

**SUPPLIER REQUIREMENTS MANUAL**

Dear Valued Auria Business Partner,

The Auria Supplier Requirements Manual contains mandatory requirements and other important information about Auria's quality requirements for all of our direct material suppliers.

Auria requires acknowledgement of and adherence to the manual by way of your signature below. Our Supplier Quality Assurance and the Corporate Buyer may contact you to request your signature on the cover page.

Supplier business eligibility depends on supplier's written acceptance of the Auria Supplier Requirements Manual. Failure to comply to the requirements in this manual will be reflected in the supplier's monthly scorecard performance and may include the consequence of termination of the supply relationship.

Acknowledgement

If at any time we believe that we cannot meet these requirements, we acknowledge that it is our responsibility to notify our respective buyer and/or corporate supplier quality representative for assistance and support.

Supplier Representative Name/ Signature, Date _____

Supplier Address _____

Supplier Phone / Supplier Email _____

1.0 Introduction

The Auria Supplier Requirements Manual serves as a guide under Auria's Purchase Order Terms & Conditions. It has been developed to communicate the following:

- Global Supplier Quality Requirements
- Provide a common process that includes all phases of product development (APQP & Launch Readiness) through the production (Current Supplier Quality) of the awarded product.

From the top levels of the company down to the plant floor, Auria's Zero Defects quality strategy provides the tool set and common metrics that help all Auria team members focus on the importance and execution of quality and strive for zero customer issues.

Quality is far more than just a number. It is part of the company DNA and Auria is committed to demonstrating it in all processes.

The Auria Teams carry the following functions:

Supplier Quality Assurance **SQA** Performs Audit and Manages escalation for Procurement

Supplier Quality Engineer **SQE** Plant Quality Team engaged on daily business transactions and conducts supplier audits as necessary

Corporate / Lead Buyer Responsible for all commercial aspects

Scheduler / Material Planner Responsible for plant material releases and goods receipt

Should you have any questions in regard to this manual or PPAP status, please contact your regional supplier quality engineer (SQE). For all other questions, please contact your Auria corporate buyer.

SQA Contacts:

Suppliers delivering to Auria USA and Mexico facilities:

North America Supplier Quality Assurance

26999 Central Park Boulevard

Southfield, MI, 48076

United States of America

Corporate Phone: +1 (248) 728-8000

Email: NA-SQA@auriasolutions.com

Suppliers delivering to Auria Europe facilities:

Europe Supplier Quality Assurance

Sachsenring 45

D-94315 Straubing

Germany

Phone: +49 (0) 9421 7309-0

Email: EU-SQA@auriasolutions.com

Suppliers Delivering to Auria South Africa facility:

South Africa Supplier Quality

Unit GE1 East London Industrial Development Zone

Lower Chester Road

Sunnyridge, East London, 5201

Corporate Phone: +27 (0) 43 1010 431

Email: ZA-SQA@auriasolutions.com

2.0 Scope

This manual applies to all Auria production, non-production, and service suppliers globally. Compliance with the requirements defined within this manual, as well as to the applicable version of the Auria Purchase Order Terms & Conditions is mandatory. By accepting a purchase order from Auria, you are accepting the Auria Purchase Order Terms & Conditions defined within said purchase order, and agreeing that no other terms apply, whether contained in supplier's acceptance, quote, proposal, invoice, acknowledgment, or otherwise.

It is the responsibility of all suppliers to check at regular intervals for updates to this manual. Updates can be found here: <https://www.auriasolutions.com/suppliers/>

If for any reason the website cannot be accessed, it is your responsibility to contact your assigned buyer or regional Supplier Quality for a copy of the current manual.

This manual has been developed to describe and define Auria's requirements and expectations. It is intended to drive consistency in Auria's sourcing and procurement activities at the global level.

Our aim is to create a favorable business environment for both Auria and our suppliers. Together we will strive towards exceptional customer satisfaction in an environment that supports continually improving costs, quality, corporate social responsibility, efficiencies, productivity, and ultimately profits.

Auria recognizes its production, non-production, and service supply base as an extension of its business and the need for consistent suppliers on a global basis for sustainable collaboration.

3.0 Supplier Communication to Auria

It is required that all suppliers meet or exceed the following:

- Supplier communication to Auria will be pro-active and will include notification of all sub-suppliers / sub-contractor issues that could affect Auria or its customers. All communications to Auria Corporate office will be in English.
- Suppliers can communicate to Auria in another language if this is agreed upon in advance between the Auria SQE and the Auria Corporate Buyer in writing.
- It is Auria's expectation and the responsibility of the awarded supplier that all Auria and any applicable customer specific requirements and any changes made to awarded products are cascaded down to their sub-suppliers, including pass through parts. Failure to meet this expectation could result in the one or more of the following:
 - Reflection in awarded supplier's monthly scorecard, under "Customer Satisfaction"
 - On-site audit of the awarded and sub-supplier for conformance to required quality management system
- All requests for authorization of any proposed material, process changes, or moves of production locations (including internal moves, i.e. from one machine to another that was not originally submitted) must be submitted in writing 60 days in advance to your respective Auria buyer.
- Early notification of any potential supply / capacity issues must be communicated in writing to your Auria buyer.
- Contingency planning strategies must be in place for all manufacturing facilities that ship to Auria. They must be available for review upon request by either your Auria Corporate Buyer or Corporate SQE. Contingency plans are also subject to audit evaluation, as part of our conformance to the IATF 16949 quality standard (6.1.2.3 – Contingency Plans), VDA, and any other customer specific requirements (CSR's).
- Upon completion of a program, suppliers must ensure that all tooling is clearly identified and properly stored to prevent damage and is readily available to meet any service requirements.
- All tools, molds, dies, fixtures specific to the Auria program, either directly paid for by Auria or included in the piece price, are property of Auria and/or Auria's Customer. Auria reserves the right to document ownership and possessory rights for tools and other property under a bailment agreement in addition to the bailment terms in Auria's Purchase Order Terms & Conditions.
- Suppliers must acknowledge that the achievement of Zero Defects is a fundamental objective for quality and 100% on-time delivery performance. Suppliers are required to monitor their performance via the corporate scorecards within SQTS. Evidence of corrective actions to high PPMs per month, such as action plans or other tools, are to be made available upon request.

- Suppliers are required to monitor the Supplier Quality Tracking System (SQTS) for any Quality Notices (QNs) that have been issued. It is the responsibility of suppliers to answer and provide objective evidence to any concern that has been raised through the QN process. It is also the responsibility of suppliers to obtain access to the SQTS, and all other web-applications required. Access can be requested by contacting supplier support: <https://www.auriasolutions.com/suppliers/#tab-1499966287648-5-7>.
- The Auria Supply Chain Compliance program conducted by Assent Inc. verifies Materials and Environmental, Social and Governance (ESG) matters. Suppliers are required to engage within Assent and respond to their requests promptly. Please reference section 9 for further details. The commitment of Auria’s suppliers to meet their social and environmental responsibilities is an essential prerequisite for ongoing business with Auria. It is imperative that all suppliers uphold these principles and enforce them throughout their entire supply chain to ensure business and procurement activities are conducted ethically and responsibly.
- Risk management:
To ensure ethical and environmentally responsible practices, we require our suppliers to have a comprehensive management system in place for conducting corporate due diligence. This system must extend not only within your own organization, but also to your direct suppliers. This refers to various measures such as contractual agreements, a procurement policy for sustainable suppliers, and audits, among others. Suppliers shall pass on sustainability requirements in accordance with this Supplier Requirements Manual to its suppliers, covering at least the following topics: prohibition of child labor; young workers; wages and benefits; working hours; prohibition of modern slavery; freedom of association and collective bargaining; ethical recruiting; non-discrimination and harassment; women’s rights; diversity, equity, and inclusion; rights of minorities and indigenous peoples; land, forest, and water rights and forced eviction; health and safety; anticorruption and anti-money laundering; data protection and data security; financial responsibility; disclosure of information; fair competition and anti-trust; conflicts of interest; counterfeit parts; improper use of private or public security forces; product conformity and product safety; intellectual property; export controls and economic sanctions; whistleblowing and protection against retaliation; GHG emissions reporting; CO2e reduction; energy efficiency; renewable energy; water quality, consumption & management; air quality; noise emissions; responsible chemical management; sustainable resources management; waste reduction; biodiversity, land use and deforestation; soil quality.

Suppliers shall communicate these requirements through one or more means such as terms and conditions, supplier training, a Supplier Code of Conduct / Supplier Sustainability Policy, and on the company website / supplier portal.

4.0 Registration to Auria’s PLEX & Supplier Quality Tracking System (SQTS)

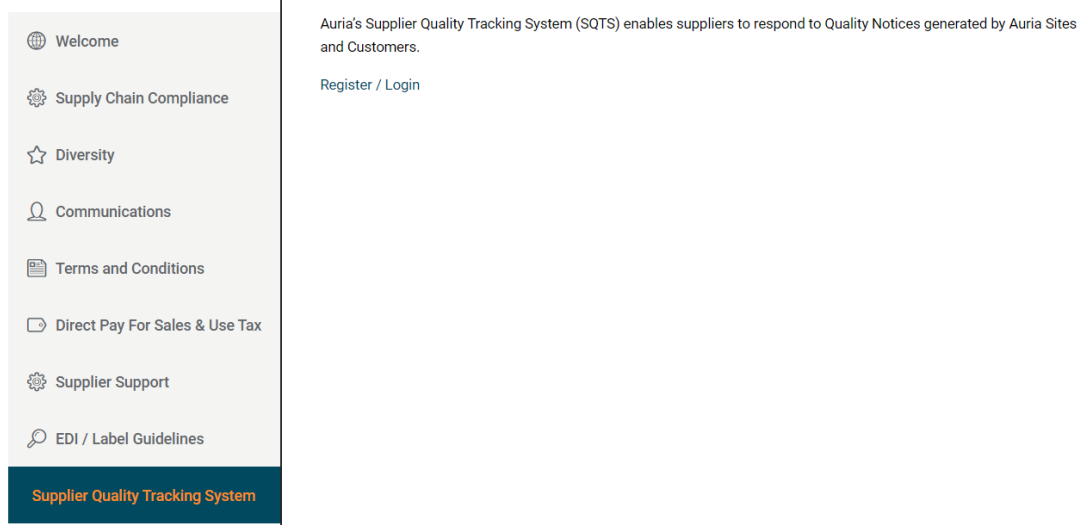
All suppliers are required to register a supplier administrator for access to the Auria ERP and SQTS applications.

Your supplier administrator will be responsible for assigning user access ID’s and passwords for your company to access the Auria Procurement applications, which include:

- Supplier Quality Tracking System (SQTS)
- Online Quotes if requested
- Diversity Reporting

- Portal (Web) EDI (in the event Direct EDI is not available)

To register an administrator for your company, access the Auria website (<https://www.auriasolutions.com/suppliers/>).



Under EDI / Label Guidelines please find the Supplier Portal User Guide for information:



Plex access ID's will be provided by the PLEX Security Admin. This can be accomplished using the following email to Auria IT: SPortalAccess@auriasolutions.com cc: Procurement@auriasolutions.com; Corporate Buyer.

A PLEX Supplier Access Request form will be sent to you for completion. Return to the document to Auria and it will be processed for approvals and access.

Once complete, the PLEX system administrator will send you, via secure email your access credentials.

5.0 External Production Supplier Electronic Data Interchange Requirements (EDI)

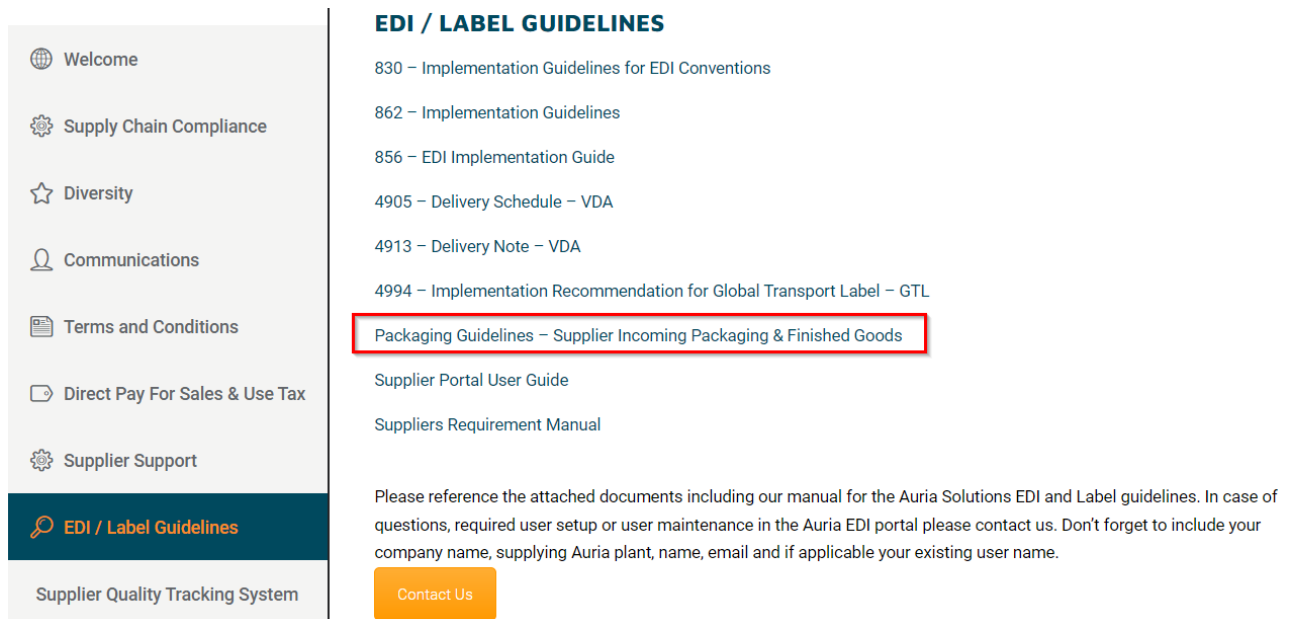
All suppliers providing raw materials, parts, assemblies and components to any Auria plant are required to support EDI. If you are not EDI capable, Auria offers free access to WEB EDI via the AURIA Plex ERP Portal (available where Plex has already been deployed).

For additional information on the AURIA EDI process, please refer to the Auria Supplier Portal online: <https://www.auriasolutions.com/suppliers/>.



6.0 Documentation / Customs, Import and Freight

For information on Customs, Packaging and Import, refer to the online Auria Supplier Portal: <https://www.auriasolutions.com/suppliers/> under the EDI and Label guidelines.



In the event Auria is freight responsible, suppliers are required to use the directed transport and customs provider as shown below for EU and NA. For detailed information please go to <https://www.auriasolutions.com/suppliers/> and review the EDI/ Label Guidelines.

EUROPE

Freight

All EU Road Transports to be booked at our 4PL Partner EWALS Logistics Control (ELC)



European Road Transportations

- LTL Trucks
- Groupage Shipments
- FTL Loads
- Express Solutions

Ewals Logistics Control B.V.

Arienstraat 61-63
 5931 Tegelen , Netherlands
Auria@e-lc.biz
 Tel: +31 77 320 2220
 24/7 : +31 77 320 2330

Click on the link below and fill in all details. Send to Auria@e-lc.biz
[Booking Template EU Road Transport Auria _ELC](#)

Or call ELC directly under +31 77 320 2220 to take your freight request / booking

CUSTOMS

Broker Contact:

Gaston Schul
 Email: controltower@gaston-schul.com
 Business hours: Mo- Fr. 08.00 h– 17.00 h

Clearance request / Ordering:

All orders send to : controltower@gaston-schul.com
 Reference/ Subject: Auria Solution + name of the location / plant, your Ref./ PO,
 possibly container / ocean vessel nr.

Attach all required documents:

- Commercial Invoice
- Packing list
- ATB Number

North America

CUSTOMS Auria's North American Customs Broker Info

US & Canada
 Buckland Global Trade Services
 1915 Dove Street
 Port Huron, MI 48060 USA
 Phone (810) 966-1480

Email:

Ground Shipments to the US from Canada OpsHO@Buckland.com
 Ground Shipments to the US from Mexico NB_Incoming@Buckland.com
 Ground Shipments to Canada OpsWO@Buckland.com

Air/Ocean Shipments
 Copy

AO_Incoming@Buckland.com
James.Underhill@AuriaSolutions.com
Ana.Medina@AuriaSolutions.com

Mexico

MexAuria Solutions, S de RL de CV
 C/O Buckland Global Trade Services
 10302 Interstate 35
 Laredo, TX 78045
 Phone (956) 724-4463
 Email:

Ground & Rail shipments into Mexico
 Ocean shipments into Mexico
 Copy

MexAuria@Buckland.com
MXOceanBGTS@Buckland.com
MMejia@Buckland.com
Ana.Medina@AuriaSolutions.com

Reference / Subject: Shipment Reference #, Auria Plant, PO#

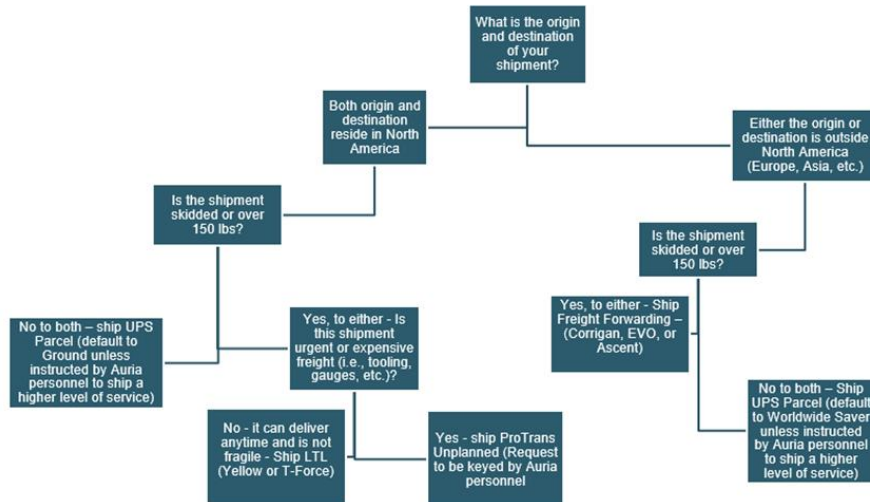
Attach all required documents:

- Commercial invoice
- Packing slip
- BOL/MBL,
- Arrival notice (if applicable),
- Certificate of origin (if applicable)

FREIGHT

Auria North American Transportation Routing Instructions
 USMCA (US, Mexico, and Canada) Regional Transportation contact:
AuriaSCM@ProTrans.com
 International Transportation (outside the USCMA Region) contact:
 Elsa Rocha Elsa.Rocha@AuriaSolutions.com
 Jim Underhill James.Underhill@AuriaSolutions.com

**Quick Reference Guide
 Auria North America Shipments**



7.0 Supplier Quality Registration and 3rd Party Customer Approval Guidelines

Auria is certified to the IATF 16949 and all applicable customer specific requirements as they apply to our automotive production and relevant service parts organization.

- The Auria quality certification requirement for all approved production supplier manufacturing locations is 3rd party certification to either IATF 16949 or ISO 9001:2015.
- 3rd Party Customer approvals also include such audits as BIQS (GM) and VDA audits.
- Registration to ISO17025 is required for all 3rd party / sub-contracted service providers that are being utilized for the purpose of calibration, and/or lab services.
- Example: When a tool shop requires a calibration service to be performed on a gage and/or secondary equipment the contracted provider must be certified to ISO17025 or equivalent standard.

IMPORTANT NOTE:

Registration to ISO 9001:2015 is only acceptable for those production suppliers who do not meet the applicability requirements of IATF 16949 as described below or as an interim step to achieving IATF certification.

Production suppliers that are not 3rd party certified to these standards shall be required to submit self-audits to Auria Corporate Supplier Quality upon request. If performance warrants, physical on-site review will be conducted. All on-site audits will be conducted in accordance with the physical location of the supplier. Based on the customer requirement, Auria will audit per the VDA 6.3 or the Corporate Supplier Audit form.

- Suppliers are also required to submit renewed certifications for each manufacturing location, at time of renewal.
- Information on all certificates must match the name and address of record of the manufacturing location. See submission information below.

Applicability Requirements:

IATF 16949 applies to organizations that manufacture products that end up in the final vehicle assembly, including:

- Production Materials
- Production or Service Parts
- Assemblies
- Heat Treating, Welding, or Molding processes

Submission of your current / renewed quality certificate and transition plans should be sent to your respective buyer or regional Corporate Supplier Quality.

- All Auria production suppliers are required to establish documents and implement effective production, quality, and management systems compliant with the above outlined requirements, including all customer specified requirements.
- Auria reserves the right to verify a supplier's manufacturing location for site compliance to the requirements defined within the manual by performing on-site audits, by a designated Auria Representative. For those suppliers identified as having a high impact to safety, fit,

form, function, quality, and/or customer down-time.

- 3rd party certification does not relieve the supplier of the full responsibility for the quality of the product(s) supplied.
- Auria requires all production suppliers to monitor their sub-supplier's quality management systems per VDA6.3 P5 and/or IATF Clause 8.4 (Control of externally provided processes, products, and services). This includes suppliers that are not currently registered to either ISO 9001:2015 or IATF 16949.
 - Verification of sub-supplier's 3rd party certification includes obtaining a copy of the valid registration certificate and receiving updates as certificates expire.
 - Documented evidence of sub-supplier compliance must be available for review upon request.
 - If a sub-supplier provides a proprietary material, is not registered and/or on-site verification is very impractical (limited resources and/or location), exceptions must be documented and approved by an authorized representative of Auria Procurement.
- In conjunction with VDA and/or IATF standards Auria is required to ensure that our customer specific requirements are properly cascaded down through the supply base. It is required that all suppliers and the plant representatives have access to the most current customer-specific requirement
 - <https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/>
 - Plant representative: Is required to identify and communicate with their respective supplier all customer-specific requirements and ensure their compliance to this requirement.
 - Corporate Supplier Quality: During the course of any on-site audit they will verify and validate compliance to the appropriate customer-specific requirement. In addition, supplier quality will provide insight and support to the plant / supplier to ensure compliance to the appropriate customer-specific requirement when called upon to do so.

8.0 Environment Occupational Health & Safety Requirements

All Auria suppliers are expected to work proactively with Auria to reduce the environmental footprint of Auria's products and comply with the environmental requirements of our customers and those countries in which Auria operates.

Auria is ensuring that our suppliers are following standards, laws, and regulations (for their local region) to promote ongoing continuous improvement within the workplace environment and avoid human rights violations. Therefore, suppliers that support any of Auria's European locations are required to have an effective environmental management program in place. Either a 3rd party registration to the International Environmental Management Standard (ISO 14001) and Occupational Health & Safety (OH&S) ISO45001 **or** a Responsible Care Management System. Even though registration to ISO14001 and ISO45001 is not a requirement for Auria's North American suppliers, we recommend that all suppliers have an effective environmental management

and occupational health & safety program in each facility, which can be verified during an onsite visit by Auria representatives.

Suppliers are required to submit copies of all certificates and/or renewed certificates to their respective buyer or regional Corporate Supplier Quality.

Assent Inc. and Auria will reach out the supply base in form of surveys and certificate collection. Please ensure your correct regulatory team and contact information is on file at Auria and Assent.

9.0 Sustainability/Environmental-Social-Governance (ESG), Code of Conduct, and Conflict Mineral Requirements

Auria manages, through our partner Assent Inc., the Auria compliance program including the following requirements:

- All suppliers are expected to be compliant with the environmental directives of our customers and applicable legal requirements including Product Material Content and Recyclability (PMCR-IMDS) and REACH (Registration, Evaluation, Authorization and Restriction of Chemicals). REACH is only applicable to the European supply base, including the UK, and suppliers must be compliant with all required reporting activities, including any changes or updates.
- It is Auria's goal to ensure that all suppliers are aware of the conflict mineral rule under the Dodd-Frank Wall Street Reform and Consumer Protection Act. This rule imposes a reporting requirement on certain US manufacturers and contract manufacturers that file with the SEC. If conflict minerals are necessary to the functionality or production of the productions of the SEC reporting manufacturer, the manufacturer must disclose whether their products contain conflict minerals (gold, tin, tantalum, and tungsten) from the Democratic Republic of the Congo (DRC) or an adjoining country. All suppliers are required to complete the Conflict Minerals Reporting Template (CMRT) on an annual basis. Specific inquiries will be addressed to the individual suppliers. Further information is available on the A.I.A.G website (www.aiag.org) and VDA website (<https://www.vda.de/en>). Supplier must comply with any changes or updates to conflict mineral rules.
- Auria prohibits the use of PFAS / Per- and Polyfluoropolyether materials for any of its products or processes.

Being Compliant:

Auria holds our supply base to the same standard we commit to our customers and communities. The self-assessment survey, Environmental Social Governance (ESG), engages our suppliers to raise awareness and act responsible, and to provide visibility and guide sustainable growth. Additionally, we expect suppliers to avoid any activities that may cause harmful changes to soil quality, water, and air pollution, excessive noise emissions, and excessive water consumption, which may significantly impair surrounding ecosystems.

It is imperative that all our suppliers work in accordance with all applicable health, safety, human rights, and laws and regulations.

- **Commitment to Principles.** Auria is committed to the Environmental, Social and Governance (ESG) and Business Code of Conduct principles and expect the same commitment from our suppliers and their own Tier-1 suppliers.
- **Financial Responsibility.** Auria Suppliers shall adhere to accurate legal accounting practices and recordkeeping.
- **Corruption and Money Laundering.** Auria Suppliers shall not offer or accept any form of bribery, corruption, extortion, or embezzlement, and will not make illegal payments directly or indirectly. Suppliers must implement monitoring and enforcement procedures to ensure compliance with anti-corruption laws.
- **Export Controls and Economic Sanctions:** Auria Suppliers shall legally control exports and imports, adhere to embargos, and comply with all applicable laws governing international trade.
- **Avoid Conflicts of Interest.** Supplier shall provide Buyer written notice immediately upon becoming aware of a potential conflict of interest, including payment offers or employment opportunities
- **Fair Competition and Anti-Trust.** Suppliers shall conduct fair business practice under applicable anti-trust and cartel laws.
- **Counterfeit Parts.** Suppliers shall obey copyright and intellectual property laws.
- **Data Protection and Data Security.** Suppliers shall practice safekeeping of all data including personal information and confidential records to prevent its misuse, fraud, theft or wrongful disclosure.
- **Environmental Policy.** Suppliers shall maintain a policy and control mechanisms for environmental aspects, such as a certified environmental management system including internal training. Supplier must verify that all products meet regulatory requirements and are properly labeled according to quality and safety standards.
- **Diversity, Equity and Inclusion.** Supplier shall respect its employees' right to freedom of association. Supplier shall provide equal employment opportunity and practice diversity, equity and inclusion.
- **Non-Discrimination and Harassment.** Supplier shall not permit harassment, abuse, corporal punishment, or inhumane treatment.
- **Child Labor and Young Workers.** Supplier prohibits employment of any children under 15 or as otherwise prohibited by law or regulation except as government approved job training, apprenticeship or similar program
- **Fair Treatment and Labor Rights.** Supplier shall conform to all labor rights laws and regulations including wages, working hours and benefits.
- **Modern Slavery.** Supplier must adhere to the UK Modern Slavery Act 2015 which refers to the deprivation of fundamental human rights, including freedom from forced labor and the right to liberty, for the purpose of personal or commercial gain.
- **Rights of Minorities and Indigenous Peoples**
- Supplier shall uphold rights related to land, water, and resources as per applicable law. The rights of Indigenous peoples and local communities are of utmost importance and shall be honored, advanced, and safeguarded at every stage of the supply chain in compliance with the 'UN Declaration on the Rights of Indigenous Peoples'.
- **Freedom of Association and Collective Bargaining.** Supplier shall permit workers to associate freely, bargain collectively, and seek representation under local laws.
- **Women's and Children's Rights.** Supplier must observe the United Nations Convention on the rights of women and children.
- **Disclosure of Information.** Suppliers must be committed to transparency, provide full disclosure of all materials within their products when requested, and shall report issues that could negatively affect safety, regulatory compliance, or quality.

- **Training of Human Rights and Working Conditions.** Supplier shall provide continuous education to prevent human rights abuses and to achieve a just society in which the human rights of all persons are valued and respected.
- **Binding requirements toward tier-1 suppliers to pass on standards along the supply chain**
- **Biodiversity, land use and deforestation**
At Auria, we are dedicated to stopping deforestation and the conversion of natural ecosystems in our supply chains. We hold our suppliers accountable for safeguarding natural ecosystems and preventing the destruction, deforestation, or harm of natural woodlands and other natural ecosystems.
- **Decarbonization**
Auria established a goal to decrease CO₂e emissions throughout the entire life cycle of its products. Suppliers who wish to work with us must commit to implementing measures to reduce both their direct and indirect CO₂e emissions, including those in their upstream value chain. These measures may include using green electricity and secondary materials or biomaterials.
During the nomination process, specific decarbonization requirements will be identified and detailed in the contract. It is crucial that suppliers comply with these requirements, which will be reviewed annually. We expect suppliers to be transparent about their emissions and those of their upstream supply chains. Additionally, suppliers should conduct life cycle assessments (LCA) and set reduction targets for yourself and your supply chain.
- **Land, Forest and Water Rights and Forced Eviction**
As a supplier, it is important to respect the law and not engage in land theft. Additionally, when acquiring, building on, or using land, forests, and waters that serve as someone's livelihood, it is crucial to avoid any unlawful eviction.
- **Animal Welfare**
Auria requires suppliers who handle animal products to follow animal welfare standards and best practices throughout their supply chain. We require our suppliers to prioritize non-animal testing methods unless otherwise legally required. In any case, you shall follow all applicable animal protection and animal testing rules, e.g., the German Animal Protection Law or the EU Directive 2010/63
- **Improper use of private or public security forces**
Suppliers must follow all regulations against harassment, abuse, and any violent actions in the workplace. Specifically, suppliers must adhere to the restriction on employing private or public security forces to safeguard a business project if the company fails to provide proper guidance or supervision. This is to prevent torture and brutal, inhumane, or degrading treatment by security personnel. Furthermore, you must avoid causing harm to any individual's life or health in any way while supplying Auria.

It is the responsibility of the supply base to adhere, report, and maintain records of compliance to Auria's Sustainability and Conflict Mineral requirements as established by Auria its Corporate Sustainability goals located on our website <https://www.auriasolutions.com/about/>

- If you are a new supplier to Auria, then the questionnaires are required to be completed and returned for review along with the signed acknowledgement page of this manual.
- All Auria supplier are responsible for cascading these requirements down to their respective sub-suppliers and the collection of data from the said sub-suppliers.
- Failure to comply will be reflected in the supplier's monthly scorecard performance as

measured in “Customer Satisfaction”.

Sustainability: In an effort to comply with our customer specific requirements and expectations Supplier are required to complete our Environmental, Social and Governance (ESG) Survey managed by Assent Inc. The ESG survey includes the acknowledgement of Auria’s Code of Conduct and our Supplier Requirements Manual, renewed every three years and submitted to the AURIA regional SQA for review. If required, further instructions will be provided.

- The survey must be completed within 30-days of receipt.
- Failure to complete, disclose, or provide fraudulent information will result in a non-compliance and suppliers may be subject to an on-site audit to verify compliance.

Energy Management: Auria is committed to continuously finding ways to reduce our energy consumption, improve energy efficiencies, and comply with regulatory requirements and legal commitments.

We expect our suppliers to participate in the following principles:

- Energy awareness for all employees and business processes
- Commitment to improving energy efficiency and reducing consumption
- Evaluation of processes, with respect to energy efficiency and consumption
- Implementing energy enhancing programs
- Purchasing of energy efficient products and services
- Commitment to renewable energy sources and increasing renewable energy share in utilization year by year.

10.0 Product Materials Content Recyclability Reporting (PMCR-IMDS-REACH)

Product material content, recyclability, weight, and other information is to be reported via IMDS in North America, India, and Asia and REACH in Europe. Product containing substances of concern that are restricted and/or prohibited must comply with current legal customer requirements. Life cycle assessments (LCA) data must also be required for specific programs.

In addition, it is the expectation to work in accordance to local laws and requirements including health, safety and environment, e.g. information for hazardous materials in use, information for safety of machinery.

All suppliers must provide evidence of product data submission acceptance by Auria with every PPAP submission, or as requested. A copy of the printout or screen shot of the Recipient Data from the Auria IMDS / REACH Site (66187 for NA, India, and Asia / 55789 for Europe) is the only valid evidence of acceptable submission. The part numbers in the acceptance note must match the part numbers submitted for PPAP or other approval. PPAP or other approvals will not be granted for the parts not accompanying this documentation. Auria suppliers are responsible for cascading this requirement and collecting data from their respective sub-suppliers. Failure to comply to the requirements in this manual will be reflected in the supplier’s monthly scorecard performance and may include the consequence of termination of the supply relationship.

As required, all Auria suppliers must re-submit their part to Auria for re-approval per IMDS / REACH and any applicable customer requirements.

REACH: https://europa.eu/youreurope/business/product/chemicals-reach/index_en.htm

IMDS: <https://www.mdsystem.com/imdsnt/startpage/index.jsp>

In addition to Assent Inc., Auria partners with Rapid Global Business Solutions, Inc. (RGBSI) to solicit IMDS submissions. In case of questions, contact your responsible Auria SQA or Auria Plant Quality Manager for support.

11.0 Supplier Quality Tracking System (SQTS)

SQTS is Auria's Global Supplier Quality Tracking System for reporting and resolving supplier quality, delivery, warranty, and customer satisfaction issues. It is an online 8D system that provides a standardized method of issuing and tracking Quality Notices (QN's) to all suppliers. The system was designed with open fields for input and follows a disciplined problem-solving methodology. Suppliers must respond to QN's that are entered into the system.

Data collected in the SQTS database is used to generate both monthly scorecards and metric reports.

QN's created for quality, delivery, warranty, or customer satisfaction issues represent the number of Written Complaints on each suppliers' scorecard.

The number of rejects in a quality QN will be used in the calculation of a supplier's PPM. This will be on each suppliers' scorecard.

Requirements:

- All suppliers must have a Supplier System Administrator and have a minimum of two contacts registered with access to the system at each of their shipping/manufacturing locations.
- There are two types of corrective actions that can be assigned.
 1. **Initial Response Only (Red Font)**
 2. **Full 8-D (Blue Font)**
- Initial Response: Applies to both types of corrective actions. Initial response is due within 24hrs of the QN notification (designated supplier representative should monitor the system daily). QN notification should come via email to all registered users.
- Containment Action / Validation and Verification / Containment Break (Certified Breakpoint): Applies to both types of corrective actions. These fields must be completed as it is a part of the initial response and is due within 24hrs of the QN notification.
- Goods Inspected / Sorted for both Internal and External: Quantities need to be completed.
- Permanent Corrective Action: Implementation for all corrective actions is to be completed as quickly as possible with verification of effectiveness to be complete within 30 days of the initial response. Root Cause Analysis (RCA) is typically due within 72hrs after QN initial response has been accepted by the issuing Auria plant, or as designated by Auria plant QE based on the issue complexity. Evidence of implementation / validation & verification is required before any 8-D can be closed.

Initial Response Fields:

Supplier Data Entry

[Dispute?](#)

[Part Number Cross Reference](#)

[Part Number Cross Reference](#)

[Supplier Problem Description](#)

| Name | Role | Phone | Email |
|------|------|-------|-------|
| | | | |

[Containment Action Description](#)

Target Implementation Date

Actual Implementation Date

[Containment Verification/Validation](#)

[Containment Break?](#)

| Goods Inspected/Sorted - In House | Goods Inspected/Sorted - External |
|---|---|
| Qty Suspect | Qty Suspect |
| Qty Inspected | Qty Inspected |
| Qty Defective | Qty Defective |
| Qty Reworked | Qty Reworked |

Full 8-D Fields:

[Root Cause Description](#)

[Root Cause Verification Description](#)

[Escape Point Description](#)

[Permanent Corrective Action Description](#)

[Target Implementation Date](#)

[Actual Implementation Date](#)

[Verification and Validation Description](#)

[Preventive Action Description](#)

[Target Implementation Date](#)

[Actual Implementation Date](#)

[Other Applications](#)

12.0 Quality Notice Chargeback/Cost Recovery Systems:

In general, suppliers are responsible for all costs associated with Quality, Packaging, and Delivery nonconformance, as further set forth in the Auria Purchase Order Terms & Conditions. This may include but is not limited to investigation, reporting, containment, sorting, rework, disposition and re-supply of conforming material charged back to you at the established rates by AURIA SQE.

External Suppliers – Charges to external suppliers will be based on local rates of the affected AURIA manufacturing location and rates for outside services, as applicable. The following guidelines shall apply for charge backs to external suppliers:

- **Administrative charge** - each QN will have an administrative charge of 2 hours minimum covering collection of data and documentation of the quality incident/spill.
- **Other charges** – all charges and costs, including, without limitation, the following types of charges will be calculated on the actual time / outside services costs incurred for the associated action:
 1. Rework / repair / replace of goods
 2. Overtime to avoid production interruption
 3. Production down time for AURIA and its end customer
 4. On-line containment
 5. Disposition of supplier fault scrap
 6. Sorting of suspect material in house, at customer location or third-party warehouse and contractor costs
 7. Tear down (minor, major, and complete) and testing
 8. Customer returns including hourly charges, transportation and on-site inspection services
 9. Receiving inspection, material handling and freight associated with scrap and replacement material
 10. Premium freight costs including air charter if required

13.0 Production Supplier Performance

To meet the VDA and/or IATF 16949 requirements for measuring supplier performance, the SQTS system generates monthly scorecards and metrics reports. With the uses of composite measures, this covers a various aspects of supplier performance.

These performance metrics provide:

- Key Performance Indicator (KPIs) records for quality, delivery, written complaints, and customer satisfaction scores.
- Recognition of exceptional supplier performance.
- Improved communication on performance issues.
- Objective data for use in Supplier Management and Auria sourcing decisions.
- Opportunities for continuous improvement.

The performance metrics are based on monthly receipt data and QN's issues in the SQTS system by Auria receiving plants.

Auria conducts internal quality meetings at their manufacturing facilities and corporate offices. Suppliers that do not meet the expectations are required to attend and present containment / corrective actions. These suppliers are identified based on the following deliverables:

- Performance History of Repetitive Quality Issues
- Responsiveness to Concerns
- Severity of Issues
- Warranty Issues

Supplier representatives are required to download their monthly corporate scorecard each month. In the event of data discrepancy, please submit the report to the individual Auria Plant providing the data. Auria score is a summary of:

1. Quality Rejects (Max 30 Points)
2. Written Concern Submissions (Max 25 Points)
3. Delivery Rating (Max 20 Points)
4. Customer Satisfaction (Max 15 Points)
5. Warranty Performance (Max 10 Points)

| Rating Scale | | |
|--------------|-------------------|--|
| Score | Status | Action |
| 90 - 100 | Green / A Status | No Action Required |
| 75 - 89 | Yellow / B Status | Investigation into Status, Planned Improvements / Corrective Actions Submitted to the Plant and/or Corp. SQE |
| 74 - 0 | Red / C Status | Required actions led by Auria Procurement team, which may include on-site supplier visits, on-site audits, new business hold, and potential resourcing to other suppliers. |

Production suppliers are required to submit written notification to the receiving Auria plant(s) and their respective buyer for the following information:

- All changes to a suppliers' "Remit To" information
- Copies of all updated 3rd party certification with expiration dates for each manufacturing site that ships to Auria.
- Any changes in direct or indirect ownership of the company / corporation.
- Copies of notification of 3rd party containment.

14.0 Pre-Production and New Product Launch Requirements (APQP)

All production suppliers involved in pre-production and new product launches are required to produce advanced quality plans, where applicable, to support the development of new products and/or services, in accordance with the guidelines defined in the AIAG – APQP Manual or VDA, depending on the product / customer specific requirements.

Supplemental Requirements:

Please reference section 4.0 as suppliers are required to establish

- Direct EDI or alternatively Portal (Web) EDI for
- Support Procurement quote activities if required via the Auria Plex Software

15.0 Launch Readiness Measures

Prototype Production / Testing Requirements:

For prototype parts, a prototype inspection report must be presented for first delivery and for changes made to the parts. AIAG or VDA Vol.2 initial sample form must be used according to the requirements defined by Auria. All drawing characteristics, and/or extent of modifications for at least one part must be verified. In individual cases, any additional required documents will be specified by the responsible Auria department.

Pre-Launch Production Trial Run:

All suppliers are required to perform a production trial run (run @ rate) prior to PPAP submission. This will be done to confirm that a suppliers' actual production process is able to meet program volumes at an acceptable quality level.

The regional corporate supplier quality team will coordinate with suppliers and program management to ensure that the proper paperwork and process is followed. As required, the regional corporate supplier quality team will be present during the run @ rate to ensure integrity of the data provided.

Supplier's process must be able to produce 100% + 15% of the quoted volumes using production tools and equipment and within the actual manufacturing site and process. The additional 15% includes the Max Flex volumes projected by the OEM. Prior to production release, a full capacity verification needs to be successfully performed (i.e.; 300 parts or 3 hrs., run@rate, or 2-day production), whereas the process capability for all determined criteria has been confirmed. Arrangements regarding modifications can only be made in agreement with the customer.

If the regional corporate supplier quality team is not present during the scheduled run @ rate, then it is the responsibility of suppliers to ensure that the completed form is returned to the program management team and the regional corporate supplier quality team for final approval.

Suppliers are required to their sub-suppliers have completed and submitted a run @ rate. Documentation of approved run @ rate is to be submitted to suppliers at time of PPAP. All documents are to be retained and available to Auria upon request.

Launch Support:

At any time during the launch of a product at any Auria production facility, a supplier may need to require on-site support. Supplier's selected representative(s) must be knowledgeable, capable, and empowered to make all appropriate decisions. At times, this coverage may include the off shifts. The selected representative(s) must be able to accommodate as needed by the Auria manufacturing plant.

Tooling Identification & Manufacture:

All tooling, fixtures, gages, assembly aids, and/or equipment (defined as tooling or secondaries) that have been authorized by the issuance of an Auria purchase order or that are identified as dedicated tools and/or secondaries by an OEM customer must be identified and documented in accordance with the OEM customer's requirements.

No tooling payment submission will be accepted without the appropriate identification and documentation. For specific requirements refer to the "Auria Solutions – Supplemental Tooling and Equipment Terms" located on the Auria website, Terms and Conditions (<https://www.auriasolutions.com/suppliers/#tab-1411638321932-3-6>).

16.0 Production Part Approval Process (PPAP) / EMPB:

All production suppliers are required to obtain PPAP approval from the Auria manufacturing facility per the AIAG or VDA requirements, according to the latest revision level. Timing for approval will be based on the requirements of the Auria manufacturing facilities quality engineer responsible for that program. The appropriate customer specific requirements are valid to you.

PPAP Samples / Master Samples are to be sent to the Auria Plant Quality Engineer / Quality Manager with the appropriate test reports or other required approvals. Make sure that when sending samples, that the box identifies the designated recipient.

For appearance related items: The PPAP samples shall include:

- Signed off master sample along with the associated color data
- Copy of the customer approved AAR.
- If applicable, any engineering or material approvals provided by the customer

At any time, during the life of the program new samples and PPAP approval is required in the event of the one or more of the following:

- New product / materials
- Changes to current product / materials
- Changes in sub-supplier (where applicable)
- Changes in specifications / customer requirements
- Changes in production conditions / process changes / location changes (including from one machine to another that was not previously approved)
- A prolonged discontinuation of production (longer than one year)
- Any other reason or requirement from an Auria customer

Unless otherwise specified by the Auria manufacturing plant, all PPAP's will be submitted at the Level 3 criteria.

Unless otherwise specified by the Auria manufacturing plant, annual layouts are required to verify continuing conformance on all parts and components and all testing methods require SQE approval.

Data collected shall be retained for the life of the program + 10 year or as required by the customer and shall be available upon request by any Auria authorized personnel.

If the Auria manufacturing plant is required to submit PPAP to its customer, all suppliers are required to submit PMCRR-IMDS or REACH, depending on the program, customer, and country of origin. Where applicable, suppliers may not submit any PPAP data that is more than 364 days old at the time of submission to the Auria manufacturing facility.

Auria manufacturing facilities, plant quality engineer / quality manager, and/or the regional corporate supplier quality team reserves the right to reject, interim approve, or approve any PPAP submitted as defined by the requirements in either the AIAG or VDA manuals, and/or customer requirements. If PPAP has been rejected or given interim approval, the requesting / responsible party shall notify suppliers of what needs to be corrected or conditions for full approval. All corrections are to be submitted back to the requesting / responsibility party within an agreed upon timing plan.

PPAP's that are over one year old are to be updated upon request by the Auria manufacturing plant, regardless of a supplier's business relationship at the time of the request (i.e.; customer directed supplier) with Auria's customer.

Quality PPAP Documentation:

- **FMEA / Control Plan / Process Flow Diagram**

Are to be developed in accordance with the appropriate / latest version of AIAG-VDA harmonized FMEA handbook. All documents shall be established for each phase of the project, according to the assigned AIAG or VDA nomenclature.

- **Measurement System Analysis (MSA)**

Must be verified for all planned measuring equipment. The entire measuring process and tolerance of characteristics to be measured must be taken into consideration. The verification must be performed according to the latest version of the AIAG (MSA) or the VDA Vol. 5 reference manual.

- **Capability studies**

Whether machine and/or process, must be performed according to the requirements defined in the AIAG (SPC) or VDA Vol. 4 reference manuals.

- **Process Capabilities**

Are to be carried out at supplier's manufacturing location. These studies are to be analyzed for features that will influence the functionality, security, and / or the decisive quality factors.

1. Pre-production capabilities: Are based on the parameters achieving process capability of $pp>1.67$ and estimated process capability characteristic value of $Ppk>1.67$.
2. Production capabilities: Are achieved when continuous process capability of the series parameters meet the minimum requirement of $cp>1.33$ and the process capability parameters meet the minimum requirement of $Cpk>1.33$.
3. The parameters are documented in control charts which are either manually entered or completed by a statistical software. Verified during on-going production.
4. If the baseline parameters are not achievable, all possibilities of process optimizing must be implemented and suitable test procedures must be applied to achieve the quality goal.
5. Verification of the process capability takes place; suppliers must take the opportunity

of a special test measurement to avoid delivery of defective parts (i.e.; 100% inspection)

6. Auria reserves the right to request to view and verify statistical process controls, reported results, special test methods, and/or measurements.

- **Certificate of Conformity / Analysis (CoC / CoA)**

Must be submitted to the Auria manufacturing facility on request or otherwise agreed upon between the purchase agreement and/or the plant quality department.

17.0 Production / Manufacturing Phase

- All Product / Process / Location changes require **ADVANCE WRITTEN APPROVAL** from the Auria Buyer and where applicable, the regional corporate supplier quality and / or plant quality representative.
- If process / product changes are required samples will be required for evaluation to determine the potential impact to Auria's manufacturing process. In addition, PPAP samples and PPAP submission will be required, but level of PPAP will be determined by the plant quality representative and/or regional corporate supplier quality representative.
- For all location changes, **ADVANCE WRITTEN APPROVAL** require approval from **ALL** Auria production facilities affected and procurement. Suppliers must submit a completed "Supplier Location / Process Change Request" to their Auria buyer and the Auria receiving plant(s) 30 days in advance to obtain all appropriate approvals. Form is available upon request.
 1. Input from Auria Procurement, Program Management, and the Auria Receiving plant(s) are required for obtaining approval for supplier's location change. If customer approvals are required, then this must be completed, and their requirements met prior to any official move.
 2. Tool move plan must be included. This must include timing the following:
 - ◇ Production Bank Builds
 - ◇ Production Validation Runs / First Off's at new location
 - ◇ Any tooling modifications that may be required
 - ◇ Understanding of Auria's production and service requirements
 - ◇ Any shared tools need to be identified and called out

18.0 Product & People Safety Regulations

For product safety, EU suppliers are required to conform to 2001/95/EG of the European Community.

Suppliers, which deliver safety related parts/products or documented safety critical parts, need to conform to applicable OEM customer specific requirements. All associated documents are subject to auditing and shall be retained as defined in 14.0 – Data & Record Retention.

19.0 Production Supplier Extended Shutdown / Start-up Audit (SESSA)

- When applicable, Auria Procurement and ALL Auria receiving facilities must be **notified in writing** prior to a supplier's extended production shutdown. Suppliers must complete the SESSA audit for all parts / products that are received by any of the Auria receiving facilities.
- The completed audit must be submitted to their Auria buyer with a copy emailed to the Regional SQE (reference SQ contacts above) with subject line: **AUDIT RESPONSE**. Any questions that have an unfavorable answer require an action plan, which must be in place prior to the shutdown period to ensure compliance.
 1. Examples of Extended Shutdown Periods:
 - ◇ Customer Changeovers
 - ◇ Unscheduled Preventative Maintenance
 - ◇ Extended Holiday Closings
 - ◇ Anticipation of Work Stoppage due to Union Contract Negotiations
 - The SESSA audit must be submitted six months prior to the actual Union contract expiration date.
 - ◇ Acts of God
- Copies of the "Supplier Notification of Extended Shutdown/Start-up Audit" are available upon request from your assigned Auria Buyer.

20.0 Preventative Maintenance

It is required that suppliers ensure proper preventative maintenance (where applicable, in accordance to VDI 2890), that all tools, equipment, and installations used are operating and ready for use at any time.

Unless otherwise stipulated in writing, tool maintenance is included in the piece price and cannot be claimed separately. This applies to all Auria tooling and secondaries. For tooling that has been transferred from one supplier to another special terms may be negotiated by the parties.

21.0 Sub-Contractor Development

With the increasing demands of Auria's customers for high quality at a lower cost, the entire supply chain is responsible for increasing quality and contribution to a lower overall cost.

By developing and improving sub-contractors, Auria's production suppliers have the potential to obtain substantial savings to themselves and ultimately, to Auria.

It is Auria's expectation that all Auria production suppliers work closely with their supply base to ensure that the quality level of received product meets Auria's requirements and expectations.

The primary focus is in the communication and documentation of customer requirements, which is achieved through APQP and other various methods and tools. It is through this process that the sub-contractor is informed of customer requirements and expectations.

22.0 External Production Supplier – Controlled Shipping

When non-conforming product has made its way into the Auria's receiving/manufacturing facility typically a Quality Notice (QN) is issued against suppliers via the Supplier Quality Tracking System (SQTS). At times, it may be necessary to implement and require controlled shipping from a supplier's manufacturing location(s) and onsite certification is needed to segregate, contain, and identify conforming and non-conforming products. When that type of situation arises, controlled shipping status will be implemented, and the requirements will be defined by the affected Auria facility.

However, there are additional reasons for an Auria facility to request controlled shipping. It is the responsibility of suppliers and Auria plant to determine all aspects of this process and define the exit criteria.

- Control of engineering changes / product changes / prototypes
- Product validation / verification
- Production launch, controlled shipping will be a part of the safe launch plans
- Top 3 highest FMEA Action Priority (AP)
- Post launch – due to historical failure modes
- Potential high impact customer issues
- FMVSS (Federal Motor Vehicle Safety Standards) requirements / safety related issues

Controlled Shipping – Level I (CS-I)

- Requires suppliers to implement extraordinary inspection of product to contain a specific failure or non-conformance.
- The affected Auria facility will request controlled shipping from the supplier. The plant also has the right to request a 3rd party sorting company to provide support the containment activities on behalf of the supplier.
- CS-I requires suppliers to implement extraordinary inspection of product to contain a non-conforming product spill, major discrepancies which may have been identified during a process / product audit, and/or engineering changes that were approved through the APQP process.
- Containment actions must verify that the requirements are met and approved by the Auria receiving / manufacturing plant.
- Duration and parameters of CS-I will be defined by the Auria receiving / manufacturing plant.
- Incoming product identification / break-point identification will be defined by the Auria receiving / manufacturing plant and as agreed upon by the supplier.
- Inspection methods must be approved by the receiving Auria plant and all containment actions and activities are to be documented and retained in accordance to our Data and Document Retention requirements.
- Suppliers is required to do the following:
 1. Establish a containment process. It can be either in-line in the production process, off-line of the production process, or at the Auria receiving plants facility.
 2. Purge the pipeline of all suspect material.
 3. Establish a clean point with proper tracking and data collection from all sorting activities. Including, material in storage and / or in transit; where applicable.
 4. Have a clear understanding of the requirements.
 5. Notify **ALL** affected Auria facilities, or where applicable, customer facilities that receive the same part, informing them of the non-conformance and provide containment activities as required.
 6. All certified product (product confirmed to be conforming) is to be clearly identified, as agreed upon by the affected Auria plant.

7. Report all findings as defined by the affected Auria plant.
 8. Fast Response methodology is required. All activities, including root cause analysis, corrective measures, implemented corrective measures, validation of corrective measures, updated CP / FMEA and where applicable, process flow are to be submitted as part of the exit criteria.
 9. Exit criteria is based upon long term (typically 30 days but could be longer based upon the results of the containment activities and validation of corrective measures) actions and results. Criteria must be agreed upon between the supplier and affected Auria plant. Once all elements of the exit criteria have been met, the affected Auria plant will notify the supplier that they have successfully exited.
- All additional or incremental costs for the above activities will be paid for by the supplier.

Controlled Shipping – Level II (CS-II)

- Implemented as a result of a supplier not being able to contain the failure within its own facility.
- CS-I inspection will stay in place until exit criteria has been met.
- Requires suppliers to provide an independent 3rd party to separate and inspect product from normal production prior to release for shipment to the receiving Auria plant at supplier's cost.
- Supplier shall issue a PO to the 3rd party inspection source within 24hrs of notification.
- Supplier shall provide adequately trained resources to continue the CS-I inspections.
- If requested by the customer, suppliers must submit corrective action plans to its IATF / ISO registrar for review and/or assessment, with authorization to submit the review / assessment findings to the customer.
- All requirements of CS-I apply to CS-II.
- Requires that all inspection must be done in a separate area, away from point of production, prior to shipment and by an independent 3rd party inspection source.
- Requires that all actions taken have been verified to meet Auria's requirements.
- Requires that all inspection methods and criteria's have been approved by Auria.
- Requires that all containment actions are properly documented in accordance to Auria's requirements.
- If there is evidence of long-term stability, the affected Auria plant can replace CS-II with CS-I, while reserving the right to re-implement CS-II if the situation requires it.
- Failure to meet the exit criteria may result in new business hold (NBH) status.
- All additional or incremental costs for the above activities will be paid for by the supplier.

END