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Windsor Tooling

Supplier Development & Guidelines Manual

November 2026

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INTRODUCTION

The intent of this manual is to define the vision of the Windsor Tooling Purchasing Group, to outline the requirements for becoming an Approved / Key Supplier, and to broaden the scope of recognized automotive quality system and environmental standards including additional requirements of Plasman – Windsor Tooling. This manual will outline the operating standards and business practices of Plasman – Windsor Tooling, including supplier quality, delivery and service expectations, and supplier performance metrics.

In addition to Plasman – Windsor Tooling Purchase Order Terms and Conditions, it is mandatory that the Supplier understand and ensure compliance with this manual. It is the responsibility of the Supplier to check for updates to this manual at regular intervals at:
https://plasman.com/supplier-portal/

For more information or clarification related to this manual, or if for any reason the website cannot be accessed, contact the appropriate Plasman – Windsor Tooling purchasing personnel listed below.

Plasman – Windsor Tooling Purchasing Contacts

- **Elna Shaw,** Buyer
  Email: Elna.Shaw@plasman.com Phone: 519-737-6984 x **1189**

- **Jacquie Budzey,** Purchasing Coordinator
  Email: Jacquie.Budzey@plasman.com Phone: 519-737-6984 x **1651**

- **Rachel Furtado,** Customs & Outsourcing Coordinator
  Email: Rachel.Furtado@plasman.com Phone: 519-737-6984 x **1211**

In support of the Plasman management commitment, the following are the endorsed Policy Statements:

QUALITY POLICY STATEMENT

Plasman – Windsor Tooling is committed to the continual improvement and development of our design and build processes, products, employees and supplier relationships. This focus will ensure our continuing success in the production of high quality molds and tooling for industry, that our reputation has generated and that our Customers can expect.

This goal will be achieved through management established and reviewed measurable objectives and targets for quality that promote our efforts towards continual improvement. Utilizing both established and innovative technologies, methodologies, and training initiatives, **Plasman – Windsor Tooling** provides the resources needed to meet the existing and future requirements of the marketplace.

Plasman – Windsor Tooling considers effective communication to be the cornerstone of our business relationships, and will continue to foster the established framework of communication between our management and employees, and with our suppliers, to ensure that our customer's needs are first understood, and then fulfilled to their ultimate satisfaction.

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ENVIRONMENTAL HEALTH & SAFETY POLICY

Plasman endeavours to take every reasonable precaution to protect the environment and promote the health and safety of all employees and interested parties. It is our intention for Plasman to be a safe place to work, with defined and established responsibilities and clear goals to create a physically and mentally sound workplace. Plasman shall demonstrate responsible corporate citizenship through our focus on pollution prevention initiatives.

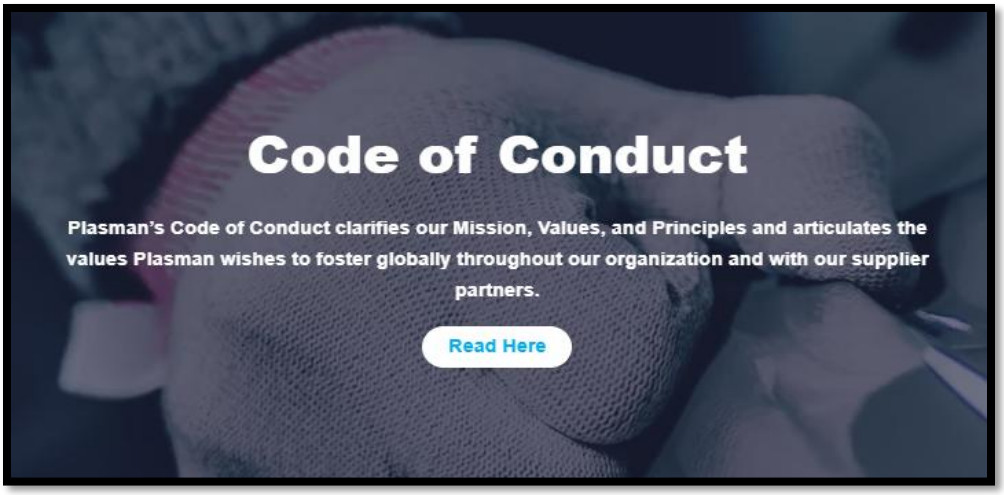
It is the policy of Plasman:

- To commit to the elimination of Health & Safety and Environmental hazards and reducing risks through consistent and systematic communication, cooperation, education, and leadership,
- To comply with applicable environmental and occupational health and safety legislation, including emergency preparedness, and other within the scope of our overall business operations,
- To reduce health, safety and environmental impacts by setting objectives and targets,
- To require that all supervisors ensure that safe work areas are maintained and all persons working for or on behalf of Plasman follow best practices, legislation and standards for health, safety and environmental protection,
- To ensure that processes are implemented to identify hazardous conditions (including chemical management and noise emissions), report occurrences, investigate and assess them so that the risk is eliminated,
- To commit to using consultation and participation of employees and, where applicable, workers' representatives to support continuous improvement related to environmental impacts, workplace injury and illness prevention initiatives,
- To establish that employees and all persons working for or on behalf of Plasman work in a safe manner, including the proper use of personal protective equipment, machine safety and fire protection,
- To ensure that all hazardous conditions, unsafe work practices and potential impacts on the environment are immediately reported to the supervisors,
- To integrate global sustainability practices supporting the environment, human and social rights,
- To promote energy efficiency in all facilities and processes. Plasman will continuously improve energy efficiency by establishing and implementing strategic energy management practices worldwide that support its manufacturing capabilities while providing a safe and comfortable work environment,
- To consider energy efficiency as a factor in product development, in process and facility design, and in the procurement of goods and services,
- To commit to sustainable resource management, renewable energy and climate neutral solutions to combat climate change and reduce Plasman's environmental impact, such as decarbonization, where possible,
- To encourage waste reduction, by reusing and recycling where feasible, and to maintain soil quality through awareness, monitoring, and implementation of environmental initiatives to support targets,
- To promote air quality, and air emissions reduction, including GHG emissions, through awareness, monitoring, and implementation of environmental initiatives to support targets,
- To commit to water quality and water consumption reduction through process management, including awareness, monitoring, and implementation of environmental initiatives to support targets,
- To align with internationally recognized principles for the welfare of animals, biodiversity, land use and deforestation.

A safe workplace is the responsibility of everyone. Your active participation and support are critical to maintaining and improving Environmental, Health and Safety at Plasman.

Supplier Code of Conduct

To review and download the up to date "Supplier Code of Conduct", please visit https://plasman.com/supplier-portal, scroll down to the **"Code of Conduct"** section (second from the top) and **click on the "Read Here" hyperlink button** as shown in the picture below.



Anti-Bribery Policy

Plasman strictly prohibits fraud, bribery and other corrupt business practices in all of our business operations. This prohibition applies to all business activities, anywhere in the world, whether they involve government officials or private sector employees. This Policy applies to everyone at Plasman and our supply chain acting on Plasman's behalf anywhere in the world. As a Canada led company with business operations in Mexico, United States, Sweden, Norway, and Belgium we are committed to observing the standards of conduct set forth in the U.S. Foreign Corrupt Practices Act (the "FCPA"), the Canadian Corruption of Foreign Public Official's Act, and related legislation, as well as local anti-bribery laws of all countries in which the Company operates (collectively, the "Anti-Bribery Laws").

This Policy supplements the Conducting Business with Integrity, Fairness and Respect section of Plasman's Business Code of Conduct and Ethics.

Suppliers are responsible for following anti-bribery practices in conjunction with the **Plasman Supplier Code of Conduct** (see above link).

Industry Standard Information Security Requirement

Suppliers are required to ensure the security of all confidential information (CI), physical, electronic or any other form created or acquired while interacting with Plasman personnel. Customer Information is the sole property of the respective customer or Plasman, as applicable. Confidential Information (CI) applies to Data Classification assigned to information that, if disclosed, would likely cause damage to the competitive position of Plasman and/or a customer.

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Supplier Requirements

The Supplier Development and Guidelines Manual is intended to be a communication instrument to suppliers on how to do business with Plasman – Windsor Tooling. In all cases, Purchase Orders, supplier agreements, contracts and any other business agreements shall prevail. For additional information and periodic updates to this manual, you may contact the Purchasing Department at Plasman – Windsor Tooling.

ISO Certification

- Plasman – Windsor Tooling actively maintains and continually improves their Quality Management System through registration to ISO 9001. Our supply chain is encouraged to conform to the ISO 9001 Standard. If your organization is registered to ISO 9001, please forward a copy of your Certificate as evidence of your commitment to Quality.
- Laboratory Testing Suppliers providing testing or calibration services must be certified to ISO/IEC 17025. A copy of the ISO/IEC 17025 Certificate and Lab Scope **must** be forwarded.
- Plasman – Windsor Tooling is committed to developing and improving their Environmental Management System and encourage supplier conformance to ISO 14001 (or industry equivalent). If your organization is registered to ISO 14001, please forward a copy of your Certificate as evidence of your commitment to the Environment.
- Email all ISO Certificates to the applicable Plasman – Windsor Tooling purchasing contact (identified on page 3)

Customs-Trade Partnership Against Terrorism (C-TPAT) Program Participation

- Plasman – Windsor Tooling is required to engage with all of our business partners to ensure the development and maintenance of a security program within the guidelines of the C-TPAT program, with an emphasis on ensuring the integrity of all U.S. bound shipments.
- Plasman – Windsor Tooling encourages all supply chain partners to participate in the C-TPAT program, and in support of that effort will periodically request completion of a C-TPAT questionnaire.

General Procedures

- All orders for products or services initiated by Plasman – Windsor Tooling MUST have a purchase order at the time the order is placed.
- This purchase order MUST be referenced on all packing slips and invoices. Failure to do so will result in loss of payment.
- If the supplier cannot meet the quantities and/or delivery dates on the Purchase Order they must notify the buyer within 48 hours.
- All backorders MUST have a Plasman – Windsor Tooling Purchase Order number referenced also.

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- All back orders being shipped later than thirty days after the original date MUST be authorized by the Plasman – Windsor Tooling purchasing department or the Purchase Order will be closed, and the goods will be refused.
- The packing slip for drop shipments (i.e. “Sold to” Plasman – Windsor Tooling, and “Ship to” our customer or another supplier for a secondary operation) must be faxed/emailed to the applicable purchasing contact within 48 hours of the delivery.
- No invoices will be accepted that are dated prior to the receipt of goods contained on the invoice.
- The Plasman – Windsor Tooling Job Number (if applicable) must be referenced on all packing slips and invoices.
- Steel and Resin Suppliers must send the appropriate Material Certificate of Analysis (C of A) certification sheet with each shipment or should fax/email to the applicable purchasing contact within 48 hours.
- Suppliers to Plasman – Windsor Tooling MUST comply with the customer specific automotive restricted substance standard and report exception to Windsor Tooling. Safety Data Sheets (SDS) must be provided for all material accordingly. This involves the first shipment of each unique product.
- All Supplier / Subcontractor Employees that visit our location MUST follow our Emergency Response Procedures (spills, emergency evacuations, etc.) and Safety requirements, including visitor sign-in procedures upon arrival at Plasman – Windsor Tooling.

Blanket Purchase Orders

- Blanket Purchase Orders will be communicated via a “Release Schedule” which shows all open lines. This schedule reflects received shipments and supersedes all previous releases. Please contact the buyer if you have any questions regarding this schedule.
- The appropriate Line Number (Ref #) must be referenced on all packing slips and invoices.
- Production suppliers must reference the Plasman – Windsor Tooling Internal Part Number (IPN) on all box labels and packing slips.
- “Forecast” Description is for informational purposes only. It does not authorize material purchase, manufacture, or shipment of goods.
- “Release” quantities and dates authorize the supplier to produce parts and commits Plasman – Windsor Tooling to those parts for the referenced quantity and delivery date.
- If the supplier foresees any issues in meeting the scheduled release quantities and dates, the supplier must communicate this to the buyer within 48 hours or the order is considered acknowledged.
- Invoices must match the original copy of the Blanket Purchase Order. Invoices for dollar amounts higher than what was originally quoted and agreed upon will be short paid.

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Outside Services

- A Purchase Order is assigned to all outside services and it is cited on the Plasman – Windsor Tooling outgoing shipper. This Purchase Order number must be referenced on all packing slips and invoices. Further, ALL invoices and packing slips are to mirror the line numbers of this outgoing shipper, i.e. if the shipper contains 3 lines for 3 jobs, so must the corresponding packing slip and invoice. The Plasman – Windsor Tooling Job Number must also be referenced line by line.
- The Invoice for the service MUST be faxed/emailed to the applicable purchasing contact within one week of the item returning from your facility.
- Accounting will make payment from this faxed invoice. Please do not fax or mail subsequent copies.

Steel

- The following procedure must be followed for ALL incoming steel: The Plasman – Windsor Tooling Job Number must be referenced on all Packing Slips and Steel Certifications. The Unit of Measure used on the Purchase Order (inches, pounds, etc.) should be referenced on the packing slip and invoice.
- **Steel** (please use a paint marker, sticker, etc.) **must be physically marked/labeled to include: Job Number, Detail Identification (including dimensions), and Purchase Order Number.**

Supplier / Subcontractor Assessments

- New Suppliers / Outsourcing Suppliers (Subcontractors) will be required to provide inputs to the completion of the Plasman – Windsor Tooling Supplier/Subcontractor Assessment survey.
- Upon review of the completed assessment, it will be determined if a follow up or on-site assessment is required (discretionary) prior to issuing a Purchase Order.

On-Site Supplier Assessments

- Plasman – Windsor Tooling and our end customers reserve the right to audit, inspect, qualify and certify that supplied products and services meet specified purchasing requirements.
- Where A Plasman – Windsor Tooling and/or our customer intends to perform independent verification at the supplier's premises, the intended verification arrangements and method of product release will be stated in the purchasing order and/or purchasing documents (subject to compliance with all applicable standard confidentiality and non-disclosure agreements).

Supplier Discrepancy Communication and Corrective Action

- When an order or documentation is found to be nonconforming, or if the product or service does not meet the delivery requirements stated in the purchase order and/or purchasing documents, a Supplier Discrepancy Report (and Corrective Action Report as applicable) are sent to the supplier.
- The Supplier Discrepancy Report and/or Corrective Action Report will include direct reference to the issue for traceability purposes and may include copied evidence of issue, depending on severity.
- An occurrence of three (3) of the same issues against one supplier in a review period will automatically require a formal Corrective Action Report to be completed.
- The supplier is required to complete the Short Term section of the Corrective Action Report within three business days and the Root Cause and Long Term Corrective Action sections within 30 days.
- If the Supplier completes the CAR on time and provides adequate information, it will be closed by Plasman – Windsor Tooling (after verification of Corrective Action effectiveness).
- If the supplier fails to return completed CAR or does not provide adequate information, a meeting will be set-up with supplier, requiring the development of an Action Plan.
- If the supplier fails to provide adequate action plan, the supplier will be removed from the Approved / Key Supplier List.

Supplier Ratings

- Quality and delivery (100%) performance of suppliers is rated on a semi-annual basis and subcontractors on an annual basis.
- Data is collected and used for ratings of Key Suppliers semi-annually. This may include, but is not limited to any Supplier Discrepancy and/or Corrective Action Reports issued.
- This data (issues) will be calculated against number of deliveries for each Key Supplier and a percentage will be assigned to each key supplier. If the Key Supplier fails to meet criteria (80%), a letter will be issued to supplier indicating areas of concern. A Corrective Action Report may also be issued.

Payment Terms

- For payment terms, refer to the Purchase Order or the actual contract.

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Change Record

Revision Level	*Revision Date*	*Page(s) Affected*	*Description of Change*	*Revised By*
A	Mar 31-2015	All	Initial Release (consolidation of previously issued requirements letters "Purchasing Supplier Requirements – Rev I Jul 6-2011" and "Outsourcing Supplier Requirements – Rev H Jul 6-2011").	M. Van Rijt D. Hunt L. Standaert G. Ryder
B	Feb 15-2016	All	Revised entire document (re-branding logo and company name formerly A.P. Plasman Inc., Build-A-Mold), revised website address on page 3 (changed from www.applasman.ca), revised contact name and title on page 3 & 7 (changed Outsourcing Manager to Outsourcing Coordinator, personnel change), and revised title on page 5 (Corporate QMS/EMS Coordinator to Corporate Quality Systems Manager).	M. Van Rijt L. Standaert L. Bradley G. Ryder
C	Mar 28-2016	3 & 5	Revised key contact personnel email addresses (formerly applasman.com).	M. Van Rijt L. Standaert L. Bradley G. Ryder
D	Aug 9-2017	3, 5, 7, 8, 9	Revised Introduction (added "Build-A-Mold" to website address path), revised Supplier Requirements – ISO Certification (changed to state "e-mail all ISO certificates to the applicable Build-A-Mold purchasing contact" – formerly Corp Quality Systems Manager), revised Subcontractor Self-Assessments (corrected spelling error), revised Supplier Ratings (identified subcontractors as rated "quarterly"), and revised Change Record (corrected rev level/date error for previous revision).	M. Van Rijt L. Standaert L. Bradley G. Ryder
E	Mar 1-2018	4	Revised Build-A-Mold Quality Policy Statement (changed "fixtures" to "tooling" in first paragraph).	M. Van Rijt L. Standaert L. Bradley G. Ryder
F	Apr 30-2018	3, 5	Revised Supplier Requirements (added section "Customs-Trade Partnership Against Terrorism C-TPAT).	M. Van Rijt L. Standaert L. Bradley G. Ryder
G	Mar 21-2019	6, 8	Revised General Procedures (changed MSDS to SDS in bullet 10), and revised Payment Terms (updated reference to PO / Contract).	M. Van Rijt L. Standaert L. Bradley G. Ryder
H	Aug 9-2020	3, 7	Revised key contact personnel and Subcontractor Self Assessments section (job title update)	M. Van Rijt L. Standaert L. Bradley G. Ryder
I	Nov 10-2020	All	Revised entire document including title page, header, footer and all pertinent sections (company rebranding including logo and naming convention changes: A.P. Plasman/Plasman Group/Build-A-Mold changed to Plasman/Windsor Tooling), updated Introduction and Key Contact Personnel (website and email address changes), removed BAM Vision Statement, revised Subcontractor Assessments section (removed reference to Customs & Outsourcing Coordinator), and revised Supplier Ratings section (changed Subcontractor ratings frequency from quarterly to annual).	M. Van Rijt L. Standaert L. Bradley G. Ryder

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Change Record – continued

Revision Level	Revision Date	Page(s) Affected	Description of Change	Revised By
J	Aug 5-2021	3, 4	Revised Introduction (revised website – included website filepath to manual), and revised Environmental Health & Safety Policy Statement.	M. Van Rijt L. Standaert L. Bradley G. Ryder
K	Aug 31-2021	3, 5	Revised contact information (revised fax numbers) and added Supplier Code of Conduct.	M. Van Rijt L. Standaert L. Bradley G. Ryder
L	Feb 15-2022	3	Revised Introduction (revised website address to manual).	M. Van Rijt L. Standaert L. Bradley G. Ryder
M	May 18-2022	3, 6, 9	Revised contact information (personnel change), added reference to Plasman Anti-Bribery Policy, and revised Subcontractor Assessment section (removed “Self” from title and Subcontractor Assessment Survey).	L. Standaert L. Bradley G. Ryder
N	Sep 27-2022	3, 10	Revied contact information (personnel update) and changed “biannually” to “semi-annually”.	G. Ryder
O	Jun 15-2023	6	Added Industry Standard Information Security Requirement	G. Ryder
P	Aug 2-2024	3, 5	Revied contact information (personnel change) and removed the Supplier Code of Conduct from the manual and replaced with a hyperlink to be accessed directly on the Plasman Supplier portal.	G. Ryder
Q	Oct 24-2024	3	Revied contact information (personnel change).	G. Ryder
R	Apr 9-2025	3	Revied contact information (personnel change).	G. Ryder
S	Jul 3-2025	3	Revied contact information (personnel change).	G. Ryder
T	Aug 8-2025	3	Revied contact information (personnel change).	G. Ryder

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Change Record – continued

Revision Level	*Revision Date*	*Page(s) Affected*	*Description of Change*	*Revised By*
U	Oct 29-2025	5	Revised Plasman Environmental Health & Safety Policy Statement.	R. Caixeiro G. Ryder
V	Nov 5-2026	9	Changed “Subcontractor Assessments” to “Supplier / Subcontractor Assessments” (including change to survey title).	R. Caixeiro G. Ryder