incorporated into NARMCO products shall submit a completed Conflict Minerals Reporting Template (CMRT) and, where applicable, an Extended Minerals Reporting Template (EMRT).

Where applicable, suppliers shall source 3TG minerals (tin, tungsten, tantalum, and gold) from smelters and refiners whose due diligence practices have been validated through recognized independent third-party audit programs, such as the Responsible Minerals Assurance Process (RMAP) or equivalent.

Suppliers shall provide accurate and complete reporting and cooperate with NARMCO regarding identified risks, nonconformances, and required corrective actions.

Supplier Performance Expectations

Suppliers are expected to maintain acceptable performance in accordance with the supplier performance rating requirements defined in Section 9.0 and, where applicable, Section 9.0A.

Supplier Applicability and Exclusions

Service suppliers, including sub-assembly, calibration, sorting and rework, on-site contractors, logistics suppliers, and MRO suppliers, are excluded from Sections 2.0, 3.0, 4.0, 5.0, 6.0, 6.1, 8.0, and 12.0, unless otherwise specified by NARMCO or applicable Customer-Specific Requirements.

MRO suppliers shall complete and maintain applicable NARMCO supplier qualification documentation as communicated by NARMCO. Requirements may include applicable sustainability, forced labour, supply-chain security, environmental, and other documentation based on the products or services being provided.

Effective January 1, 2027, these requirements shall apply to new MRO suppliers as part of the supplier approval process.

Supplier Compliance and Documentation

Failure to provide, maintain, update, certify, or respond to NARMCO requests for required supplier documentation within the established timeframe may be considered a supplier nonconformance and may result in corrective action, supplier rating impact, and/or escalation, as applicable.

Failure to provide or maintain required forms, certificates, or other applicable documentation may prevent supplier approval, setup, or reactivation until the applicable requirements have been satisfied.

Suppliers shall promptly notify NARMCO of changes to company information, including company name or mergers, remit-to or bill-to information, physical or manufacturing address, and applicable contact or email information.

Suppliers shall provide supporting documentation for such changes as requested by NARMCO. Changes affecting the supplier's approved product, process, service, or manufacturing location may also be subject to NARMCO's Supplier Process Change and applicable PPAP/PPA requirements.

Suppliers of purchased parts, steel, tooling, and fixtures shall complete and return the applicable NARMCO Non-Disclosure Agreement when required as part of supplier approval, qualification, or ongoing business requirements.

Suppliers providing purchased parts shall be capable of submitting applicable material data through the International Material Data System (IMDS) to the NARMCO facility or IMDS identification specified by NARMCO.

Supplier Qualification and Required Documentation

Suppliers shall complete and submit the applicable NARMCO qualification, compliance, and supporting documentation based on the supplier type and the products or services being provided.

Unless otherwise specified by NARMCO, the following documentation requirements apply:

Supplier Type	Required NARMCO Forms / Documentation
Purchased Part Production Suppliers	CTPAT Supply Chain Security Questionnaire Exhibit CPM 6.07B – Vendor Information Form Exhibit CPM 6.07D – Non-Disclosure Agreement Exhibit SQM 1.0A – NARMCO Supplier Self Assessment Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour Applicable CQI Assessments – see section 13.0
Purchased Steel Suppliers	CTPAT Supply Chain Security Questionnaire Exhibit CPM 6.07B – Vendor Information Form Exhibit CPM 6.07D – Non-Disclosure Agreement Exhibit SQM 1.0A – NARMCO Supplier Self Assessment Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour
Logistics / Transportation Suppliers	CTPAT Supply Chain Security Questionnaire Exhibit CPM 6.07B – Vendor Information Form Exhibit SQM 1.0A – NARMCO Supplier Self Assessment Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour
MRO Suppliers	CTPAT Supply Chain Security Questionnaire Exhibit CPM 6.07B – Vendor Information Form Exhibit CPM 6.07D – Non-Disclosure Agreement Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour ENV 23A – Environmental Questionnaire for Suppliers of Waste Pickup – when applicable to waste pickup/removal services <i>*Note: Documentation requirements for MRO Suppliers will be determined based on the nature and scope of the goods or services</i>

	<i>provided. Suppliers are required to complete and submit all documentation deemed applicable by NARMCO.</i>
Off-Site Calibration Suppliers	CTPAT Supply Chain Security Questionnaire Exhibit CPM 6.07B – Vendor Information Form Exhibit CPM 6.07D – Non-Disclosure Agreement Exhibit SQM 1.0A – NARMCO Supplier Self Assessment Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour
On-Site Calibration Suppliers	CPM 6.08 – Vendor Safety Responsibilities CTPAT Supply Chain Security Questionnaire ENV 23 – Environmental Briefing and Contractor Exhibit CPM 6.07B – Vendor Information Form Exhibit CPM 6.07D – Non-Disclosure Agreement Exhibit SQM 1.0A – NARMCO Supplier Self Assessment Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour
On-Site Contractors	CPM 6.08 – Vendor Safety Responsibilities CTPAT Supply Chain Security Questionnaire ENV 23 – Environmental Briefing and Contractor Exhibit CPM 6.07B – Vendor Information Form Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour ENV 23A – Environmental Questionnaire for Suppliers of Waste Pickup — when applicable to waste pickup/removal services <i>*Note: Documentation requirements for MRO Suppliers will be determined based on the nature and scope of the goods or services provided. Suppliers are required to complete and submit all documentation deemed applicable by NARMCO.</i>
Outside Rework and Sorting Suppliers	Exhibit SQM 1.0A – NARMCO Supplier Self-Assessment Applicable CQI Assessments – see section 13.0 Exhibit CPM 6.07B – Vendor Information Form CTPAT Supply Chain Security Questionnaire Exhibit SQM 11.0 – The NARMCO Group Sustainability Guiding Principles Exhibit SQM 12.0 – Supplier Questionnaire – Forced Labour <i>*Note: Supplier qualification and documentation requirements apply to Outside Rework and Sorting Suppliers when the supplier is contracted and/or paid directly by NARMCO. Applicable documentation requirements will be determined by NARMCO based on the nature and scope of the services provided.</i>

Note: The documentation identified above represents the NARMCO forms specifically required by supplier type. Additional documentation, certifications, records, or Customer-Specific Requirements may apply based on the products or services provided, supplier risk, contractual requirements, or other applicable NARMCO requirements.

On-Site Contractor Requirements

Suppliers and contractors performing work at a NARMCO facility shall comply with all applicable NARMCO safety, environmental, security, and contractor requirements prior to and while performing work on NARMCO premises.

Contractors shall provide and maintain applicable documentation as required by NARMCO, including proof of liability insurance, workers' compensation or equivalent coverage, applicable environmental documentation, and required employee training or certifications.

Contractors are responsible for ensuring that their employees, agents, and subcontractors performing work on NARMCO premises are appropriately trained and qualified and comply with applicable NARMCO facility requirements.

Suppliers and contractors performing work at a NARMCO facility shall ensure that personnel performing regulated, licensed, skilled, or specialized work possess all applicable competency, training, certification, licensing, and/or regulatory qualifications required for the work being performed and the jurisdiction in which the work is performed. Evidence of applicable qualifications shall be provided to NARMCO prior to performing the applicable work and thereafter upon request or renewal.

Suppliers providing waste pickup, recycling, or related waste-management services shall complete and maintain applicable NARMCO environmental qualification documentation as required.

Logistics Supplier Requirements

Logistics and transportation suppliers shall maintain all licenses, registrations, operating authorities, permits, and other regulatory credentials applicable to the transportation or logistics services provided and the jurisdictions in which those services are performed. Evidence of current authorization shall be provided to NARMCO upon request.

Logistics suppliers shall maintain third-party liability insurance and shall provide evidence of current coverage to NARMCO as required. For contract awards greater than one year, updated proof of liability insurance shall be provided annually.

Exemption:

NARMCO Sister facilities that are IATF Certified or have a Letter of Conformance that meets the IATF standard are not held to this Supplier Manual. They follow all NARMCO Policies, Procedures and Work Instructions that meet the intent of this standard.

1.0 Approved Supplier

The NARMCO Group maintains an internal list of approved suppliers. The approved supplier list is maintained by NARMCO Purchasing and is not available outside the organization.

The following supplier types shall complete Exhibit SQM 1.0A – NARMCO Supplier Self-Assessment as part of the applicable supplier qualification and approval process:

- Purchased Part Production Suppliers
- Purchased Steel Suppliers
- Outside Rework and Sorting Suppliers
- Calibration Suppliers
- Logistics Suppliers

Other supplier types shall complete the applicable NARMCO qualification, compliance, and supporting documentation requirements communicated by NARMCO based on the products or services being provided.

Suppliers required to complete Exhibit SQM 1.0A shall return the completed assessment within the timeframe specified by NARMCO. When concerns or recommendations are identified as a result of the Supplier Self-Assessment, the supplier shall provide target completion dates for identified recommendations within sixty (60) days of receipt of the assessment report.

New suppliers shall complete all other applicable NARMCO vendor information and qualification documentation and provide requested certificates, forms, and supporting information as part of the supplier approval process.

Approved suppliers shall promptly notify NARMCO of changes to previously submitted company, contact, certification, qualification, or other applicable supplier information. Notification shall be provided to the applicable NARMCO Purchasing representative.

NARMCO reserves the right to request re-submission of Exhibit SQM 1.0A, where applicable, and other supplier qualification documentation periodically, based on supplier risk, changes to applicable IATF, VDA, ISO, statutory, regulatory, Customer-Specific, or other applicable requirements.

NARMCO may designate a supplier as a Critical Supplier based on supply-chain and product risk. Suppliers may be designated as critical when one or more of the following conditions apply:

- Unique product
- Unique technology
- Long supply chain
- Safety part components



Suppliers designated as Critical Suppliers shall complete the NARMCO Supplier Self-Assessment upon designation as a Critical Supplier and when new product is supplied to NARMCO.

Completion or submission of supplier qualification documentation does not constitute supplier approval. Suppliers shall not provide products or services requiring NARMCO supplier approval until the applicable approval and onboarding requirements have been completed and authorization has been provided by NARMCO.

2.0 Advanced Product Quality Planning

Suppliers shall establish, implement, and maintain a documented Advanced Product Quality Planning (APQP) process based on the current applicable AIAG APQP Manual and applicable Customer-Specific Requirements.

The supplier shall apply APQP activities, as applicable, to new products and significant changes to existing products, processes, materials, tooling, equipment, manufacturing locations, or other conditions that may affect product conformity, quality, delivery, or customer requirements.

The supplier shall document applicable APQP meetings, reviews, decisions, actions, responsibilities, and supporting activities associated with new product introduction and significant product or process changes.

Changes to materials, manufacturing locations, processes, or other conditions that may not be readily apparent in the finished product shall also be addressed through the supplier's APQP process, as applicable.

Suppliers shall maintain applicable APQP documentation and make it available to NARMCO upon request.

NARMCO reserves the right to review applicable APQP documentation when required by NARMCO, its customers, or applicable Customer-Specific Requirements.

3.0 Requests for Deviations.

Suppliers are responsible for ensuring that products supplied to NARMCO conform to the approved PPAP/PPA, drawings, specifications, standards, and all other applicable NARMCO and Customer-Specific Requirements.

When a supplier identifies a condition where product does not conform to an approved requirement but the supplier believes the product may remain acceptable for its intended use, the supplier shall request and obtain written deviation or interim approval from NARMCO prior to shipment.

The supplier's request shall include, at a minimum:

- A detailed description of the nonconformance;
- The affected part number(s);
- The quantity of affected product;
- The cause of the nonconformance, where known;
- Applicable containment and product certification activities;
- Identification of affected inventory and shipments;
- The proposed duration or quantity for which the deviation is requested; and
- The date conforming product is expected to be available.

The supplier shall submit the request and applicable supporting documentation to the appropriate NARMCO Purchasing representative. Additional technical, quality, validation, PPAP/PPA, or other supporting documentation may be required based on the nature of the deviation and applicable Customer-Specific Requirements.

No affected product shall be shipped to NARMCO until written approval has been received. Where applicable, NARMCO may require customer approval prior to authorizing the deviation.

Approval of a deviation applies only to the specific product, quantity, timeframe, and conditions identified in the approved request. A deviation does not constitute a permanent change to the approved product or process requirements.

The supplier shall maintain segregation and control of affected product at its facility. All shipments made under an approved deviation shall be clearly identified in the manner specified by NARMCO or the applicable receiving facility.

The supplier shall provide sufficient advance notice to allow NARMCO to evaluate the request and obtain applicable customer approval without disruption to NARMCO or customer production schedules. Sample parts or additional supporting evidence may be required as part of the evaluation.



The supplier remains responsible for restoring full conformity to the approved requirements within the agreed timeframe.

Applicable costs incurred by NARMCO as a result of supplier-responsible nonconforming product, including special handling, sorting, inspection, testing, containment, or other associated activities, may be recovered in accordance with Section 12.0 – Charge Back System.

4.0 Production Part Approval Process (PPAP)

Unless otherwise directed by NARMCO or required by applicable Customer-Specific Requirements, suppliers of purchased components shall submit a Level 3 PPAP in accordance with the applicable AIAG PPAP requirements.

Suppliers of paint and phosphate shall submit a Level 4 PPAP. At a minimum, the submission shall include a signed Part Submission Warrant (PSW), the applicable customer technical standard, and evidence demonstrating the supplier's ability to meet the applicable technical requirements.

Suppliers of steel and aluminum for Volkswagen applications shall submit a Level 4 PPAP. At a minimum, the submission shall include a signed PSW, the applicable customer technical standard, and a mill material certification demonstrating compliance with the applicable technical requirements.

Alternate PPAP/PPA submission levels, formats, documentation, validation, or requalification requirements may be specified by NARMCO based on applicable Customer-Specific Requirements. Customer-Specific Requirements shall take precedence.

Suppliers shall perform product and/or process requalification and submit updated PPAP/PPA documentation when required by NARMCO or applicable Customer-Specific Requirements.

Requalification and/or Re-PPAP may be required based on established customer-specific frequencies, product safety or special characteristic requirements, changes to applicable customer or regulatory requirements, approved supplier process changes, or other conditions requiring renewed verification of product and process conformity.

NARMCO will communicate the applicable re-qualification or Re-PPAP scope, submission level, documentation requirements, and timing to the supplier. Suppliers shall provide the requested requalification and/or Re-PPAP documentation within the timeframe specified by NARMCO.

Any determination or change to the required PPAP/PPA submission level shall be authorized by NARMCO in accordance with the Alternate PPAP/PPA requirements above.

NARMCO reserves the right to request requalification, Re-PPAP, validation, or supporting documentation at any time when required to demonstrate continued conformity to applicable NARMCO, customer-specific, statutory, or regulatory requirements.

Suppliers shall identify on the Part Submission Warrant (PSW) **each NARMCO manufacturing location to which the approved part will be supplied**. PPAP/PPA approval shall apply only to the NARMCO manufacturing locations identified on the approved PSW.

Where an approved part will subsequently be supplied to a NARMCO manufacturing location not identified on the currently approved PSW, the supplier shall submit an updated PSW identifying the additional NARMCO manufacturing location for Corporate Quality approval. Additional PPAP/PPA documentation shall be required only when determined necessary by NARMCO Corporate Quality or applicable Customer-Specific Requirements.

Critical Supplier PPAP Requirements

Suppliers designated by NARMCO as Critical Suppliers shall perform a Run at Rate as part of the applicable PPAP/PPA submission and shall provide applicable production capacity information as part of the PPAP/PPA.

Product Safety & Conformity Representative (PSCR)

Suppliers providing products or materials for Volkswagen, BMW, or Mercedes-Benz applications shall designate a qualified Product Safety & Conformity Representative (PSCR), as applicable. The supplier shall ensure that applicable product safety and conformity responsibilities are established and maintained throughout its supply chain.

The supplier shall provide NARMCO with the designated PSCR's name and contact information and evidence of applicable PSCR training. Evidence shall be provided as part of the applicable PPAP/PPA submission or upon request.

The supplier shall also ensure that applicable sub-suppliers designate a qualified PSCR. The supplier shall provide NARMCO with the name, contact information, and address of the designated PSCR at the applicable sub-supplier location. Evidence of applicable sub-supplier PSCR training shall be provided to NARMCO upon request.

Where required by NARMCO or applicable Customer-Specific Requirements, a currently approved component carried over to a new assembly may require a new PPAP/PPA submission when the existing approval is more than one year old.

NARMCO may require an FMEA review as part of the applicable PPAP/PPA process to evaluate product and process risk, improve risk detection, and identify appropriate risk-reduction activities.

5.0 Notice of Product or Process Change

Suppliers shall notify NARMCO of proposed changes to products, processes, materials, services, tooling, equipment, manufacturing locations, or other approved conditions prior to implementation.

The supplier shall submit the applicable NARMCO Supplier Process Change Request (Exhibit SQM 5.0A) and obtain NARMCO approval prior to implementing the proposed change.

Where applicable, additional PPAP/PPA submission, validation, requalification, testing, or customer approval may be required prior to implementation. Suppliers shall not implement a proposed change until all applicable NARMCO and customer approval requirements have been satisfied.

Examples of changes requiring notification include, but are not limited to:

- Use of construction or material if different from that used in the previously approved product;
- Production from new or modified tools, dies, molds, patterns, or replacement/additional tooling;
- Production following an upgrade or rearrangement of existing tooling or equipment;
- Transfer of tooling or equipment to a different manufacturing location or the addition of a manufacturing location;
- Change of supplier or sub-supplier for parts, materials, components, or externally provided processes or services, including processes such as plating or heat treatment;
- Production following tooling or equipment inactivity for volume production for twelve (12) months or more;
- Product or process changes affecting components of the production product, whether manufactured internally or by a supplier or sub-supplier;
- Bulk material changes, including a new source of raw material from a new or existing supplier or sub-supplier;
- Changes to product appearance attributes; and
- Changes to test or inspection methods, including introduction of a new technique that does not change the established acceptance criteria.

Written notification using Exhibit SQM 5.0A – NARMCO Supplier Process Change Notice shall be submitted to the applicable NARMCO Purchasing representative a minimum of 90 days prior to the planned change, unless otherwise specified by NARMCO or applicable Customer-Specific Requirements.

Following approval to proceed, the supplier shall provide the applicable implementation dates and required product/process approval documentation.



For suppliers using the AIAG PPAP methodology, the required submission shall normally be a Level 3 PPAP in accordance with the current AIAG PPAP Manual, unless otherwise specified by NARMCO or applicable Customer-Specific Requirements.

For applicable VDA-subscribing customer applications, a VDA Production Process and Product Approval (PPA) submission may be accepted or required in place of an AIAG PPAP when specified by NARMCO or the applicable Customer-Specific Requirements.

Alternative PPAP/PPA submission levels, formats, documentation, validation, or approval requirements may be specified by NARMCO based on applicable customer requirements.

Customer-Specific Requirements shall take precedence.

6.0 First Shipment of New or Changed Material

Suppliers shall not ship new or changed production material to NARMCO until the applicable PPAP/PPA approval requirements have been satisfied and authorization to ship has been received from NARMCO.

All initial shipments of new or changed material shall be clearly identified. The method of identification shall be established between the supplier and the applicable NARMCO receiving facility.

Where applicable, approval may be full or interim in accordance with NARMCO and applicable Customer-Specific Requirements.

Prior to shipment of the first approved production material, the supplier shall notify the applicable NARMCO receiving facility as required.

6.1 Sample parts

Limited quantities of sample parts may be submitted to NARMCO using the applicable sample-part approval process.

Prior to shipment, the supplier shall submit a Level 1 Part Submission Warrant (PSW) to the applicable NARMCO Purchasing representative identifying the reason for the sample submission and the quantity of parts to be supplied.

Sample parts shall not be shipped until the applicable approval has been received from NARMCO.

A copy of the NARMCO-approved warrant shall accompany each applicable shipment of sample parts.

Each container shall be clearly identified in accordance with the identification method agreed upon between the supplier and the applicable NARMCO receiving facility.

Approval of sample parts does not constitute production approval unless specifically authorized by NARMCO. Production material remains subject to the applicable PPAP/PPA requirements of Section 4.0.

7.0 Supplier Quality and Delivery Requirements

Suppliers are responsible for ensuring that all products and materials supplied to The NARMCO Group conform to applicable drawings, specifications, purchase order requirements, approved PPAP/PPA documentation, Customer-Specific Requirements, and applicable statutory and regulatory requirements.

Suppliers providing material for Volkswagen and Mercedes-Benz applications shall provide applicable material certificates in accordance with DIN EN 10204. Steel and aluminum mill certificates shall accompany each applicable shipment. Suppliers providing material for other OEM applications shall provide applicable material certification with each shipment when required by NARMCO or the applicable customer.

7.1 Warranty Requirements

Suppliers are responsible for product conformity throughout the applicable product life cycle, including warranty-related concerns attributable to supplied product.

Where a supplier-related warranty concern is identified, the supplier shall support NARMCO in the investigation, containment, root cause analysis, corrective action, and resolution of the concern as requested.

Applicable costs associated with supplier-responsible warranty concerns may be recovered in accordance with Section 12.0 of this manual and applicable contractual requirement.

7.2 Shipping/Delivery

The supplier shall furnish NARMCO's requirements for goods and services in accordance with applicable purchase orders, releases, delivery schedules, and written instructions. NARMCO shall have no obligation to accept goods or services fabricated, rendered, or delivered other than in accordance with applicable releases, delivery schedules, or written instructions.

Suppliers are responsible for meeting established delivery requirements and shall promptly communicate any actual or anticipated condition that may affect delivery, quantity, timing, or continuity of supply.

When notified of a delivery issue, material shortage, or other supply concern, the supplier shall provide a timely response and appropriate recovery plan. When requested by NARMCO, an initial response shall be provided within 24 hours and shall identify the actions being taken to minimize or prevent disruption to NARMCO or its customers.

Premium or expedited freight resulting from a supplier-responsible condition may be charged back to the supplier in accordance with Section 12.0.

7.3 Notice of Non-conformance

When a supplier nonconformance is identified, NARMCO may issue notification to the supplier describing the concern and available supporting information. The notification may relate to quality, shipping, delivery, packaging, warranty, or other applicable supplier performance requirements.

The supplier is expected to review the information provided and contact the issuing NARMCO representative when additional information or clarification is required. Where replacement material is required, the applicable NARMCO Purchasing Department will communicate the requirement to the supplier.

NARMCO may require the supplier to provide a Corrective Action. When requested, the supplier may be provided with the NARMCO Corrective Action Report; however, the supplier may use its own corrective action format when acceptable to NARMCO.

An Interim Corrective Action response shall be submitted to the issuing NARMCO facility within 24 hours. The interim response shall identify applicable containment activities and the first certified shipment date.

The completed corrective action shall include appropriate root cause analysis, permanent corrective action, and verification of effectiveness and shall be submitted within the timeframe specified by NARMCO.

Corrective actions are subject to NARMCO review and acceptance. Should a dispute arise regarding the corrective action or resolution of the nonconformance, the supplier may appeal to the Corporate Quality Manager or Corporate Purchasing Manager.

The supplier is responsible for applicable impacts associated with supplier-responsible nonconforming product, including affected in-process and finished product. Applicable costs may be recovered in accordance with Section 12.0.

7.4 Service Suppliers

Service suppliers, including applicable sub-assembly, sorting, rework, and calibration suppliers, will be monitored and measured in accordance with Section 9.0A.

Notification of a service-related nonconformance will be communicated to the appropriate supplier contact. The supplier shall respond to the concern and provide applicable containment, correction, corrective action, or supporting information within the timeframe specified by NARMCO.

8.0 Notice of Containment

For suppliers subject to this section, NARMCO may require enhanced containment when supplier performance, product nonconformance, repetitive concerns, ineffective corrective action, or other identified risk warrants additional controls to protect NARMCO and its customers.

NARMCO's supplier containment process is intended to prevent repeat occurrences of nonconforming product from reaching NARMCO or its customers. Containment will normally be specific to the affected part number(s) unless the nature of the concern indicates a systemic issue within the supplier's management system.

The supplier will be provided written notification when Level 1 or Level 2 Containment is required. Containment activities shall remain in effect until the supplier receives written authorization from NARMCO removing the containment requirement.

Level 1 Containment

Level 1 Containment shall be performed at the supplier's location and staffed by supplier personnel. The containment activity shall be established as a separate, offline operation from the normal production and inspection process.

The supplier shall ensure that personnel performing containment activities are appropriately trained and understand the applicable defect or nonconformance, inspection criteria, and importance of preventing nonconforming product from being shipped. The supplier shall maintain applicable training records for personnel involved in the containment activity.

The supplier shall identify, segregate, inspect, and control affected or suspect product in accordance with the containment requirements communicated by NARMCO.

Level 2 Containment

Level 2 Containment may be required when the supplier's Level 1 Containment fails to prevent nonconforming product from reaching NARMCO or its customer.

Level 2 Containment shall be in addition to the existing Level 1 Containment activities.

When Level 2 Containment is required, the supplier shall arrange for an independent third party to re-inspect the applicable product prior to shipment.

Selection and coordination of the independent third-party containment provider is the responsibility of the supplier. The supplier shall ensure that the provider is independent of the supplier's normal production and inspection activities and is capable of performing the required inspection or containment activities.

Corrective Action

The supplier shall comply with the applicable notification and corrective-action requirements of Section 7.3 while Level 1 or Level 2 Containment is in effect.

Containment does not replace the supplier's responsibility to identify the root cause of the nonconformance, implement permanent corrective action, and verify the effectiveness of those actions.

Failure to provide effective containment, timely corrective action, or satisfactory resolution may result in further escalation through the NARMCO supplier management process.

Containment Costs

The costs associated with Level 1 and Level 2 Containment are the responsibility of the supplier.

Suppliers shall also be responsible for applicable costs resulting from supplier nonconformances, including, but not limited to, sorting, rework, scrap, material handling, product returns, third-party containment, and premium or expedited freight.

Where requested by NARMCO, the supplier shall provide a Return Material Authorization (RMA) prior to NARMCO initiating the applicable activity. Administrative fees may apply to third-party or supplier-performed sorting and rework activities. These costs may be recovered in accordance with Section 12.0 Charge Back System.

MBUSI Customer-Specific Requirement (CSR):

Suppliers providing product for MBUSI applications shall maintain a contract with an MBUSI-approved on-site sorting company.

9.0 Supplier Performance Ratings (Goods and Purchased Material for Production Purpose)

On a monthly basis, The NARMCO Group utilizes a rating system to monitor and assess supplier performance. The NARMCO Group supplier rating system uses delivery, quality, response time, price, compliance, security, innovation, and applicable IATF criteria to calculate an overall performance rating. Supplier performance ratings may be factored into future sourcing decisions.

Suppliers may request their ratings at any time. Suppliers remaining in good standing (Green) will not routinely receive their scorecard.

Each supplier will start with a score of 100 points. Applicable deductions and bonus points will be used to determine the supplier's final rating score.

Deductions will be taken as follows:		Deduction/Event
DELIVERY:	No Issues	-0 pts
	Late with no disruption	-1 pt
	Late with disruption, Occurrence of Premium Freight	-5 pts
	Late with customer down-time	-10 pts
QUALITY:	No issues	-0 pts
	Rejection with no down-time, Dealer Returns	-1 pt
	Rejection with down-time, Occurrence of Premium Freight	-5 pts
	Rejection (Repeat Issue) with containment	-10 pts
	Warranty Issues, Field Actions, Not ISO 9001 Certified	-10 pts
	Rejection at customer, Recall	-15 pts
RESPONSE TIME:		
	Response to issue(s) was timely	-0 pts
	Response to issue(s) was not timely or past due	-2 pts
	CQI Self Assessments not returned	-5 pts
PRICE (Less Resale):		
	No Cost Reductions	-5 pts
	Cost Increases	-10 pts
SOCIAL RESPONSIBILITY:		
	Conflict Minerals CMRT Not returned	-10 pts
SECURITY:		
	Program Questionnaire not returned	-3 pts

SUSTAINABILITY: NARMCO Self Assessment / VDA Self -5 pts

BONUS Points can be earned by the supplier as follows:

BONUS

Price:	Cost Reduction Program	
	• -1% of Total Sales	1 pt
	• -2% of Total Sales	2 pts
	• -3% of Total Sales	3 pts
	• >-3% of Total Sales	4 pts

INNOVATION:

No submissions	0 pts
Submission – Not accepted	2 pts
Submission leading to cost savings	4 pts

SECURITY:	Program questionnaire supplied	1 pt
	Participant in PIP / C-TPAT programs	2 pts

IATF

Approved Supplier	2 pts
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9.0A Supplier Performance Ratings (Services)

On a monthly basis, The NARMCO Group utilizes a rating system to monitor and assess service supplier performance. The NARMCO Group supplier rating system uses delivery, quality, response time, compliance and security criteria to calculate an overall performance rating. Supplier performance ratings may be factored into future sourcing decisions.

Suppliers may request their ratings at any time. Suppliers remaining in good standing (Green) will not routinely receive their scorecard.

Each supplier will start with a score of 100 points. Applicable deductions and bonus points will be used to determine the supplier's final rating score.

Deductions will be taken as follows:

Deduction/Event

DELIVERY:	No Issues	-0 pts
	Late with no disruption	-1 pt
	Late with disruption, Occurrence of premium freight	-5 pts
	Late with customer down-time	-10 pts
QUALITY:	No issues	-0 pts
	Rejection with no down-time, Dealer/ Returns	-5 pt
	Rejection with down-time, Occurrence of Premium Freight	-10 pts

THE NARMCO GROUP

Rejection (Repeat Issue) with containment,	-30 pts
Warranty Issues, Field Actions, Not ISO 9001 Certified	
Rejection at customer	-30pts
Recall at Customer	-45 pts

RESPONSE TIME:

Response to issue(s) was timely	-0 pts
Response to issue(s) was not timely or past due	-2 pts

Security:

Program Questionnaire Not Supplied (Returned)	-3 pts
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BONUS Points can be earned by the supplier as follows: BONUS

SECURITY: Program questionnaire supplied	1 pt
Participant in PIP / C-TPAT programs	2 pts

ISO/IATF	
IATF Certified	3 pts

Supplier Rating Classifications

Applicable to Sections 9.0 and 9.0A

- 80 points or greater (Green) – Excellent: Strong candidate for future business.
- 71–79 points (Yellow) – Acceptable: Candidate for future business.
- 70 points or less (Red) – Unacceptable: Supplier may be placed on probation and may not be considered for new business at any manufacturing site within The NARMCO Group, at Purchasing discretion. Permanent corrective action is required to address unacceptable performance.

Suppliers rated Yellow or Red will be notified by the appropriate NARMCO representative. Based on supplier performance, risk, and the nature of the identified concerns, NARMCO may require meetings, corrective actions, supplier development activities, or escalation through the applicable supplier management process.

10.0 Supplier Management Quality Review (SMQR)

Suppliers demonstrating unacceptable or deteriorating performance, including poor delivery performance, repetitive quality concerns, ineffective corrective action, or other significant performance issues, may be placed on Supplier Management Quality Review (SMQR).

SMQR is an escalation of the NARMCO supplier performance management process intended to ensure that identified systemic and performance concerns are effectively addressed and sustained improvement is demonstrated.

Suppliers placed within the SMQR process shall continue to meet all applicable requirements of this manual, including the notification, containment, and corrective-action requirements of Sections 7.0 and 8.0.

The supplier shall develop and present an action plan addressing the identified performance concerns. At a minimum, the action plan shall include, as applicable:

- trend and Pareto analysis of applicable defects or performance concerns;
- containment and corrective actions addressing identified issues;
- root cause analysis and permanent corrective action;
- action plans addressing logistical or delivery concerns;
- responsibilities and target completion dates; and
- review and verification of corrective-action effectiveness.

The supplier shall provide progress updates and supporting evidence at the frequency requested by NARMCO until the applicable issues have been satisfactorily resolved.

Failure to provide timely or effective corrective action, demonstrate improvement, or meet agreed action-plan commitments may result in further escalation and may affect the supplier's eligibility for new or continued business.

SMQR Escalation Levels

There are three levels of Supplier Management Quality Review:

- Level I – Supplier performance requires increased monitoring and corrective action. The supplier shall provide an action plan addressing the identified concerns and demonstrate progress toward restoring acceptable performance.
- Level II – Continued or significant performance concerns require increased NARMCO oversight. The supplier may be required to participate in additional management reviews, provide more frequent progress reporting, and implement additional actions specified by NARMCO.

- Level III – Persistent, severe, or unresolved performance concerns require senior management attention. The supplier may be subject to additional escalation, sourcing restrictions, new-business hold, or other actions deemed appropriate by NARMCO.

Placement within an SMQR level and movement between levels will be determined by NARMCO based on supplier performance, risk, responsiveness, effectiveness of corrective actions, and potential impact to NARMCO or its customers.

Exit from SMQR

After corrective actions and applicable systemic issues have been satisfactorily closed and the supplier has demonstrated sustained improvement, the supplier may request exit from the SMQR process.

Requests for exit shall be submitted in writing to the Corporate Purchasing Manager. NARMCO will review supplier performance and the effectiveness of completed actions before determining whether the supplier may exit SMQR.

10A Second Party Audits

NARMCO second-party supplier audits are scheduled based on supplier risk. Risk inputs may include, but are not limited to:

- Supplier Risk Assessment;
- Supplier Performance Rating;
- Special Requirements and/or Customer-Specific Requirements (CSRs);
- Supplier development requirements; and
- New supplier qualification or other identified audit needs.

NARMCO may determine that a supplier audit is required based on supplier performance, identified risk, customer requirements, supplier development needs, or other applicable concerns.

Audit Scope and Method

NARMCO reserves the right to conduct supplier assessments, audits, inspections, and reviews of applicable documentation, products, processes, and sub-tier suppliers, as necessary, to verify compliance with contractual, statutory, regulatory, Customer-Specific, and NARMCO requirements.

Supplier audits may be conducted using a process approach, Exhibit SQM 1.0A – NARMCO Supplier Assessment, or another applicable assessment or audit tool based on the purpose and scope of the audit.

Suppliers will be notified when a second-party audit is required. Where the process approach is used, applicable audit-duration requirements shall be determined in accordance with applicable IATF requirements.

Suppliers selected for a NARMCO second-party audit shall be audited by a competent second-party auditor who is included on the NARMCO competent auditor list.

QMS Development and Customer-Approved ISO 9001 Exceptions

Where an applicable NARMCO OEM/Tier 1 customer has authorized an exception for a supplier that is not ISO 9001 certified, NARMCO may conduct second-party audits to verify the supplier's compliance with applicable ISO 9001 requirements and support the Quality Management System development requirements defined in Section 11.0.

Customer authorization of an ISO 9001 certification exception does not exempt the supplier from applicable NARMCO, statutory, regulatory, or Customer-Specific Requirements.



Stellantis Customer-Specific Requirement (CSR)

For suppliers providing products or services applicable to Stellantis, suppliers identified by NARMCO as medium or high risk may be subject to a NARMCO second-party audit to verify compliance with applicable Stellantis requirements.

Where applicable, NARMCO may conduct the audit using the Stellantis Manufacturing Requirements for Suppliers (MRS) Standard tool or another similar audit tool that meets the same or higher standard.

Service Suppliers

Service suppliers are exempt from routine NARMCO on-site second-party supplier audits.

When deemed necessary, NARMCO may request a review of applicable processes, procedures, records, certifications, or other supporting documentation to verify compliance with applicable NARMCO and Customer-Specific Requirements.

11.0 Quality Management System Development

Suppliers of goods and materials purchased for use in production, and applicable service suppliers, shall develop, implement, maintain, and continually improve a Quality Management System certified to ISO 9001 by an accredited third-party certification body.

ISO 9001 certification is the minimum quality management system certification requirement. A supplier that is not ISO 9001 certified may only be approved when an exception has been authorized by the applicable NARMCO OEM/Tier 1 customer.

Where such customer approval is granted, the supplier shall be subject to applicable NARMCO second-party audit and supplier development requirements until ISO 9001 certification is achieved.

Based on applicable Customer-Specific Requirements, supplier performance, and potential risk to NARMCO or its customers, suppliers shall progress toward IATF 16949 certification, as applicable.

The applicable Quality Management System development progression is:

- a) Compliance to ISO 9001 through second-party audits with approval from the applicable OEM/Tier 1 customer.
- b) Certification to ISO 9001 through an accredited third-party certification body.
- c) Certification to ISO 9001 with applicable customer-defined requirements.
- d) Certification to ISO 9001 with compliance to applicable IATF 16949 requirements through second-party audits.
- e) Certification to IATF 16949 through an IATF-recognized certification body.

Suppliers shall maintain applicable Quality Management System certifications throughout their approved status with NARMCO and shall promptly notify NARMCO of any suspension, withdrawal, expiration, or change in certification status.

Suppliers shall provide current certification and applicable supporting documentation to NARMCO upon request.

Applicable Customer-Specific Requirements shall take precedence where additional or more stringent Quality Management System development or certification requirements apply.

12.0 Charge Back System

The NARMCO Group expects suppliers to provide products and services in accordance with applicable quality, delivery, purchase order, release, and other specified requirements.

Suppliers may be held financially responsible for reasonable costs incurred by NARMCO as a result of a supplier-responsible nonconformance or failure to meet applicable requirements.

Applicable Costs

Supplier-responsible costs may include, but are not limited to:

- Sorting and inspection;
- Rework;
- Scrap;
- Material handling;
- Product returns;
- Third-party containment;
- Premium or expedited freight;
- Customer charges attributable to the supplier;
- Administrative costs associated with supplier-responsible sorting, rework, containment, or nonconformance activities; and
- Other reasonable costs directly attributable to the supplier-responsible condition.

Where requested by NARMCO, the supplier shall provide a Return Material Authorization (RMA) prior to NARMCO initiating applicable return, sorting, rework, or other activities.

Charge Back Notification and Resolution

When NARMCO determines that a supplier is responsible for applicable costs, the supplier will be provided with supporting information identifying the basis and applicable amount of the charge back.

The supplier shall review the charge back and communicate any questions or disputes to the applicable NARMCO representative in a timely manner.

Where the supplier accepts the charge back, or the charge is otherwise determined to be applicable in accordance with NARMCO's purchasing terms and requirements, the applicable amount may be recovered through the appropriate NARMCO financial process.

Where a disagreement regarding a charge back cannot be resolved between the supplier and the applicable NARMCO representatives, the matter may be escalated within NARMCO for final resolution.

Service Suppliers



Service-supplier nonconformances and associated costs will be addressed in accordance with Section 7.4 and other applicable contractual or purchase order requirements.

13.0 Special Process

CQI Assessments

Applicable Original Equipment Manufacturers (OEMs) and Customer-Specific Requirements may require suppliers performing special processes to complete and submit applicable CQI self-assessments.

Applicable assessments include:

- CQI-9 – Special Process: Heat Treat System Assessment
- CQI-11 – Special Process: Plating System Assessment
- CQI-12 – Special Process: Coating System Assessment
- CQI-14 – Automotive Warranty Management: A Guideline for Industry Best Practices
- CQI-15 – Special Process: Welding System Assessment
- CQI-17 – Special Process: Soldering System Assessment
- CQI-23 – Special Process: Molding System Assessment
- CQI-29 – Special Process: Brazing System Assessment
- CQI-30 – Special Process: Rubber Processing System Assessment

Suppliers shall complete and submit the applicable CQI assessment(s) when required by NARMCO or applicable Customer-Specific Requirements.

Where an applicable CQI assessment is required for a product or process, the supplier shall provide the applicable assessment with its PPAP submission to NARMCO.

Thereafter, applicable CQI assessments shall be completed annually and submitted to NARMCO by June 1 of each calendar year, unless otherwise specified by NARMCO or applicable Customer-Specific Requirements. This timing supports inclusion in the applicable July Supplier Rating.

Suppliers shall use the current revision of the applicable CQI assessment(s) at the time of submission. Current CQI publications and assessments are available through the Automotive Industry Action Group (AIAG).

It is the supplier's responsibility to identify and comply with applicable CQI requirements and ensure that the current revision is used.

Supply Chain Security / CTPAT

NARMCO is Customs Trade Partnership Against Terrorism (CTPAT) certified. As part of this certification, NARMCO is required to evaluate risk within its supply chain.



Applicable suppliers shall complete and submit the NARMCO CTPAT Supply Chain Security Questionnaire as part of initial supplier approval and shall re-submit the questionnaire annually, or as otherwise required when applicable CTPAT requirements change.

Applicability may be determined by NARMCO based on supplier type, scope, location, and supply-chain risk.

Suppliers are also required to evaluate applicable security risks within their own supply chains and maintain appropriate controls to address identified risks.

14.0 Risk and Opportunity Planning

Risk and Opportunity Management

The supplier shall establish, implement, and maintain a process to identify, assess, and mitigate risks and opportunities that may affect product or service conformity, delivery performance, continuity of supply, or the ability to meet NARMCO and applicable customer requirements.

The supplier's risk analysis shall consider, as applicable, but is not limited to:

- Internal scrap;
- Customer rejections;
- Product audit results; and
- Late shipments.

Identified risks shall be evaluated and appropriate actions implemented to reduce or mitigate their potential impact. The effectiveness of actions taken shall be reviewed and updated as conditions change.

Contingency Planning

The supplier shall maintain a current contingency plan addressing applicable risks that may affect continuity of supply to NARMCO or its customers.

The contingency plan shall consider, as applicable, but is not limited to:

- Key equipment failures;
- Interruption of externally provided products, processes, and services;
- Recurring natural disasters;
- Fire;
- Utility disruptions;
- Labour shortages;
- Infrastructure disruptions; and
- Cybersecurity incidents.

The supplier shall periodically review and update its contingency plan to ensure it remains appropriate to current operations and identified risks.

Where a contingency event occurs that may affect NARMCO, the supplier shall promptly notify the appropriate NARMCO contact and communicate the potential impact, actions being taken, and applicable recovery plan.

The supplier shall periodically test applicable contingency plans for effectiveness and maintain evidence of the results, where practical.

15.0 Key Contact List

Suppliers shall provide and maintain a current list of key personnel at the applicable manufacturing or service location.

The supplier shall provide the initial Key Contact List and promptly communicate revisions to the applicable NARMCO Purchasing representative.

The supplier shall ensure that appropriate personnel can be contacted when necessary to address urgent quality, delivery, production, product safety, or other supply-related concerns.

The Key Contact List shall include, as applicable:

- 24-hour emergency contact information
- Plant Manager
- Production Manager
- Quality Manager
- Sales Account Manager
- Program Manager, if applicable
- Product Safety & Conformity Representative (PSCR), where applicable – refer to Section 4.0

Suppliers shall promptly notify NARMCO of changes to applicable key personnel or contact information and provide an updated Key Contact List.

Failure to maintain accurate and current contact information may result in delays in addressing supplier-related issues and may result in applicable costs or other consequences where the supplier's failure to maintain current contact information contributes to a disruption.

16.0 Revision History

Revision #	Date	Description
7	August 2020	-Add revision Section #16 Revision History -Add to section 1 - VDA 6.3 - Section 5.1 – Any new or existing supplier being awarded product that is being used in any finished good that is supplied to a customer that requires VDA 6.3 (Mercedes & Volkswagen) must have successfully completed and submitted a VDA 6.3 Potential Analysis Assessment -Add to supplier expectations: Subscribing OEM IATF requirements can be on the IATF website, supplier should refer to https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/ -Add to section 9 – Change from Quarterly to monthly, add social responsibility, security & sustainability to how scored. Add score for NARMCO Self Assessment or VDA Potential Analysis. Change IATF Approved supplier from 3 to 2 points. -Add to section 9A - Change from Quarterly to monthly -Change in section 9/9A - Suppliers who receive a rating of 95 points or greater for the calendar year (was from previous quarters) will be awarded with a NARMCO Letter of Recognition -Section 13 – bold requirement for annual assessment requirements. Add - NARMCO is CTPAT Certified. Part of this certification requires NARMCO to evaluate risk in our supply chain. Suppliers shall complete and submit BSM10.1.036 Supply Chain Questionnaire as part of initial approval of a new supplier as well as re-submission annually or in the event CTPAT dictates changes. Suppliers are also required to evaluate their supply chain for this risk.
8	May 2021 (Effective June 2021)	Add to section 9 - CQI Self Assessments not returned, update to section 9A – change achieve to maintain. Section 10 - Update to sentence structure – The poor performing suppliers with poor delivery and repetitive quality issues shall be placed on Supplier Management Quality Review. Add statement: After Corrective Actions and any open systemic issues have been closed the supplier can petition for exit from the SMQR process. Requests are to be submitted to the Corporate Purchasing Manager on the company's letter head. Add section 14 – Risk and Opportunity Planning including contingency plans.
9	May 2023	Add to introduction and overview. Suppliers are responsible to review periodically the Supplier Manual on the NARMCO Website

		to ensure they are meeting the latest version of NARMCO requirements. Add to supplier expectations: Exemption: NARMCO Sister facilities that are IATF Certified or have a Letter of Conformance that meets the IATF standard are not held to this Supplier Manual. They follow all NARMCO Policies, Procedures and Work Instructions that meet the intent of this standard. Add to exclusions on-site contractors, logistics suppliers and purchased MRO suppliers are excluded from sections 2.0, 3.0, 4.0, 5.0, 6.0, 6.1, 8.0, 12.0. Suppliers are expected to comply with Drive Sustainability initiatives. These guidelines have been incorporated into NARMCO's supplier Code of Conduct, which can be found on the NARMCO website. Suppliers are expected to periodically review the website for changes to the code. It is recommended that Suppliers roll these requirements down throughout their supply chain. Additional documentation on sustainability initiatives can be found using SAQ-5.0_DS-Format_EN_clean.pdf (drivesustainability.org) Add to Section 1.0 New suppliers of goods and purchased materials for production, rework suppliers, Sorting Suppliers, On-site contractors, Logistics Suppliers, Purchased MRO Suppliers will be required to complete the NARMCO Supplier Self-Assessment document, (Exhibit SQM 1.0A). NARMCO reserves the right to request re-submission of documents periodically and changing standards arise to meet IATF/VDA/ISO and Customer Requirements. Add to section 7.2 . The Seller agrees to furnish the Buyer's requirements for the goods and services covered by the Purchase Order to the extent and in accordance with Buyer's releases or in accordance with the delivery schedule or written instructions supplied to Seller. The Buyer shall have no obligation to accept delivery of goods or services fabricated, rendered, or delivered other than according to Buyer's Releases, delivery schedules and written instructions." Updated Section 10A Second Party Audits to align with internal Supplier Risk Assessment criteria.
10	May 2024	Add Exhibit SQM 11.0 – The NARMCO group Sustainability Guiding Principles, remove preferred supplier status and supplier recognition. Add CSR note to Product safety Contact requirement for VW and Mercedes Suppliers; Add to Section 13.0 CQI-23 Plastic Molding, CQI-29 Brazing, CQI-30 Rubber Molding. Add to 7.0 Suppliers to VDA Subscribing OEMS (VW/Mercedes) - VDA Requires **Material certificates in

		accordance with DIN EN 10204**. Steel / Aluminum Mill Certificates must accompany each shipment. Suppliers to other OEMS must supply a Material Certificate with each shipment
11	July 2024	Add BMW to Section 15, Add forced labour questionnaire. SQM 12.0 •VW, BMW & Mercedes Suppliers: Supplier must also provide name, contact information and address of assigned PSCR at the sub-supplier location
12	September 2024	Remove reference to Exhibit SQM 9.0A – Supplier Rating – Goods and Purchased Materials, Exhibit SQM 9.0AA – Supplier Rating – Services under forms. Add under 9.0 and 9.0A - Suppliers that fall into the Yellow or Red – the rating will be given to the Corporate Purchasing Manager/Agent and the Commodity Buyer(s) (Steel, Purchased Parts, or MRO (for Services) to communicate to the supplier their rating. It will be up to the Managers and Buyers to determine next course of action (meeting, corrective action, etc.). The Supplier can request their ratings at any time, but if they remain in good standing (Green) their scorecard will not be communicated to them.
13	October 2026 Approved by Mark Pearce	• Manual-wide review and revision to update outdated terminology, improve clarity and consistency, align supplier-facing language with current NARMCO requirements, and remove redundant/internal administrative language. • Revised Supplier Expectations to clarify QMS certification and customer-approved ISO 9001 exceptions; Customer-Specific, statutory/regulatory, sustainability, responsible mineral sourcing, supplier documentation, contractor, logistics, MRO, and supplier applicability requirements. Added supplier-type-specific qualification and required documentation/form applicability requirements. • Revised Section 1.0 supplier qualification requirements and applicability of Exhibit SQM 1.0A, Add Critical Supplier requirements, including criteria for Critical Supplier designation and Supplier Self-Assessment requirements. • Sections 2.0, 3.0, 6.0, 6.1, 7.0, and 15.0 revised to update terminology and clarify existing requirements. • Revised Sections 4.0 and 5.0 to clarify PPAP/PPA, requalification, PSCR/sub-supplier PSCR, Customer-Specific, and supplier process-change requirements. • Add to Section 4.0 – Critical Supplier PPAP/PPA requirements for Run at Rate and production capacity information. Suppliers shall identify on the Part Submission Warrant (PSW) each NARMCO manufacturing location to which the approved part will be supplied. PPAP/PPA approval shall apply only to the

		NARMCO manufacturing locations identified on the approved PSW. Where an approved part will subsequently be supplied to a NARMCO manufacturing location not identified on the currently approved PSW, the supplier shall submit an updated PSW identifying the additional NARMCO manufacturing location for Corporate Quality approval. Additional PPAP/PPA documentation shall be required only when determined necessary by NARMCO Corporate Quality or applicable Customer-Specific Requirements. • Revised Section 8.0 to clarify Level 1/Level 2 containment, corrective action, exit, and supplier-responsible cost requirements. • Revised Sections 9.0/9.0A supplier performance rating structure and Compliance/ESG criteria. • Revised Section 10.0 SMQR escalation, action-plan, and exit requirements. • Revised Section 10.0A second-party audit requirements, including risk-based selection, QMS development, customer-approved ISO 9001 exceptions, applicable CSR requirements, and service-supplier applicability. • Revised Section 11.0 QMS development requirements to clarify ISO 9001 minimum certification and customer-approved exceptions. • Revised Section 12.0 Charge Back System to clarify applicable supplier-responsible costs and charge-back administration. • Revised Section 13.0 CQI and Supply Chain Security/CTPAT requirements. • Revised Section 14.0 risk and contingency-planning requirements.
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Narmco Supplier Process Change Notice

Supplier Name: _____ Supplier Code: _____
 Supplier Address: _____ Customer Part #: _____
 Supplier Telephone #: _____
 Contact Name: _____ Date of Notice: _____
 E-mail Address: _____ (90 Days Prior to Change)

The information contained within this form is to identify the change/s to an existing approved process for value added work completed for any part shipped to Narmco facilities.

Type of Proposed change:

- ☐ Manufacturing Location Change
- ☐ Supplier Shipping Location
- ☐ Change in Part Processing
- ☐ Sub Supplier or Material Source Change
- ☐ Supplier Proposed Engineering Change
- ☐ Alternate Material
- ☐ Temporary Change
- ☐ Other Describe _____

Facilities Affected

- ☐ Narmx
- ☐ Central Stampings
- ☐ Prince Metal Products
- ☐ Canadian Electrocoating
- ☐ Nartech Metal Products
- ☐ Prince Metal Stampings USA
- ☐ JFK Systems

Reason for Change:

- ☐ Cost Improvements
- ☐ Emergency
- ☐ Capacity Issues
- ☐ Other Describe: _____

Current Process (Describe how it is now)

Proposed Process (Describe the requested change)

New PPAP Submission Date: _____

Proposed first Shipment to Narmco: _____

Sign Off Requirements:

Supplier Quality	Narmco Purchasing	Narmco Plant Purchasing	Narmco Corporate Quality	Narmco Plant Quality
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