

GENERAL SUPPLIER REQUIREMENTS

Effective from 2010-05-17

1 BUYER

- 1.1 These are the General Supplier Requirements (hereinafter referred to as GSR) of the business company named Toyoda Gosei Czech, s.r.o. (hereinafter referred to as TGCZ).

2 SUPPLIER

- 2.1 If mentioned "Supplier" here, it is understood as company providing the material, components, moulds, tools, control and checking fixtures or services to TGCZ.

3 DESIGNATION OF REPRESENTATIVES

- 3.1 The Supplier is required to designate the "window persons" for both regular and emergency communication with TGCZ; the Supplier shall notify TGCZ within 5 working days if the contacts are changed. The Supplier's new-project team and its changes have to be announced likewise to TGCZ.

4 SUPPLIER QUALITY ASSURANCE MANUAL (SQAM)

- 4.1 The designated representative of the Supplier will be provided with one copy of the TGCZ's SQAM. It is Supplier's individual responsibility to distribute any additional controlled copy that may be needed within the organisation. In the event of changes to the SQAM, one copy of the revision shall be provided to the designated representative.

5 QUALITY SYSTEM REQUIREMENTS

- 5.1 Suppliers are expected to be ISO/TS 16949. Minimal obligatory requirement is that Suppliers are certified in accordance with ISO 9001 by an accredited third-party certification body. Additional advice to the Suppliers is registration to ISO 14001 and ISO 18001.
- 5.2 TGCZ specific requirements supersede the requirements of TGCZ's customers if and only if the requirements are stricter or in addition to the TGCZ's customers requirements.

6 GOODS

- 6.1 If mentioned "Goods" here, it is understood: material, components, moulds, tools, control and checking fixtures.

7 RAW MATERIAL

- 7.1 Unless settled otherwise, the procurement of raw material is the responsibility of the Supplier and all Goods shall be manufactured using virgin material; the freight charges for purchased materials are the Supplier's responsibility.

8 CUSTOMER OWNED TOOLS

- 8.1 TGCZ may from time to time provide tools and any necessary manufacturing, test, inspection tooling and equipment (such "Tooling" can be property of TGCZ or TGCZ's customer) for the manufacture and/or repair of the Goods to the Supplier under separate agreement. The Supplier is responsible to mark Tooling permanently so that the ownership of each item is visible, and can be determined; unless agreed otherwise, the appropriate plates shall be submitted by TGCZ to the Supplier.
- 8.2 The Supplier shall keep and handle the Tooling carefully and shall use them only for the purpose of manufacturing the Goods for TGCZ. Furthermore, the Supplier shall not transfer such Tooling to any other party for any purpose whatsoever, including but not limited to assignment, lease or loan without the prior written consent of TGCZ. Unless agreed otherwise, the Supplier is not entitled to copy or manufacture the tooling, directly or indirectly, or to authorize any other person to do so.

9 TOOLING MAINTENANCE

- 9.1 The costs of maintaining the tooling shall be responsibility of the Supplier. The Supplier shall be responsible to procure and stock all spare parts necessary to support the tooling requirements during the contracted production period. Unless agreed otherwise, the Supplier shall perform at its costs regularly scheduled preventive maintenance on the tooling no later than every three months; all tooling preventive maintenances, inspections, overhauls and repairs has to be documented.

10 PACKAGING

- 10.1 Unless agreed otherwise, it is the Supplier responsibility to propose suitable packaging for every Goods on the TGCZ's form. Such packaging has to be approved (in accordance with rules given by SQAM) by TGCZ's packaging specialist before starting of serial deliveries or before implementation of any change.
- 10.2 When returnable packaging is agreed, its quantity has to be mutually setup and has to reflect all safety stocks and both logistics and production requirements as well. If returnable packaging is TGCZ's property, the Supplier is responsible for store the one in the area not affected by weather condition; the Supplier is not entitled to use such packaging for any third party or for other purposes than specified in the agreement. The Supplier is not entitled to request or charge on the invoices any returnable deposit for returnable packaging in the Supplier's property.
- 10.3 Regardless the ownership and type of the packaging, the Supplier is responsible for deliveries of Goods in clean, not broken and properly labelled packaging.
- 10.4 Any non-compliance on the packaging could be reason for rejection of delivery of the Goods.

11 LABELLING

- 11.1 All packaging of the Goods (i.e. containers, pallets, stands, drums, boxes, bags etc.) has to be clearly labelled; all labels has to conform to TGCZ's specification and ensure the correct label size is being used and fitted within a label holder unless other specified by agreed packaging specification. On the box (bag, drum...) label has to be mentioned at least Supplier name and address, customer (TGCZ) name and address, TGCZ's purchase order/call-off number, TGCZ's Goods number, Goods name, quantity including the unit of measure, Goods traceability/lot number and date of expiry (if applicable or required by TGCZ); all numbers has to express both by letters and Code128 barcodes. On the pallet (container etc.) label has to be mentioned at least supplier name and address, list of Goods on the pallet including total quantity and unit of measure, pallet number and total quantity of pallets in the delivery batch.

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- 11.2 In case of first delivery of the Goods after Engineering Change implementation the packaging has to be labelled by additional yellow label in accordance TGCZ specification.
- 11.3 Any non-compliance on the labelling could be reason for rejection of delivery of the Goods.

12 PACKAGING SLIP AND DELIVERY NOTE

- 12.1 The following information at a minimum has to be mentioned on the packaging slip and on delivery note: date of document issue, date of Goods delivery to TGCZ, supplier name and address, customer name and address (including plant number), delivery condition including type of transportation, TGCZ's purchase order/call-off release number, TGCZ's Goods number including ECI-level index, description of Goods, HS-code (TARIC), quantity and net weight with unit of measure, lot size, lot number, number of boxes (packaging slip only) and total quantity and weight (both net and gross). Documents longer than one page has to be clearly numbered on each page (including total quantity of pages). Missing or incomplete packaging slip and/or delivery note should cause rejection of Goods delivery.
- 12.2 If delivery address differs from seat of TGCZ, the Supplier is required to send copy of delivery note to TGCZ by fax or e-mail as well.
- 12.3 Unless settled otherwise and/or required by mandatory law, both English and/or Czech version of the packaging slips and the delivery notes are acceptable.

13 INVOICE

- 13.1 Unless agreed otherwise, the invoice originals have to be submitted to TGCZ by post. Additionally, invoices can be sent by e-mail to purchasing or accounting contact persons. The invoice shall be payable at last day of month following the month of delivery.
- 13.2 The following information has to be mentioned on the invoice: the payment deadline and the Supplier's account information including correct name and address of the Supplier's bank, account number, bank code, SWIFT and IBAN codes; correct company names, ID and VAT numbers of both the TGCZ and the Supplier (TGCZ address has to be written in the same manner as in column "invoicing address" of TGCZ's purchase order/call-off; any other complements as, for example, name of contact person are not allowed); TGCZ's purchase order/call-off release number; TGCZ's Goods number, description of Goods, unit of measure, piece price, total price per items with and without VAT; total price for all invoice with and without VAT and total VAT amount. Documents longer than one page have to be clearly numbered on each page (including total quantity of pages).
- 13.3 Preferably, the items from one and only purchase order/call-off can be invoiced on one accounting document. In case that summary invoice is issued, all numbers of purchase orders/call offs related to invoiced items have to be clearly mentioned. Copy of delivery note signed by TGCZ Shipping or driver has to be enclosed to each invoice.
- 13.4 Unless settled otherwise and/or required by mandatory law, both English and/or Czech version of the invoices are acceptable.
- 13.5 Any non-compliance with above mentioned conditions can cause refusing of the invoice that means the invoice will be immediately returned to the Supplier and the payment should be late (payment shall not be settled earlier than 10 working days counted from date of amended invoice receipt).
- 13.6 To minimise possible problems with invoicing, TGCZ is entitled to require the Supplier for using of "self-billing" method of invoice issuing; the change of invoicing method to "self-billing" will be announced to the Supplier by TGCZ latest 30 calendar days in advance. Unless agreed otherwise, no Supplier's invoices will be accepted by TGCZ after the date specified in the "self-billing" announcement.

14 VENDOR SCHEDULE

- 14.1 Unless agreed otherwise, all Goods from the Supplier is ordered by issuance of an individual Purchase Order that corresponds with Individual Contract (annual blanket purchase order); Purchase Orders are issued on weekly basis and are accompanied by item-by-item forecast. The Purchase Orders and the forecasts should be communicated by fax, e-mail or Electronic Data Interchange (EDI). It is the responsibility of the Supplier to immediate contact TGCZ's Production Administration (i.e. responsible Planner) in the event the Supplier is not able to meet al requirements for delivery date, time, quantity and quality or if the Supplier has not received regular Purchase Order.
- 14.2 Unless agreed otherwise, the forecasts submitted to the Supplier together with individual Purchase Order in accordance with article 14.1 shall cover 6 weeks delivery period.
- 14.3 If need be, TGCZ is entitled to revise the Purchase Orders and forecasts; the Supplier shall maintain the ability to absorb a 15% volume increase at all time, and has to be able to accommodate a 30% volume increase within 48 hours notice. Should an increase of greater than 30% of original Purchase Order be required within the agreed lead-time, TGCZ may be responsible for expedited costs for the particular items; however, the Supplier is still responsible for the delivery of the other items. TGCZ is entitled to issue the Emergency Purchase Order in case the original fulfilment of regular Purchase Order caused rejection of Goods as well. In this case the Supplier is responsible for all related costs for immediate delivery of Goods, limited by quantity of rejected Goods.
- 14.4 The Supplier needs to maintain sufficient safety stock and finished Goods inventory to accommodate 100% on-time delivery. Prior to start of serial deliveries (SOP) the minimal level of safety stock proposal has to be submitted to TGCZ; such safety stock level is subject of TGCZ approval, and TGCZ is entitled from time to time require the safety stock inventory and/or even inspect the safety stock level at the Supplier's premises. Short-shipments must be communicated immediately, along with a corrective action and recovery plan. Additionally the Supplier shall be responsible for arranging transportation of Goods that TGCZ deems necessary, at the Supplier's costs, to insure such short-shipments are not missed to the TGCZ's Customer. Supplier and shall be responsible for any costs TGCZ may incur due to this short-shipment. These costs may include, but not limited to, expedited freight, expedited labour and line stoppage at TGCZ and TGCZ's Customer.

15 PRECISE AND ON-TIME DELIVERY

- 15.1 Precise delivery means that delivery of required Goods by the Supplier shall be completed at the time, quantity and quality specified by TGCZ; correct marking/labelling of delivered cost is understood as significant quality issue. Each delivery has to be accompanied by all transportation documents, packaging list, delivery note, Goods certification and/or material

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certification and other documents required by TGCZ (i.e. documents specified by different chapters of this GSR, SQAM, Individual Contract or Purchase Order) and/or required by applicable law as a mandatory ones.

15.2 Deliveries to more than one of the TGCZ's production plants have to be split and accompanied by separate documentation.

15.3 Every other delivery is not precise and timed delivery, and TGCZ is entitled to refuse it on Supplier's costs.

16 DELAY

16.1 The Supplier is responsible for precise delivery on the due date. TGCZ is entitled to charge Supplier with a penalty in amount of 0,5% from the price of undelivered Goods for every day of delay, total amount shall be minimally 100 EUR. If TGCZ production lines are stopped due to late delivery or delivery of non-conforming parts (as defined in article 23), the Supplier shall be charged at 250 EUR per minute of stopping the production line as penalty. The amount of these penalties is fully reasoned by penalties that TGCZ is obliged to pay to its business partners in analogous cases. The Supplier declares these penalties as rightful. The rights of TGCZ to indemnification remains.

17 CHARGING THE COSTS, ADMINISTRATION FEES AND PENALTIES

17.1 The Supplier shall be charged in case of any quality, delivery or invoicing non-conformity and in case of violation of any other rules specified by those GSR, SQAM and Individual Contract as well; the TGCZ's right for penalty due to delayed delivery – see above – is not touched. The detail of amounts to be charged to the Supplier in case of any non-conformity is specified in Exhibit A.

18 ADVANCE SHIPPING NOTICE

18.1 The Supplier is responsible for sending an Advance Shipping Notice (ASN) for each shipment, namely in written form by e-mail and at least one day in advance; where EDI communication is agreed, the ASN should be submitted as EDI-message. The ASN shall include the Supplier name, TGCZ's purchase order/call-of release number, TGCZ's Goods number, KANBAN number (where KANBAN is implemented), description of Goods, shipped quantity including unit of measure and ship-date. The use of the packing slip or vendor schedule as the ASN is acceptable.

19 MATERIAL AND GOODS CERTIFICATION

19.1 Unless agreed otherwise the Supplier has to send Material Safety Data Sheet (MSDS) in accordance with the Law of the Czech Republic and Technical Data Sheet (TDS) to TGCZ before first delivery of Goods. Both MSDS and TDS shall be delivered to TGCZ Purchasing Section at the very latest in the moment of Goods delivery, otherwise TGCZ is entitled to refuse Goods delivery at the Supplier's costs.

19.2 Material certification and/or list of measurements has to be submitted to TGCZ Quality Assurance before shipment of each new lot of Goods, or at the very latest together with delivery of the Goods, otherwise TGCZ is entitled to refuse Goods delivery at the Supplier's costs.

20 PRE-SHIPMENTS

20.1 Unless agreed otherwise the Supplier of Goods with colour criteria shall send a plaque with colour and appearance data for each new lot to be approved by TGCZ Quality Assurance before Goods can be shipped. TGCZ Quality Assurance personnel have 3 working days upon receipt of colour plaques and data to respond.

21 SAMPLE SUBMISSION

21.1 Prior to SOP the following have to be submitted to TGCZ: Part Submission Warrant, Performance Test Results, Dimensional Results with marked drawings, Material test Results, Appearance Approval Reports (if applicable), Inspection Standard, Process Control Plan, Process FMEA, Process Flow Diagram, Initial Process Studies, Gage R&R, Boundary Samples, Sample Products and Countermeasure Reports (when applicable), Engineering Change documentation (if applicable) and Records of Compliance with TGCZ and/or TGCZ's Customer Specific Requirements. All of these requirements and forms are included in SQAM.

21.2 Approval by TGCZ Quality Control Section is required prior to first delivery of Goods for serial production. All deliveries of the Samples has to be marked on Packaging Slip and/or Delivery Note as well as on the packaging (box, drum...) as "SAMPLES" with the name of person who the delivery is addressed for.

22 DELIVERY OF GOODS

22.1 If transport of Goods to TGCZ facility (or any other place specified by TGCZ) is not included in delivery terms in the contract, TGCZ arranges the transport by specific carrier at its own expense. TGCZ in some cases can ask the Supplier to arrange the transport specifying the carrier to be used; if Goods shipped on a carrier other than specified by TGCZ without prior written approval, the cost of the carrier shall be debited back to the Supplier.

23 REJECTED GOODS

23.1 In the event of defective and/or damaged Goods delivery, Quality Problem Report (QPR) or Delivery Problem Report (DPR) shall be submitted to the Supplier via fax and/or e-mail. The Supplier is responsible to take appropriate countermeasures immediately and to submit 8D-Report to TGCZ within 24 hours counted from the moment of QPR/DPR sending; late answering of QPR/DPR has effect of automatic understanding the claim is fully accepted. The Supplier is obliged to pick-up the non-conforming Goods within 10 working days from QPR/DPR submission; non-conforming Goods uncollected within specified period of time will be scrapped by TGCZ on the Supplier's costs, unless agreed otherwise for each separate event. Unless agreed otherwise, the Supplier is not entitled to deliver substitution of rejected Goods by its decision – once the Goods is delivered in full quantity, related Purchase Order is closed regardless the possible rejection of Goods in the future.

23.2 The Supplier is obliged to issue credit-note for all rejected Goods within 11 working days from QPR/DPR submission unless Self-billing is agreed. Regardless the fact of credit-note for rejected Goods issuing, TGCZ is entitled to charge the Supplier other costs related to the claimed Goods, such as namely but not exclusively internal/external sorting costs, transportation costs, the value of damaged Goods where the rejected Goods has been already assembled, and administration fee for QPR/DPR issue.

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24 SORTING OF REJECTED GOODS

- 24.1 TGCZ is entitled to decide checking and sorting of all deliveries in which defective or damaged Goods have been recognized in order to contain defective Goods and select acceptable Goods (instead of return all the lot of Goods to the Supplier). Supplier is obliged to assure start of sorting the rejected Goods at TGCZ premises within 2 hours from announcement by TGCZ; to avoid stopping the production TGCZ is entitled to start such sorting immediately by TGCZ inspectors or by third party at the Supplier's expense.
- 24.2 Under no circumstances shall the Supplier rely on TGCZ's receiving inspection activities to confirm Goods quality and/or detect nonconforming Goods.

25 RECALL

- 25.1 In the event an inquiry or investigation is made as to Buyer and/or Seller by any government or governmental agencies or the Customers with respect to any defect in the Products, Seller shall cooperate with Buyer to deal with such inquiry or investigation, shall follow instructions given by Buyer to Seller and shall provide Buyer with technical materials and other information requested by such government or governmental agencies or the Customers, or considered by Buyer to be necessary in dealing with such inquiry or investigation. In case any governmental agency orders or the Customer determines to recall any Products and Buyer incurs any expenses and costs in the recall due to the defect which is proven to be attributable to Seller, Seller shall be responsible for any expenses and costs incurred by Buyer and its Customer. The limit of costs coverage shall be the applicable insurance amount of the Seller.

26 DELIVERIES AFTER MASS PRODUCTION TERMINATION

- 26.1 After the discontinuance of the mass production of the Goods or Raw Material, Supplier shall keep and maintain all Tools for 15 years and define minimal quantity for order, for which Buyer has obligations under agreements with its Customers to supply the Goods. Supplier shall, upon request of Buyer, deliver the Goods or Raw Material to Buyer during said period. Terms and conditions of the delivery shall be separately negotiated and agreed between the both parties. If Supplier intends to destroy the Tools, Supplier shall notify and ask Buyer for approval in writing one (1) year prior to the date of the destruction. Supplier is not entitled to destroy any Tool without prior approval of Buyer.

27 SUPPLIER EVALUATION

- 27.1 TGCZ Purchasing Section rates suppliers each month based on their ongoing quality, on-time deliveries, technical support and commercial activities performing to TGCZ.
- 27.2 "Zero ppm" and "100% on-time deliveries" are key requirements to each supplier; any deviation from those essential requirements require the implementation of documented corrective actions to meet the ones regardless delivered commodity and ratings in others criteria as well.

28 OBSOLESCENCE

- 28.1 TGCZ is entitled to change design or technical specification of required Goods during the contract duration. Supplier shall receive written notification about supposed plan of change of production from TGCZ Purchasing Section in format of ECI Timing Reply Sheet (ECI/TRS). The supplier shall inform TGCZ of quantity of goods on the stock and/or work-in-progress and time of required change; such information including draft of the schedule of necessary steps will submit to TGCZ Purchasing Section on the above-mentioned form within 5 days unless settled otherwise. After checking all issues related to ECI/TRS, TGCZ may authorize the Supplier by Engineering Change Release Letter (ECRL) to implement the ECI. Based on ECRL the Supplier is obliged to issue detailed implementation schedule and submit progress reports to TGCZ Purchasing Section on weekly basis. Supplier is not entitled to implement any changes before receiving of the ECRL.
- 28.2 It is the Supplier's obligation to follow ECI-levels mentioned on TGCZ's individual purchase orders; unless agreed otherwise, submission of another ECI-level of the Goods than specified by individual purchase order could cause rejection of delivery of the Goods at the Supplier's costs.
- 28.3 All executed changes are required to be approved in accordance to the PPAP requirements prior to production implementation.
- 28.4 TGCZ shall not be liable for goods processed in excess of its requirements. Unless settled otherwise, TGCZ shall be responsible for finished goods in quantity corresponding to 2 weeks and for raw material corresponding to 6 weeks of usual TGCZ's demands.

29 GENERAL TERMS

- 29.1 Unless agreed otherwise, all contracts between TGCZ and the Supplier will be governed by, interpreted, construed and performed in accordance with the laws of the Czech Republic.
- 29.2 All disputes arising from the contracts between TGCZ and the Supplier and in connection with it shall be finally decided with the Arbitration Court attached to the Economic Chamber of the Czech Republic and Agricultural Chamber of the Czech Republic by three arbitrators in accordance with the Rules of that Arbitration Court; hearings in pending disputes shall be held in the seat of the Arbitration Court in Prague

30 COMMUNICATION

- 30.1 All official communication between TGCZ and the Supplier, in particular but not limited, all business correspondence, all types of contracts and agreements, quotations, PPAPs, QPR, 8D-reports etc. will be in English. If there will be any bilingual documents that appeared different in their English and the second language version, English version will be decisive.
- 30.2 It is the Supplier's responsibility and obligation to keep all contracts as well as other documents towards TGCZ current and updated. Suppliers should use latest versions of documents and forms which can be found on TGCZ's web page or supplier portal or provided to the Supplier upon request.

31 REVISIONS

- 31.1 TGCZ may from time to time revise both GSR and SQAM. The latest versions of both documents are available through TGCZ's web page. Each revision of GSR or SQAM shall be distributed to the Supplier. New revisions of both

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documents are considered as accepted if no claim, contradiction or comment is delivered to TGCZ within 30 days after distribution date.

32 COST, ADMINISTRATION FEES AND PENALTIES

32.1 Costs, Administration Fees and Penalties			
Quality	issuing of QPR	administration fee	100 EUR/pc
	QPR non-answered to TGCZ within 24 hours and/or missing 8D-report	penalty	50 EUR, 500 EUR if repeated
	sorting by TGCZ	costs	all costs related to sorting, min. 30 EUR/hour
	sorting by third party in TGCZ plant	costs + administration fee	real costs charged by third party + 15 EUR/hour of sorting at TGCZ, min. 150 EUR per case
	sorting by supplier in TGCZ plant	administration fee	15 EUR/hour of sorting at TGCZ, min. 150 EUR per case
	rejected goods return to supplier	costs + administration fee	real transportation costs charged by third party + 100 EUR per case
	scrapping of non-collected rejected parts	costs + administration fee	real costs for scrapping + 25 EUR per case, in total min. 100 EUR
Delivery	issuing of DPR	administration fee	100 EUR/pc
	mistake on transportation documents (e.g. weight discrepancy)	penalty	50 EUR per each case, 500 EUR per each case if repeated
	quantity discrepancy (compared real delivery with delivery documents and/or invoice)	penalty	50 EUR per each case, 500 EUR per each case if repeated
	packaging non-conformance (wrong, damaged or dirty packaging, under-/over-shipment, wrong material)	penalty	50 EUR per each part number
	labels non-conformance (missing, non-standard labels, wrong information on the label etc.)	penalty	50 EUR per each label
	delivery notes non-conformance (missing delivery note, unmatched data, lack of information on delivery note), missing certificate of analyses if required	penalty	50 EUR per each case, 500 EUR per each case if repeated
	rejected goods return to supplier	costs + administration fee	real transportation costs charged by third party + 100 EUR per case
Invoice	return of invoice (due to, for example, missing information of supplier/customer, bad prices, quantities, description of goods etc.)	administration fee	25 EUR/pc
	missing invoice, late submission of invoice	penalty	50 EUR, 500 EUR if repeated
Packaging specification	late submission of packaging specification proposal	penalty	50 EUR, 500 EUR if repeated
Tooling	non-documented maintenances, inspections, overhauls and repairs of the tooling	penalty	50 EUR, 500 EUR if repeated
	repairs of the tooling without prior announcement to TGCZ	penalty	50 EUR, 500 EUR if repeated
PPAP and Engineering / Process Changes	late submission of PPAP (i.e. not before start of production in case of both new project or engineering/process changes)	penalty	50 EUR/each part number, 500 EUR/each part number after each reminder
	requesting supplementary information to PPAP if documentation from the Supplier does not correspond with required PPAP level and/or return of incomplete PPAP to the Supplier	administration fee	25 EUR/pc
	late answering the ECI-TRS	penalty	50 EUR/each ECI, 500 EUR/each ECI after each reminder
	implementation of process changes without prior announcement and approval by TGCZ	penalty	500 EUR first case, 1500 EUR if repeated
	missing "yellow labels" on first delivery of parts after implementation of ECI	penalty	50 EUR first case, 500 EUR if repeated
Supplier Evaluation	confirmation of "Supplier Performance Letter" is not returned to TGCZ within TGCZ (applicable in case the actual month score for any area is 3 points or below only)	penalty	50 EUR, 500 EUR if repeated
	corrective actions plan is not submitted within 10 days after receiving of "Supplier Performance Letter" by Supplier (if required)	penalty	50 EUR, 500 EUR if repeated
	revisions of corrective plan issued based on "Supplier Performance Letter" are not submitted in agreed frequency (if applicable)	penalty	50 EUR, 500 EUR if repeated

Date:

Company Name with signature of statutory body:

Sales representative signature:

Quality representative signature: