



**EPC**<sup>TM</sup>

# **Supplier Quality Manual**

Engineered Plastic Components, Inc.

[www.epcmfg.com](http://www.epcmfg.com)



Engineered Plastic Components' Supplier Quality Manual is based upon recognized automotive standards and the requirements defined in manuals published on behalf of the automotive industry by the Automotive Industry Action Group (AIAG). It also recognizes all additional customer-specific OEM requirements. Engineered Plastic Components. performs Supplier Quality Management System development in conformance with IATF 16949.

This manual is intended to assist suppliers in their understanding of Engineered Plastic Components' requirements regarding specific management, communication and reporting processes. This manual clarifies and supplements AIAG requirements. This manual does not change or eliminate any requirements contained in the AIAG manuals, other automotive industry requirements or Engineered Plastic Components' Purchase Orders. Purchased product/services are defined as all product and services that affect customer requirements such as sub-assembly, sequencing, sorting, rework, and calibration services.

Refer to Engineered Plastic Components' Web Site, [www.EPCMFG.com](http://www.EPCMFG.com) for latest edition of this Supplier Quality Manual and associated documents.

## Change Control:

Change Request Number	Approval Date	Description of Change	Approved By
01.00	09/18/08	Initial Release	D. Isaac
02.00	07/19/10	Removed reference to ISO/TS Edition levels.	D. Isaac
03.00	02/21/12	Added new contact information (plants)	D. Isaac
04.00	08/21/12	Added new contact information (Siler City)	D. Isaac
05.00	04/10/13	Added 4.4 Conflict Minerals Policy	D. Isaac
06.00	01/07/16	Added new contact information for Anderson & Leeds	D. Isaac
07.00	02/17/17	Revised Section 1.5 CSR, Added 4.7 CQI & Removed Rantoul Plant.	D. Isaac
08.00	05/31/17	Added last paragraph to section 2.4 BIQS Audit. Removed Marysville Plant.	D. Isaac
09.00	06/12/17	Added timing to 4.10 forever requirement (120-days).	D. Isaac
10.00	09/29/17	Revised TS to IATF and ISO14001 to ISO14001:2015	D. Isaac
11.00	10/11/17	Added 1.6 Diverse/Minority Supplier Certification	D. Isaac
12.00	10/17/17	Revised 4.3 added last two sentences.	D. Isaac
13.00	01/30/18	Revised 1.3 QMS Requirements (IAF MLA & 2 <sup>nd</sup> party-audit)	D. Isaac
14.00	03/26/18	Revised 2.4 2 <sup>nd</sup> party audits	D. Isaac
15.00	06/30/20	Revised 4.3, Removed customer example. Added new plants. Removed Owensboro.	D. Isaac
16.00	09/28/21	Added new plants. Revised section 2.3, replacing TS with IATF. Also corrected minor typos.	D. Isaac
17.00	11/04/21	Revised Supplier Complaint Notice to Supplier Concern Notice to agree with corporate quality procedure.	D. Isaac
18.00	5/25/22	Added paragraph 1.7 EDI & 1.8 Contingency Plan.	D. Isaac
19.00	2/19/24	Added former EGI plants (Circleville, Ormond Beach, Stratford). Removed Siler, East Troy & Lebanon, OH. Corrected minor grammar and spelling errors.	D. Isaac
20.00	12/22/24	Added IATF-16949 sequence steps that EPC will consider with the goal of achieving IATF-16949 certification (1.3)	D. Isaac
21.00	06/07/25	Added (3) Plasti-Paint facilities to section 7 and removed Range Road. Added change control to section 4.10.	D. Isaac
22.00	1/5/26	Added Fremont & Portland facilities to section 7. Added nonautomotive statement to section 1.1. Enhanced 1.5 Code of Conduct requirements. Expanded 4.4 Conflict and Extended Minerals. Modified 6.7 Supporting documents. Added section 1.9 Risk Mgmt, 1.10 CSR, 3.4 Risk, 3.5 Poka-Yoke, 3.6 Traceability, 4.12 Sub-Tier Supplier Control, 4.13 Capacity/R@R, 4.14 Change Mgmt, 6.7 Support documents, 6.8 Warranty.	D. Isaac

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# **Engineered Plastic Components.**

## **1. Specific Requirements**

### **1.1. Purpose**

The purpose of this document is to communicate Engineered Plastic Components. ("EPC") requirements for quality systems of companies that supply production goods and services to one or more EPC facilities.

Non-automotive products, services, and associated processes are excluded from mandatory compliance with automotive-specific requirements, including IATF-16949, unless contractually required, required by applicable regulations, or voluntarily designated by EPC management. Automotive requirements shall apply only where explicitly defined and communicated.

### **1.2. Objective**

It is the intent of EPC to do business with suppliers who can provide parts/materials/processes and services consistently to specification, at a competitive price, in accordance with the defined delivery schedule.

### **1.3. Quality Management System Requirements**

EPC will work with suppliers to assist them with the goal of achieving compliance to the IATF 16949 Standards for automotive suppliers. This is required of all suppliers who provide production goods and services to our manufacturing facilities. These requirements supplement and are an extension to the purchase order.

Suppliers to EPC shall demonstrate conformity to ISO 9001 by maintaining a third-party certification issued by a certification body bearing the accreditation mark of a recognized IAF MLA (International Accreditation Forum Multilateral Recognized Arrangement) member and where the accreditation body's main scope includes management system certification to ISO/IEC 17021. As a first step, compliance to ISO 9001 through second-party audit may be required. For new suppliers, a self-assessment and detailed timeline and implementation plan must be submitted to the EPC Quality Department within sixty (60) days of receipt of this Manual if third-party certification has not already been achieved. Unless otherwise specified by the customer, the following sequence may be applied: ISO 9001 certification/accreditation by an accredited third-party certification/accreditation body; Certification to ISO 9001 with compliance to other customer-defined QMS requirements (such as Minimum Automotive Quality Management System Requirements for Sub-Tier Suppliers [MAQMSR] or equivalent) through second-party audits; and/or certification to ISO 9001 with compliance to IATF 16949 through second-party audits; and/or certification to 16949 through third-party audits

(valid third-party certification of the supplier to IATF 16949 by an IATF-recognized certification body. EPC may request a detailed timeline and implementation plan for your quality standard certification plan.

#### **1.4. Environmental Management System Requirements**

EPC requires all suppliers to be compliant to ISO-14001:2015 Environment Management System. Suppliers that are registered to ISO-14001 should forward a copy of registration to EPC Quality or Purchasing Department.

#### **1.5. Sustainable Requirements**

The following sustainability requirements describe our minimum expectations toward business ethics, working conditions, human rights, and environmental leadership, for our suppliers as well as their subcontractors and suppliers. We expect that suppliers will uphold these requirements and cascade them down their supply chain.

##### **Business Ethics**

The basis for sustainable and successful business activity is to have integrity and transparent business practices. Suppliers are expected to operate honestly and equitably throughout the supply chain in accordance with local law, including those laws pertaining to:

- Anti-Corruption
- Anti-Competitive Business Practices.
- Protection of Intellectual Property.
- Respect for Company and Personal Data.
- Export Controls.
- Conflict of Interest.

##### **Supplier Corporate Social Responsibility Code of Conduct**

EPC's Supplier Corporate Social Responsibility Code of Conduct helps us to select business partners who follow workplace standards and business practices that are consistent with our company's values. These requirements are applicable to suppliers of EPC. Suppliers are responsible for ensuring compliance with this Code of Conduct throughout their supply chain.

##### **A) Code of Conduct**

1. General Principle: Suppliers' plants shall operate in full compliance with the laws of their respective countries and with all other applicable laws, rules, and regulations, including but not limited to those governing:

- Labor and employment
- Occupational health and safety
- Environmental protection and permitting

- Product safety and regulatory conformity
- Trade compliance, customs, and export controls
- Anti-bribery and anti-corruption

2. Environment: Suppliers' plants must comply with all applicable environmental laws, permits, and reporting requirements. Manage waste, air emissions, wastewater, and hazardous substances responsibly. Prevent pollution and minimize environmental impact. Promote energy efficiency, resource conservation, and sustainability initiatives.

3. Child Labor: Suppliers shall employ only workers who meet the applicable minimum legal age requirement. Suppliers must also comply with all other applicable child labor laws.

4. Forced Labor: Suppliers shall not use any indentured or forced labor, involuntary prison labor, slavery, or servitude.

5. Humane Treatment: Suppliers shall ensure there is no harsh and inhumane treatment including any sexual harassment, corporal punishment, mental or physical coercion or verbal abuse of workers. Disciplinary policies and procedures in support of these requirements shall be clearly defined and communicated to workers.

6. Health and Safety: Suppliers shall ensure workers shall have a safe and healthy work environment that meets or exceeds applicable standards for safety and occupational health. Implement risk-based safety management and accident prevention measures. Provide appropriate training and personal protective equipment (PPE). Establish emergency preparedness, response, and business continuity plans.

7. Wages and Hours: Suppliers' plants shall set working hours, wages and overtime pay in compliance with all applicable laws. Workers shall be paid at least the minimum legal wage or a wage that meets local industry standards, whichever is greater.

8. Discrimination: Suppliers shall employ workers based on their ability to do the job, not based on their personal characteristics or beliefs (including race, color, gender, nationality, religion, age, maternity or marital status, disability, sexual orientation).

9. Freedom of Association: Suppliers' workers are free to join associations of their own choosing and have the freedom of collective bargaining where the local law confers such rights.

10. Confidentiality, Cybersecurity, and Data Protection: Suppliers are to commit to protecting the reasonable privacy of personal information of everyone they do business with, including suppliers, customers, and employees. Safeguard confidential, proprietary, and personal information. Use information solely for authorized business purposes. Implement reasonable cybersecurity and data protection controls. Comply with applicable data protection and privacy laws.

11. Ethical Business Conduct: Bribes or other means of obtaining undue or improper advantage are not to be promised, offered, authorized, given, or accepted. Avoid conflicts of interest or disclose them promptly. Conduct business in accordance with fair competition and antitrust laws. Maintain accurate business records and prevent falsification.

12. Gift and Gratuity Policy: The offering or acceptance of kickbacks, bribes and other illegal payments subverts the very essence of competition and erodes the moral fiber of those involved. These include gratuities (i.e., anything of value) offered to governmental officials or employees. Such activities are not condoned and will not be tolerated. Also, EPC prohibits the offer or acceptance of gifts or gratuities that the recipient would consider to be of substantial value. Any supplier that violates this item A (12) Gift and Gratuity Policy risks immediate loss of all existing and future EPC business.

#### **B) Compliance Monitoring**

The supplier will allow EPC and/or any of its representatives or agent's access to its facilities and all relevant records associated with the products and services provided to EPC. The supplier and EPC will establish a mutually agreeable date and time for access. However, risks to EPC's business may require immediate access to the products, services and associated records and supplier will accommodate EPC's access as required.

#### **C) Application to Sub-Contractors**

This Code also applies to any sub-contractor(s) to the supplier, providing goods or services to the supplier. The supplier is fully responsible for ensuring compliance by any such subcontractor(s) as if it were the supplier itself. EPC reserves the right to audit the supplier's sub-contractors for compliance to EPC's Supplier Code of Conduct and supplier will accommodate EPC's audit as required.

#### **D) Event of Violation**

If the supplier does not comply with this EPC Global Sourcing Code of

Supplier Conduct, EPC requires that the supplier implement a corrective action plan to resolve the non-compliance within a specified time (furnished to EPC in writing). If the supplier fails to meet the corrective action plan commitment, EPC may terminate the business relationship, including suspending placement of future orders and potentially terminating current production. EPC reserves the right to hold suppliers responsible for reasonable costs of investigating non-compliance. Any exception to the application of this item D is a violation of item A) section 12 Gift and Gratuity Policy where the penalty is as stated.

#### **1.6. Diverse/Minority Supplier Certification**

EPC is a certified minority supplier by the National Minority Supplier Development Council (NMSDC), and we request our suppliers who are certified by NMSDC/WBENC to forward a copy of their certificate to EPC's Purchasing. EPC encourages our suppliers to develop small and diverse/minority suppliers when establishing their supply base. EPC recognizes the benefit of ensuring that these diverse suppliers are included in the procurement process is increased competition, which leads to lower costs and increased levels of innovation, service, and product quality.

#### **1.7. Electronic Data Interchange (*Bellevue & Lebanon Suppliers only*)**

EPC BOH & LKY expects 100% EDI compliance between EPC and the Supplier to eliminate manual interference in the information flow. Suppliers and EPC will exchange their information in the most effective and efficient manner by replacing emailed requirements, facsimiles, and paper copies. Manual interference often causes considerable delays and possible errors that can be expensive and risk supply disruption to EPC customers. The Supplier shall maintain the capability to interface with EPC's receiving plants. Please contact your plant representative with any questions regarding EDI arrangement for your company. Suppliers must be able to receive demand (i.e., 830 release) from the EPC plants via EDI.

Suppliers must provide ASNs to those EPC sites that utilize direct EDI or web-based EDI Electronic Delivery Notification (Advanced Shipment Notification (ASN - 856)) must be delivered within 30 minutes of the truck's departure. It is used by EPC to monitor the materials in transit and to simplify the receiving process here in EPC. Timely and accurate submission of electronic delivery notification (ASN) is required for improvement of supply chain effectiveness. Failure to comply with electronic delivery notification (ASN) may result in supplier complaint

notice and charge back per incident to the Supplier. It is required that the Supplier have direct or web-based EDI capability to submit electronic delivery notification (ASN).

### **1.8. Contingency Plan**

EPC's suppliers must identify and assess external and internal risks to manufacturing processes and infrastructure equipment that is needed to maintain production output and to ensure EPC's requirements are addressed. EPC's suppliers must define contingency plans according to risk and its impact on EPC. EPC's suppliers must prepare contingency plans for continued supply in the event of the following disruptive conditions: internal equipment failures, interruption of externally provided products, processes, and services, recurring natural disasters, fire, utility interruptions, labor shortages, or infrastructure-related disruptions. EPC supplier must test the effectiveness of the contingency plans periodically. EPC suppliers must review the contingency plans at least once annually utilizing a multi-disciplinary approach which includes senior management, and updates all concerned as required.

### **1.9. Risk Management & Supplier Risk Classification**

EPC will apply a risk-based approach to the selection, approval, monitoring, and development of suppliers. Suppliers will be evaluated and classified based on risk to product quality, delivery, compliance, and business continuity. Suppliers must proactively notify EPC of any condition that may increase supply risk. High-risk or critical suppliers may be subject to increased controls such as enhanced audits, additional approvals, controlled shipping, or increased inspection. Supplier risk status will be reviewed periodically and adjusted based on performance trends, changes, or escalation events.

### **1.10. Customer-Specific Requirements (CSR)**

Suppliers must comply with all applicable EPC, OEM, and customer-specific requirements (CSRs), including but not limited to those issued by automotive OEMs and Tier 1 customers. Where requirement conflicts exist, the most stringent requirement will apply unless otherwise approved in writing by EPC. Suppliers are responsible for maintaining current knowledge of applicable CSRs and flowing these requirements down to their sub-tier suppliers. Compliance to CSRs may be verified during supplier audits or performance reviews.

## **2. Requirements for Supplier Approval**

### **2.1. Approved Supplier List**

Production components/materials/processes and services will only be purchased from suppliers on EPC's "Approved Supplier List." EPC evaluates and selects suppliers based upon their ability to supply products/services in accordance with the specified requirements.

### **2.2. Purchasing Contact**

All requests to become a new supplier for EPC must go through the Purchasing Department. Purchasing will initially assess any business opportunities that may be of mutual interest. EPC will initiate a "Supplier Add/Change Request" form accordingly.

### **2.3. Supplier Quality System Self-Assessment**

A potential supplier must complete the *EPC's Supplier Quality System Self-Assessment* form or submit a copy of their ISO9001 or IATF16949 certificate to provide EPC with a general understanding of their quality system. When complete, the assessment or certificates must be forwarded to EPC's Quality Department.

### **2.4. Quality System Survey**

EPC reserves the right to assess current suppliers prior to placement of new business, as a result of a supplier's quality performance, when there is a change in the supplier's facility processes, a change in ownership, a significant change in the nature of the product previously supplied, or as part of EPC's Supplier Quality Surveillance Program (also applies to Tier 2 suppliers).

EPC's criteria for determining the need, type, frequency, and scope of second-party audits are based on risk analysis, products safety/regulatory requirements, supplier performance, and quality-environmental management system status. While EPC may conduct 2<sup>nd</sup> party audits on any of its suppliers, we will focus primarily on safety critical component suppliers and/or non-certified (ISO-9001) suppliers.

Suppliers whose product ends up at General Motors will require an assessment using GM's BIQS Assessment (first 13 clauses). EPC will supply the assessment when one is required.

### **2.5. Conformance to Supplier Quality Manual**

A supplier accepting a purchase order from EPC constitutes acceptance of this manual. The supplier's obligations can only be modified or waived by EPC in writing. Additional terms, conditions and requirements may be documented on purchase orders and other supplemental documents.

### **3. Advance Product Quality Planning (APQP)**

#### **3.1. Purpose**

Suppliers are required to have a fully implemented APQP process that assures new products or processes achieve the intended results on the date agreed upon with EPC.

#### **3.2. Requirements**

EPC's APQP requirements are identical to established automotive standards and requirements contained in the latest publication of the Automotive Industry Action Group's (AIAG) manual, Advanced Product and Quality Planning and Control Plan (APQP). Additional customer-specific requirements contained in program "Statement of Requirements" documents will apply as appropriate. Refer to AIAG's latest released manual. Additionally, EPC will also require conformance to other customer specific requirements, such as Ford, GM, and Stellatis program reviews, when mandated by EPC's end-item customer.

#### **3.3. Control or Key Characteristics**

Control or Key Characteristics are shown on current prints and specifications using symbols that identify the importance level. It is the supplier's responsibility to incorporate these Characteristics into the Control Plans, PFMEA's, and Work Instructions of the products supplied to EPC. The receiving plant's Quality Manager or the Purchasing Department shall convey other important Characteristics.

Suppliers are expected to have their key processes under statistical control consistent with the guidelines of the current ISO 9001 Standard and related reference manuals.

#### **3.4. Supplier Risk Assessment**

As part of APQP, suppliers must perform and document a risk assessment for new product launches, process changes, or supplier changes. Risk assessments must consider process complexity, special characteristics, capacity, tooling readiness, and sub-tier supplier risks. Identified risks must be addressed through documented mitigation actions and reflected in PFMEA, Control Plans, and contingency plans as applicable. EPC reserves the right to request evidence of supplier risk assessments during APQP reviews.

#### **3.5. Error-Proofing (Poka-Yoke) Requirements**

Suppliers must implement error-proofing methods to prevent the occurrence and escape of nonconforming product, particularly for special and critical characteristics. Error-proofing should be considered mandatory where feasible for high-risk processes. Error-proofing devices must be validated, monitored, and included in the Control Plan. A documented reaction plan shall exist for error-proofing failures. Temporary or bypassed

error-proofing shall require immediate notification and approval from EPC.

### **3.6. Traceability Planning**

Suppliers must establish and maintain product traceability appropriate to the risk, regulatory, and customer requirements. Traceability shall enable backward and forward tracking to raw materials, production lots, and shipment records. For safety-related, regulatory, or critical components, traceability must be maintained at the lot or batch level at a minimum. Suppliers must provide traceability data to EPC upon request within an agreed response time.

## **4. Production Part Approval Process (PPAP)**

### **4.1. Purpose**

EPC seeks to facilitate and promote effective compliance to standard automotive PPAP requirements.

### **4.2. Requirements**

All suppliers of production parts, materials and processes are required to submit a PPAP to EPC and receive approval prior to beginning shipments. EPC's PPAP requirements are identical to established automotive standards and requirements contained in the latest publication of the Automotive Industry Action Group's (AIAG) manual, Product Part Approval Process (PPAP).

Additional customer-specific requirements may also be required. Each supplier shall prepare a PPAP submission binder, or electronic equivalent, with dividers for the 19 items as required per the AIAG PPAP manual per Table 4.2 Retention/Submission Requirements. A completed copy of EPC "PPAP Requirement Check List" is required with each PPAP submission with each box checked, indicating compliance. Suppliers should plan on a Level 3 Submission but be available for a Level 5 Submission if requested by EPC. Requests to review submissions from Tier 2 suppliers may also be required, as applicable.

Commercial/independent laboratory facilities used by the supplier for product testing, product validation or other acceptance processes shall be registered to ISO/IEC 17025 and have a scope and capability for the laboratory consistent with the test to be performed.

### **4.3. Statutory and Regulatory Conformity**

Products or components that will be installed onto vehicles must have the appropriate Restricted and Reportable Substances form included with the PPAP submission.

International Material Data System (IMDS) is required for full PPAP approval. The supplier will be required to enter all the material used in the product that is shipped to us. Training and information on the IMDS can be located on the IMDS homepage ([www.mdsystem.com](http://www.mdsystem.com)). Suppliers must provide evidence that product complies with all statutory and regulatory requirements. These requirements consider both the countries where products are manufactured and the destination countries, when provided by the customer.

#### **4.4. Conflict and Extended Minerals Policy**

EPC fully supports the goals and objectives of Section 1502 (“Section 1502”) of the Dodd-Frank Wall Street Reform and Consumer Protection Act (the “Act”), which was enacted to prevent the use of certain minerals that directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo (“DRC”) or adjoining countries, as defined by the Act.

“Conflict Minerals” are defined as columbite-tantalite (coltan) (tantalum), cassiterite (tin), gold, wolframite (tungsten), and their derivatives (“3TG”), and may be expanded to include additional minerals or derivatives as determined by the U.S. Secretary of State or applicable regulatory authorities.

EPC is committed to responsible sourcing practices and to avoiding the use of Conflict Minerals that directly or indirectly finance, or benefit armed groups in conflict-affected and high-risk areas. EPC is further committed to complying with all applicable reporting and disclosure obligations under Section 1502 of the Act and the related rules and regulations issued by the U.S. Securities and Exchange Commission (SEC), including conducting reasonable country-of-origin inquiries and, where applicable, due diligence on the source and chain of custody of Conflict Minerals contained in its products.

EPC expects its suppliers to support these efforts by implementing appropriate due diligence processes consistent with recognized international frameworks, including the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas. EPC utilizes industry-recognized reporting mechanisms, including those developed by the Responsible Minerals Initiative (RMI), to promote transparency and corporate social responsibility throughout the supply chain.

#### **Supplier Requirements – Conflict Minerals (3TG)**

EPC suppliers are responsible for flowing down these requirements to their sub-tier suppliers and shall, upon request, provide accurate and

complete information regarding the mineral content of products supplied to EPC. Suppliers shall declare that:

1. Products supplied to EPC do not contain tantalum, tin, tungsten, or gold that are necessary to their production or functionality; or
2. If products supplied do contain tantalum, tin, tungsten, or gold, such minerals originate from non-conflict sources or from smelters and refiners that have been validated as conflict-free through an independent, recognized third-party assurance process.

Suppliers shall maintain appropriate documentation supporting these declarations and provide such information to EPC upon request. Traceability and supporting records shall be retained for a minimum period of five (5) years, unless otherwise contractually required.

EPC will evaluate supplier compliance with this policy on an ongoing basis and reserves the right to request additional documentation or corrective actions as necessary. Suppliers that fail to comply with this policy may be subject to corrective action, increased risk classification, or review by EPC's supply chain organization for future business considerations.

### **Extended Minerals**

In addition to Conflict Minerals (3TG), EPC recognizes the growing importance of responsible sourcing for certain additional minerals that may present heightened risks related to human rights, environmental impact, or ethical sourcing.

Accordingly, EPC expects suppliers, where applicable, to identify and responsibly source materials containing or derived from the following Extended Minerals:

- Cobalt
- Mica
- Lithium
- Nickel
- Copper
- Natural graphite
- Rare earth elements (REEs)
- Any additional minerals identified by customers, regulatory authorities, or recognized industry initiatives as high-risk.

Suppliers are expected to exercise reasonable due diligence, support transparency efforts, and cooperate with EPC in responding to customer, regulatory, or industry-driven extended minerals inquiries, including the use of recognized reporting tools where applicable.

#### **4.5. Part Approval**

When a supplier's PPAP package is approved, the Part Submission Warrant (CFG-1001) PSW will be sent to the supplier. If the PPAP package is rejected, the supplier will be contacted to promptly make necessary corrections and resubmit. EPC reserves the right to charge an administrative fee for suppliers not complying with EPC's PPAP requirements.

#### **4.6. Annual Validation Requirements**

A layout inspection and functional verification (to all engineering material and performance requirements as specified in the design record) shall be performed annually unless waived in writing by EPC. Annual validation reports should be forwarded to the receiving plant Quality Department, upon request.

#### **4.7. Continuous Quality Improvement (AIAG CQI)**

Automotive suppliers are to have AIAG's CQI-9 / 11 /12 / 15 / 17 / 23 etc., Assessment for heat treated / plated / coated / welded / soldered / plastics, etc. for components completed annually. Annual assessments should be forwarded to the receiving Quality Department. At a minimum they must be available upon request.

#### **4.8. Authorization to Ship**

Upon receipt of a signed approved Part Submission Warrant (PSW), the supplier is authorized to make shipments according to specified EPC releases. Under no circumstances is a supplier allowed to ship without a written approval from EPC Quality.

#### **4.9. Deviations**

There shall be no deviations to customer engineering drawings, specifications, or other EPC requirements without written approval and/or deviation from EPC Quality.

#### **4.10. Forever Requirements/Change Control**

Supplier shall proactively communicate with EPC's manufacturing plants and Purchasing Department whenever the following condition arises:

- Notify EPC of proposed material or process changes.
- Notify EPC of proposed manufacturing location changes.
- Watch for sub-supplier issues and notify EPC about them.
- Notify EPC of potential supply and/or capability issues.

EPC must receive communication prior to 120 days of implementation. It is expected that suppliers will manage their supply base with these principles.

EPC will inform the supplier in writing if the requirements of the contract are changed. The supplier must request EPC's approval for all changes to products, processes, primary material, or any change that may affect the supplier's contract performance.

#### **4.11. On-Site Verification**

EPC and its customers or representatives reserve the right to verify purchased product, tooling, and equipment at the supplier's premises. Verification by EPC shall not absolve the supplier of the responsibility to provide acceptable products, nor shall it preclude subsequent rejections by EPC.

#### **4.12. Sub-Tier Supplier Control**

Suppliers are responsible for the quality and conformity of all products and services provided by their sub-tier suppliers. Suppliers must ensure sub-tier suppliers comply with applicable EPC, OEM, and regulatory requirements. Sub-tier supplier changes that may impact product quality, fit, form, function, or durability must be communicated to EPC prior to implementation. EPC may require evidence of sub-tier PPAP, audits, or performance data. EPC reserves the right to audit sub-tier suppliers when deemed necessary.

#### **4.13. Capacity Verification / Run-at-Rate**

Suppliers shall demonstrate adequate manufacturing capacity to meet EPC demand requirements. Capacity studies and/or Run-at-Rate (R@R) activities may be required prior to production approval. Capacity shall include normal production rates plus agreed customer surge requirements. Any capacity constraint or risk must be immediately communicated to EPC.

#### **4.14. Change Management & Notification**

Suppliers must not implement changes affecting product or process without prior written approval from EPC. Changes Requiring Approval Include, But Are Not Limited To:

- Manufacturing process changes
- Tooling modifications or replacements
- Material or formulation changes
- Sub-tier supplier changes
- Manufacturing location changes
- Inspection or test method changes

Approval may require updated PPAP documentation. Emergency changes must be communicated immediately and documented retrospectively.

### **5. Supplier Concern Notice and Escalation Process**

#### **5.1. Supplier Concern Notice (SCN)**

EPC expects suppliers to assure that all material, services, and processes are in conformance with all specifications and requirements and delivered within the prescribed delivery schedule. Upon receipt of non-conforming

material, the supplier will be issued a Supplier Concern Notice. Each Supplier Concern Notice will be assigned a severity rating of either Critical, Major, Minor, Advisory, or Invoicing. General guidelines will be as follows:

**Critical:**

- Discrepancies which could jeopardize the safety of the user.
- Discrepancies causing line interruption and/or shutdown.
- Repeated major SCNs.
- Repeated PPAP rejections-3<sup>rd</sup> time.

**Major:**

- Discrepancies that could result in a customer complaint, major rework or sorting to maintain production.
- Discrepancies that may cause dissatisfaction to the user.
- Mislabeling.
- Repeated minor SCNs.
- Repeated PPAP rejections-2<sup>nd</sup> time.

**Minor:**

- Discrepancies that may cause slight annoyance or dissatisfaction to the user.
- Shipping problems (e.g., packaging, timeliness, etc.).

**Advisory:**

- Discrepancies that may cause minor inconveniences to EPC.
- Accumulations.

**Invoicing:**

- Discrepancies related to invoicing issues.

## 5.2. Immediate Sorting to Support EPC Production

Suppliers are responsible for **all** cost incurred during an immediate on-site sorting at EPC and/or EPC's customer when Suppliers are unable to support the immediate sort activities to keep EPC production running.

## 5.3. Corrective and Preventive Actions

EPC adheres to established automotive standards for disciplined problem resolution (e.g., 8-D, 7-D, 5-P) and requires an Interim Corrective Action, including containment, clean-point information, and material certification identification method, within 24 hours. Irreversible Corrective Action including Verification, Control and Prevention is due within 15 calendar days. The supplier is responsible for all costs incurred due to non-conforming material, including an SCN Administrative Fee. A written request for additional time should be directed to the Quality Assurance Department of

the appropriate EPC facility. The written request must include the action plan and timeline for implementation.

#### **5.4. Escalation Process for Supplier of Non-Conforming Material**

EPC's escalation process for repeated receipt of non-conforming material is initiated through the Supplier Concern Notice process (See Section 5.1). Any incident of nonconforming product is a serious matter to EPC. A supplier failing to insulate EPC from repeated non-conforming products or services will be subject to the escalation process, up to and including resourcing. Based upon severity of nonconformance, historical data, and/or discretion of EPC management, the escalation process may be accelerated at any time. EPC reserves the right to inform the supplier's ISO/IATF registrar if problems are not resolved in a timely manner.

#### **5.5. Escalation Process Steps**

Step 1. Supplier Concern Notice (see Section 5.1)

Step 2. Level One Containment – Supplier implements 100% offline inspection. EPC Plant Quality will initiate Level One activities by emailing a Level One letter to the Supplier's Quality Manager. The letter will specify the non-compliance, required actions and exit criteria. The supplier will be required to fill out a Containment Confirmation reply and email back to the EPC initiator within 24 hours. Supplier will assume all costs for Level 1 Containment.

Step 3. Level Two Containment – EPC considers Level Two containment a serious breach in the supplier's quality management system. Level Two containment may be imposed to mitigate the risk of receiving further non-conforming material. Supplier contracts 100% third party certification (Level Two Containment) in addition to Level One Containment. EPC Corporate SQA will initiate Level 2 activities by phone call and confirm by emailing a Level 2 letter to the Supplier's Quality Manager. The letter will specify the noncompliance, required actions and exit criteria. The supplier will be required to fill out a Containment Confirmation reply and email back to EPC initiator within 24 hours. Suppliers will assume all costs for Level 2 Containment.

Step 4. Supplier Performance Review - Based upon performance history or severity of issues, EPC Purchasing/Quality will schedule a Supplier Performance Review with the supplier. Suppliers will be required to provide an action plan and/or other documents for resolution. Subsequent meetings may be scheduled to verify compliance with the Action Plan and sustained corrective action resolution.

Step 5. If steps one through four in the escalation process are not sufficient to insulate EPC from receiving non-conforming material, EPC management

may elect to resource the job. In the case of a customer “directed buy”, a request to resource will be made to the appropriate OEM.

## **6. Supplier Support Procedures**

### **6.1. Engineering Change Request**

If the supplier has a concern or suggestion that can be resolved only with Engineering assistance, a complete description, accompanied by supporting documentation, should be submitted to the EPC Purchasing Department.

EPC strongly encourages suppliers to submit suggestions that will improve product quality or reliability, reduce costs, and/or be mutually beneficial.

The EPC Purchasing Department will communicate the results of the Engineering review to the supplier.

### **6.2. Packaging and Shipping Identification**

Products are to be packaged in such a manner as to provide adequate protection against subsequent product degradation.

Each container shall be clearly labeled (white 4 x 6" label) and identified with the following, when applicable:

- EPC part number
- Part Description
- Date of manufacture/Lot control number
- Quantity
- Engineering change level
- Bar coding (AIAG B-10, Code 3-9)
- EPC deviation number (if applicable)
- Additional supplier information may be acceptable on label.

A copy of EPC's labeling requirements can be obtained from the Purchasing Department upon request.

### **6.3. On-Time Delivery**

EPC requires suppliers to assure that all material, services, and processes are in conformance to all specifications/requirements and delivered within the defined delivery schedule (100% on-time). To further clarify this, we consider unauthorized early or late deliveries and partial or over shipments to be unacceptable. The quantity shipped per order, or release cannot vary from specified quantity without prior written consent of the Materials department of the receiving plant. If a production machine is shut down due to poor quality, late delivery or incorrect quantity on any shipment, the supplier will be responsible for any costs incurred including expediting shipments or charges

from EPC's customers.

#### **6.4. Material Management Operation Guidelines (MMOG/LE) Requirements**

Suppliers shall use AIAG's MMOG/LE process as a guide to ensure that Materials Planning and Logistics processes are controlled and monitored. EPC requires that AIAG's Global MMOG/LE Self-Assessment be completed on an annual basis. EPC may request a copy of the self-assessment result sheet to be forwarded to EPC's Purchasing Department. Training and MMOG/LE are available from AIAG ([www.aiag.org](http://www.aiag.org)).

#### **6.5. Supplier Performance**

Supplier Performance will be continuously monitored and reported at a defined frequency. Supplier Performance measures are based upon IATF 16949 requirements including the following measures:

- Product Quality - PPMs
- Response Time to SCNs
- Customer Disruptions
- Delivery Schedule Performance (including incidents of premium freight)
- Controlled Shipping Performance
- Special status customer notifications related to quality or delivery issues (CS-1, CS-2, etc.).

#### **6.6. Record Retention Guidelines**

Production part approvals, tooling records, purchase orders and amendments shall be maintained for the length of time that the part (or family of parts) is active for production and service requirements plus one calendar year unless otherwise specified by EPC. Unless noted above, minimum record retention guidelines are identified in the ISO 9001 Standard.

#### **6.7. Supporting Documents**

Supporting documents are requirements of IATF 16949 and contain information referenced in this Manual:

- Quality System Requirements (IATF 16949)
- Advanced Product Quality Planning (APQP) Manual
- Control Plan Manual
- Production Part Approval Process (PPAP) Manual
- Failure Mode and Effects Analysis (FMEA) Manual (AIAG/VDA)
- Measurement Systems Analysis (MSA) Reference Manual
- Statistical Process Control (SPC) Reference Manual

These documents are available from the Automotive Industry Action Group ("AIAG") and can be purchased from:

Automotive Industry Action Group  
26200 Lahser Road, Suite 200  
Southfield, Michigan 48034

Phone: (248) 358-3570  
Fax: (248) 358-3253  
Internet: [Http://www.aiag.org](http://www.aiag.org)

- Process Sign Off

Process Sign Off manuals can be purchased through Stellantis.

Current editions of these documents and any other reference documents shall be available for review at all appropriate supplier manufacturing locations.

#### **6.8. Warranty / Field Failure Support**

Suppliers shall support EPC in the investigation and resolution of warranty and field failures. Suppliers must respond promptly to requests for analysis, containment, and corrective action. Root cause analysis must address both manufacturing and systemic contributors.

## 7. Contact Information

### 7.1. Engineered Plastic Components, Inc.

#### **Anderson**

105 Clemson Research Blvd.  
Anderson, SC 29625  
Tel: (864) 633-4004  
Fax: (864) 624-1210

#### **Bellevue**

635 Southwest Street  
Bellevue, OH 44841  
Tel: (419) 483-2300  
Fax: (419) 483-2323

#### **Bessemer**

5950 Greenwood Pkwy  
Bessemer, AL 35022  
Tel: (205) 497-6243

#### **Circleville**

30627 Orr Road  
Circleville, OH 43113  
Tel: (740) 420-5252

#### **Columbia**

4000 Waco Road  
Columbia, MO 65202  
Tel: (573) 474-9393  
Fax: (573) 474-9399

#### **Fremont**

1410 Motor Avenue  
Fremont, OH 43420

#### **Grinnell**

1408 Zimmerman Drive South  
Grinnell, IA 50112  
Tel: (641) 236-3100  
Fax: (641) 236-3555

#### **Haas Drive**

2000 Christian B. Haas Drive  
St. Clair, MI 48079  
Tel: (810) 326-1650  
Fax: (810) 326-1720

**Kalona**  
202 First Street South  
Kalona, IA 52247-9591  
Tel: (319) 656-3101

**Lebanon, KY**  
655 Industrial Drive  
Lebanon, KY 40033  
Tel: (270) 692-0901  
Fax: (270) 692-0411

**Leeds**  
8220 Dunnivant Road  
Leeds, AL 35094  
Tel: (205) 702-4166

**Ormond Beach**  
2 East Tower Circle  
Ormond Beach, FL 32174  
Tel: (386) 677-2566

**Osceola**  
105 Prospect Way  
Osceola, WI 54020  
Tel: (715) 294-1500  
Fax: (715) 294-1501

**Plasti-Paint – Georgia**  
12991 GA Highway 34  
Franklin, GA 30217  
Tel : (706) 675-3053

**Plasti-Paint – Iowa**  
316 E. Industrial Street  
Dewitt, IA 52742  
Tel : (563) 659-1785

**Plasti-Paint - Michigan**  
801 Woodside Drive  
St. Louis, MI 48880  
Tel : (989) 681-5702

**Portland**  
105 Western Dr  
Portland, TN 37148  
Tel : (615) 325-7331

**Reynosa (Mexico)**  
Blvd. Matebello S/N  
Parque Industrial Colonial  
Reynosa, TAM. Mexico 88780  
Tel: 011-52-899-95-8175

**Scottsburg**  
640 N. Wilson Road  
Scottsburg, IN 47170  
Tel: (812) 752-6742

**Stratford**  
291 Griffith Road  
Stratford, ON Canada N5A 6S4  
Tel: (519) 273-3733