



# Global Supplier Guidebook

(Confidential)



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## 1.0 Introduction

Cooper Tire & Rubber Company (hereafter referred to as "Cooper") is committed to selecting suppliers that are willing to work with us to achieve the **highest levels of Quality, On Time Delivery** and **Increased Value through Continual Improvement**. We are looking for partners that are striving to be world-class leaders.

Our company relies on a standard of excellence and statement of values that we call "**The Cooper Way**". It provides the guiding principles of our organization. Collectively, our philosophies and beliefs define who we are as a company. They are the foundation for every business decision we make and every action we take, shaping our culture with every tire we produce.

"**The Cooper Way**" recognizes that without total support from our suppliers we cannot fulfill its purpose.



### **Help Each Other Succeed**

Every day, we help each other succeed. We're people-focused and build strong relationships. We act for the company's collective good. We encourage one another and help others learn and develop.

### **Have Engaged Communication**

We practice engaged communications, focusing on being open, candid, and timely in sharing news and listening to people to make sure we understand.

### **Be Agile**

We're agile. We implement the right change at the right time, take risks, continue learning and value creativity and innovation. We never give up.

### **Provide World-Class Customer Service**

We provide world-class customer service, delivering exceptional value through great products and services. We're committed to our customer's success and seek what's best for both of us. We honor our commitments. In short, we're the best tire company to do business with – a phrase you'll hear again and again here at Cooper.

### **Be Results Focused**

We're also results focused. We generate aggressive plans, based on the facts – then relentlessly implement those plans. We align our people, customers, strategy and processes. We're personally accountable, tenacious problem solvers, who eliminate waste at every opportunity.

### **Do the Right Thing**

Finally, we do the right thing. We provide high-quality products, and we promote and practice safe behavior. We use Cooper money and resources wisely. We earn respect, trust each other, and show respect for the culture and customs of all nations. We act with integrity, as good community citizens, and we seek diversity of thoughts, experience and ideas.

Furthermore, we realize that one of the key strengths to any successful relationship is communication, which was the purpose for developing this supplier guidebook.

This **Supplier Guidebook** (hereafter referred to as the "**Guidebook**") will provide you with many details with regards to doing business with us. It is an excellent tool and should be used whenever questions arise concerning expectations. If your questions are not answered by the information contained in this guidebook, please send your questions to:

Carl Edward Pinaro  
Supplier Relationship Manager  
Electronic mail: cepinaro@coopertire.com

## **2.0 Maintenance and Distribution**

The Supplier Relationship Manager (listed above) maintains this document and can provide the most recent revision upon request.

Initially suppliers are provided with the latest revision of this document. As revisions are made, the updated version is distributed to all suppliers. Suppliers are required to confirm receipt of the latest revision of this document.

## **3.0 Confidentiality**

All information concerning the relationship between Cooper and its suppliers is to be considered confidential. This includes, but is not limited to, material specifications, pricing information, and information provided in this guidebook.

## **4.0 Interaction**

### **4.1 Communication**

Suppliers globally are required to be able to communicate verbally and in writing using the English language for corporate and day to day operations. Regional languages will also be used to support regional business.

### **4.2 Supplier Code of Conduct**

#### **4.2.1 Overview**

This Cooper Tire & Rubber Company ("Cooper") Supplier Code of Conduct (the "Code") is intended to help ensure that Cooper does business with reputable business partners committed to Cooper's high ethical standards and business practices. This Code applies to all people and companies ("Suppliers") that do business with Cooper.

Cooper expects its Suppliers to act in a manner consistent with the ethical standards that contribute to Cooper's longstanding and hard-earned reputation for "Doing the Right Thing." **Doing the right thing means conducting business honestly, ethically and in accordance with all laws and regulations.**

Cooper expects that its global Suppliers will act according to the following basic principles:

#### **4.2.2 Supplier Code of Conduct**

##### **4.2.2.1 General Principles**

Cooper Suppliers must operate in full compliance with all applicable laws and regulations of the countries in which they do business, and also in compliance with this Code.

#### **4.2.2.2 Child Labor**

All Cooper Suppliers are encouraged to only utilize workers aged eighteen years old and older. At a minimum, Suppliers shall comply with applicable local child labor laws and employ only workers who meet the applicable minimum legal age requirement for their location. In the absence of local law, in accordance with International Labor Organization (ILO) Convention 138, Suppliers shall not employ children under the age of fifteen. Suppliers who employ workers less than eighteen years of age must observe all applicable legal requirements for such workers, particularly those pertaining to hours of work and working conditions.

#### **4.2.2.3 Compensation and Working Hours**

Cooper recognizes that compensation packages vary by country. All Cooper Suppliers shall at least comply with applicable wage and hour labor laws including those related to minimum wages, overtime hours and legally mandated benefits.

#### **4.2.2.4 Discrimination**

While Cooper respects cultural differences, employment – including hiring, remuneration, benefits, advancement, termination and retirement – should be based on ability and not on belief or any other personal characteristics such as gender, race, age, color, national origin, religion, sexual orientation, disability, political opinion or social or ethnic origin. Suppliers shall not tolerate unlawful discrimination in the workplace. Suppliers shall comply with applicable local laws concerning discrimination in hiring and employment practices.

Diverse suppliers are encouraged to be part of our strategic sourcing and procurement process.

#### **4.2.2.5 Environment**

Suppliers shall consider the impact their operations have on the environment and reduce that impact where practicable to protect the environment. Suppliers shall comply with applicable environmental laws and regulations in the countries in which they operate. Suppliers are expected to make sustainable improvements in environmental performance and require the same of their suppliers and sub-contractors.

#### **4.2.2.6 Forced Labor**

Suppliers shall not use forced or involuntary labor including, but not limited to, prison labor, indentured or bonded labor, slave labor, human trafficking, or other forms of compulsory labor.

#### **4.2.2.7 Freedom of Association**

Suppliers shall recognize and respect rights of workers to join organizations of their own choosing or to refrain from joining organizations. Suppliers shall respect the rights of workers to bargain collectively through representatives of their own choosing where a union has been chosen in accordance with applicable laws and regulations.

#### **4.2.2.8 Gifts and Gratuities**

Suppliers shall not offer, pay, or accept kickbacks, bribes or other improper payments or benefits prohibited by law. Additionally, Cooper generally discourages Suppliers from offering to, or accepting from, Cooper representatives any gifts or gratuities other than nominal business gratuities or reasonable meals and entertainment. A gift of nominal value is not prohibited as long as it is customary and not extravagant, improper or inappropriate; imposes no sense of obligation; and does not result in any special or favored treatment. Cash gifts or gratuities, regardless of amount, are strictly

prohibited. Any Supplier that violates this policy risks immediate loss of all existing and future Cooper business.

#### **4.2.2.9 Health and Safety**

Suppliers shall provide a reasonably safe working environment supportive of accident prevention and minimizing exposure to health risks. Suppliers shall comply with all applicable safety and health laws and regulations in the countries in which they operate.

#### **4.2.2.10 Conflict Minerals**

Suppliers shall source minerals, derivatives of minerals, and other raw materials in a manner that respects human rights. Suppliers shall avoid directly or indirectly financing or benefiting armed groups in the Democratic Republic of Congo (DRC) and/or its adjoining countries. Suppliers are required, annually, to certify that all materials and products supplied to Cooper either: 1) do not contain tantalum, tin, tungsten or gold or 2) if they do contain those elements, Suppliers shall cooperate with Cooper in determining the country of origin and the source (including the applicable smelter) and chain of custody of those elements.

#### **4.2.3 Compliance Verification**

Cooper may from time to time request information or access for purposes of verifying compliance by Supplier. In the event Cooper provides such a request and is not reasonably satisfied with the Supplier's response, Cooper may, in its sole discretion; decline to make further purchases under any agreement between Cooper and Supplier.

#### **4.2.4 Application to Subcontractors**

Supplier shall require its subcontractors to comply with the provisions of this Code as if it were the Supplier itself.

#### **4.2.5 Event of Violation**

Suppliers shall take necessary corrective actions to promptly notify Cooper and remedy identified noncompliance with this Code. Cooper reserves the right to terminate its business relationship with any Supplier who is unwilling or unable to comply with this Code.

#### **4.2.6 Reporting Violations**

Violations of the Cooper Supplier Code of Conduct may always be reported directly to the appropriate business contact, to any member of the Cooper Law Department or confidentially and anonymously, through the Cooper EthicsPoint Helpline at:

**Canada:** 1-800-588-7405 (English), 1-855-350-9393 (French)  
**China:** 10-800-120-1239 (Mandarin), 10-800-712-1239 (Mandarin)  
**France:** 0800-902500  
**Germany:** 0800-1016582  
**Italy:** 800-786907  
**Mexico:** 001-800-840-7907 (Spanish), 001-866-737-6850 (English)  
**Serbia:** 381-37-415-230 (automatically directs caller to U.S. #503-597-4356)  
**Singapore:** 800-1204201  
**Spain:** 900-991498  
**Switzerland:** 0800-562907  
**United Kingdom:** 0800-032-8483  
**United States:** 1-800-588-7405

**Or on the web at: [www.cooperhelpline.com](http://www.cooperhelpline.com)**

The EthicsPoint Helpline is staffed by an outside company and is available 24 hours a day, seven days a week. Keep in mind, if you make a report using the helpline, your identity will be kept confidential, where local law allows, and the information will be relayed to Cooper for further investigation.

## 5.0 Compliance

**Note:** Copies of the reference manuals, standards and training with regard to the expectations referred to in this section, as well as sections 6.9 and 13.0, are available through the Automotive Industry Action Group (AIAG) by calling +1-248-358-3003 or by going to the AIAG web site at [www.aiag.org](http://www.aiag.org), or by calling Adare Carwin (UK) in Europe at +44-1-708-861333.

### 5.1 Quality Management System (QMS)

**5.1.1 Suppliers of raw materials are required to implement a QMS** within their manufacturing plants and offices of operations. This system must be an active QMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on product quality. **Suppliers are required to be registered**, by an accredited third party certification body, **to meeting the most recent version of the ISO 9001 standard**. Suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer suppliers to be ISO/TS 16949 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**5.1.2. Sub-suppliers of raw materials are required to have an implemented QMS** within their manufacturing plants and offices of operation that meets the intent of the latest ISO 9001 standard. This system must be an active QMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on product quality. Sub-suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer sub-suppliers to be ISO 9001 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

### 5.2 Environmental Management System (EMS)

**5.2.1 Suppliers of raw materials are expected to implement an EMS** within their manufacturing plants and offices of operations that meets the intent of the latest ISO 14001 standard. This system must be an active EMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on the environment. Suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer suppliers to be ISO 14001 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**5.2.2 Sub-suppliers of raw materials are expected to have an implemented EMS** within their manufacturing plants and offices of operation that meets the intent of the latest ISO 14001 standard. This system must be an active EMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on the environment. Sub-suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer sub-suppliers to be ISO 14001 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We encourage our suppliers to take the free "AIAG Supply Chain Sustainability eLearning" course** developed by the Automotive Industry Action Group (AIAG). We also expect our suppliers to encourage this free course to their suppliers and so on down through the entire supply chain.

**Instructions:** This is an on-line, interactive course that should take less than one hour to complete, including registration, etc. There is no cost to take the course, but you do need to register to take it, which includes logging-in to the AIAG training system with existing credentials or by first creating a New Account.

**If you don't already have an account with AIAG**, here is how to create one:

1. **Go to:** aiag.org
2. **Go to:** the bottom of the page under "Membership" and **click on:** Login
3. **Click on:** Create New Account
4. **Enter:** your information

You will get an electronic mail notification that authenticates your new account.

**Once an account has been established with AIAG use the follow steps:**

1. **Login:** using your AIAG credentials
2. **Go to:** the "Training" dropdown list and **click on:** Training List
3. **Scroll down:** the list to "AIAG Supply Chain Sustainability eLearning" course
4. **Click on:** Register
5. **Scroll down:** to "Online Offerings"
6. **Choose:** a language
7. **Click on:** Register
8. **Click on:** Add to Cart
9. **Click on:** Check-Out
10. **Click on:** Submit Order
11. **Go to:** "My Account" dropdown list, **click on:** "e-Learning", and **click on:** Login
12. **Complete the course**

Upon completion of the course, please send a copy of the "**e-Learning Certificate of Completion**" to the Supplier Relationship Manager (see page 4 for electronic mail address).

### **5.3 Occupational Health and Safety Management System (OHSMS)**

**5.3.1 Suppliers of raw materials are expected to implement an OHSMS** within their manufacturing plants and offices of operation that meets the intent of the latest OHSAS 18001 / GB/T 28001 / RC 14001 / ANSI Z10 standard. This system is expected to be an active OHSMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on an employee's health and safety. Suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer suppliers to be OHSAS 18001 / GB/T 28001 / RC 14001 / ANSI Z10 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**5.3.2 Sub-suppliers of raw materials are expected to have an implemented OHSMS** within their manufacturing plants and offices of operation that meets the intent of the latest OHSMS standard. This system must be an active OHSMS that is part of the supplier's everyday business practices and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on an employee's health and safety. Sub-suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer sub-suppliers to be OHSAS 18001 / GB/T 28001 / RC 14001 / ANSI Z10 registered** by an accredited third party certification body to the most recent



standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

#### **5.4 Laboratory Management System (LMS)**

**5.4.1 Suppliers with internal laboratories are expected to implement a LMS** within their manufacturing plants and offices of operation that meets the intent of the latest ISO/IEC 17025 standard. This system is expected to be an active LMS that is part of the supplier's everyday business practices and expected to include the control of indirect products and services that have a direct impact on test accuracy. Suppliers should aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**Note: We prefer our suppliers' internal laboratory to be ISO/IEC 17025 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

#### **5.5 Indirect Products and Services**

**5.5.1 Indirect product and service providers, which have a direct impact on Cooper's product quality, are expected to implement a Quality Management System (QMS)** within their manufacturing plants and offices of operation that meets the intent of the latest ISO 9001 standard. **This system is expected to be an active quality management system that is part of the supplier's everyday business practices** and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on product or service quality.

**Note: We prefer our indirect product and service providers, which have a direct impact on Cooper's product quality, to be ISO 9001 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

**5.5.2 Indirect product and service providers, which have a direct impact on Cooper's product quality, are expected to implement an Environmental Management System (EMS)** within their manufacturing plants and offices of operation that meets the intent of the latest ISO 14001 standard. **This system is expected to be an active environmental management system that is part of the supplier's everyday business practices** and expected to include the control of sub-supplier raw materials and indirect products and services that have a direct impact on product or service quality.

**Note: We prefer our indirect product and service providers, which have a direct impact on Cooper's product quality, to be ISO 14001 registered** by an accredited third party certification body to the most recent standard and aim to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system.

#### **5.5.3 Inspection, Test or Calibration Services**

**5.5.3.1 Service providers** of inspection, test or calibration **are required to have a defined scope** that includes its capability to perform the required inspection, test or calibration.

**5.5.3.2 Service providers** of inspection, test or calibration **are required to either be registered**, by an accredited third party certification body, **to meeting the most recent version of the ISO/IEC 17025 or national equivalent standard or evidence of acceptability from our customer.**

#### **5.6 Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Compliance**

**Suppliers of materials that are under the control of REACH (which is specified in our material specification) are required to provide an annual compliance letter/certificate**, to regional Purchasing, which contains a list of all current approved

materials. In addition, if not provided on the COA, confirming clean oil test data (Polycyclic Aromatic Hydrocarbon (PAH) test report) is required every six months.

**Materials that are imported into Europe require the supplier to provide the name and address of their "Only Representative".**

## 5.7 Safety Compliance

**The following material commodities have been identified as extremely important to the manufacturing of our tires.**

- Bead Wire
- Polyester
- Steel Tire Cord

Related properties of these materials have been identified with the "Special Characteristic" requirement symbol "SC" to identify their importance.

The following is required for these materials:

1. **Documents related to these materials are required to be identified with a symbol**, of your choosing (but we prefer you use "SC"), to identify them as important. The following is a list of documents, if applicable, that at a minimum require the symbol:
  - Drawings
  - Material Specifications
  - Production Release Documentation
  - Technical Delivery Specifications
  - Test Specifications
  - Sample Reports
  - Quality Records
  - Certificates of Analysis (COA)
2. **Documents and Verification Data must be maintained for a minimum of fifteen years.** Verification data also includes information regarding planning type activities, the selection and qualification of personnel, suitability of test equipment, as well as process capability investigations and correspondence.
3. **A systematic verification process (yearly self-audit) must be completed** and it is expected that all required improvements are implemented. A new audit is to be performed to verify the implementation of improvement measures and their effectiveness. Self-audit results are to be maintained for a minimum of fifteen years and accessible upon request.

**Note: All related documentation pertaining to these materials can be demanded as proof of compliance. Suppliers must prove that they have done everything they are responsible for, as the supplying company, to eliminate any non-conformances of their material.**

We reserve the right to verify compliance with these requirements at your manufacturing location during process audits, technical reviews, capability reviews, or any other supplier visit.

## 5.8 Risk Management

**5.8.1 Audits are completed to confirm that management systems are in place and working efficiently and effectively. This audit process** is based on the Association of the German Automotive Industry VDA (Verband der Automobilindustrie) Standard and **is used to reduce supply risk.**

Suppliers are required to provide **written corrective action responses for all issues** identified to the lead auditor **within two weeks**. A reasonable amount of time is allowed for the implementation of corrective actions that take longer than two weeks. The audit is considered closed only after the lead auditor has approved all corrective action responses.

**5.8.2 Suppliers are required to establish contingency plans** with regards to the supply of raw materials, utility interruptions, labor shortages/stoppages, major equipment failures, etc. to assure material requirements are met in the event of an emergency. **In the event of an emergency, Cooper regional Purchasing is to be notified, within twenty four hours,** of the backup plan being put in place to assure the supply of material.

## **6.0 Material Approval**

### **6.1 Approved Source List (ASL)**

All raw materials, before being purchased for manufacturing, must be approved and added to the ASL. **The following information is recorded on the ASL for each raw material:**

- Material Specification Number/Code Number
- Material Description
- Material Trade Name
- Manufacturer Name
- Manufacturer(s) Address(s)/Supply Chain
- Supplier/Distributor Name

**Note: Outstanding Quality and Delivery performance including Cost Competitiveness and Excellent Customer Service is required.** Sustained poor performance in any of these keys areas in conjunction with unacceptable corrective action(s) could potentially result in the removal from the ASL which entails resourcing the business.

To qualify for consideration to be added to the ASL, the potential supplier must first comply with the following criteria:

### **6.2 Pricing**

**6.2.1** The potential raw material **supplier must provide competitive pricing** to the appropriate Buyer via a verbal or written quote for the particular material being considered for approval. Lab and factory trials are costly procedures for our plants to conduct, so requiring competitive pricing up front ensures that only suppliers who are serious about doing business with us are considered. In some cases the potential supplier may be asked to share or bear the cost of the evaluation.

**6.2.2 Price optimization** is also required of our suppliers. Optimization efforts need to be formalized in a documented process and be on-going. Price is a major consideration when making future sourcing decisions due to the tremendous impact it has on our competitiveness.

### **6.3 Material Specification Acceptance**

**Material Specification acceptance is required.** Suppliers are to accept the material specification(s) on the form provided or return the form with comments as to why they cannot accept. If comments are returned, the Supplier Relationship Manager and Materials Development work together to address all returned comments until concurrence and acceptance is obtained.

### **6.4 Supplier Profile**

**6.4.1 New potential raw material suppliers** (suppliers that have never done business with Cooper before) are required to fill out the Supplier Profile form and provide all the necessary supporting documentation. This information along with the New Supplier Audit information is used to help determine if the supplier should be recommended for addition to the ASL.

**6.4.2 Current raw material suppliers** trying to add a manufacturing location on to the ASL are required to fill out the Supplier Profile form and provide all the necessary supporting documentation. Based on this information, it is decided whether or not an

on-site audit is also needed to help determine if the supplier should be recommended for addition to the ASL.

## 6.5 New Supplier Audit

**A New Supplier Audit is completed to confirm that management systems are in place and working efficiently and effectively.** This audit process is based on the Association of the German Automotive Industry VDA (Verband der Automobilindustrie) Standard and is **used to help assess the potential addition of a source to the Approved Source List (ASL)**. This audit is completed for any new potential supplier that has never done business with Cooper before, a supplier that has not done business with Cooper for more than three years, a new technology achieved by a supplier, or a current supplier's new manufacturing location.

The result of this audit is one of the following:

1. **The potential supplier is barred** (it is not possible to award a contract). Effective actions are required for all issues identified for reconsideration which could result in a re-audit.
2. **Conditionally approved supplier** (it is possible to award a contract but is governed by defined conditions). Effective actions are required for all issues identified which could result in a re-audit.
3. **Fully approved (potential) supplier** (it is possible to award a contract without any restrictions). Effective actions are required for all issues identified.

**Note:** Suppliers are required to provide **written corrective and preventive action responses for all issues identified** to the lead auditor **within fourteen calendar days from the close of the audit**. A reasonable amount of time will be allowed for the implementation of corrective and preventative actions that take longer than fourteen days. **The audit is considered closed only after the lead auditor has approved all corrective and preventive action responses.**

**Note: If the supplier is Conditionally or Fully approved the process continues with obtaining a material sample.**

## 6.6 Material Sample

A **manufacturing processed material sample** is requested from the new potential or current supplier to be evaluated by Materials Development.

**Note:** The sample must be equal to the quality level of mass production which represents a statistically stable process.

The sample must be accompanied by a current **Material Safety Data Sheet (MSDS)/Safety Data Sheet (SDS)**, a **Certificate of Analysis (COA)**, a **Material Technical Data Sheet** (if established for the material), and a **Production Part Approval Process (PPAP) submission package** (if requested by Purchasing).

## 6.7 Material Safety Data Sheet (MSDS)/Safety Data Sheet (SDS)

Suppliers are required to identify all hazardous material and **provide an MSDS/SDS for all restricted, toxic and hazardous substances.**

**Note:** It is required of the supplier to ensure that at all times we are in possession of the **most current MSDS/SDS** for each approved material on the ASL.

**SDS expectations:**

**A) SDS format has the following required categories:**

1. Manufacturer's Name and Contact Information
2. Hazardous Ingredients/Identity Information
3. Physical/Chemical Characteristics
4. Fire and Explosion Hazard Data

5. Reactivity Data
6. Health Hazard Data
7. Precautions for Safe Handling and Use
8. Control Measures

**B) SDS requirements are as follows:**

1. Most Current Revision Provided and Maintained
2. Legible in the Intended Language
3. Complete Document Provided (All Pages)
4. Local Contact & Phone Number
5. Specific Gravity/Density (if material is in liquid form)
6. Toxic Substance Control Act (TSCA) Compliance Statement (USA only)
7. REACH Registration Number (for materials manufactured in Europe only)

**C) Information not required but helpful on all SDSs:**

1. Valid Chemical Abstracts Service (CAS) Number(s)
2. Chemical Abstracts Service (CAS) Weight(s) Percent (%)
3. Manufacturing Location

**Note:** Suppliers may be requested to supply the MSDS/SDS in various languages to support our manufacturing locations globally.

**6.8 Certificate of Analysis (COA)**

**6.8.1 A Certificate of Analysis (COA)** is required to be sent with each shipment, for each material shipped and is to contain results for each manufacturing lot of material shipped, that confirms the material meets the specified requirements of the current material specification(s).

**Note:** COAs based on "Typical Values" and "Blanket Certification Statements" are not acceptable.

**6.8.2 Information required** on all COAs:

1. Material Specification/Code Number and or FRME Number (if applicable)
2. Date of Shipment
3. Material Trade Name
4. Manufactured Date/Dip Date
5. Lot Number(s)
6. Material Quantity by Lot Number
7. Test Results (for properties which are specified on the material specification)
8. Units of Measure
9. Specification Limit(s)
10. Test Method(s)
11. Purchase Order (PO) Number
12. Manufacturer Name
13. Manufacturer Address
14. Manufacturer Contact and Telephone Number (N/A for Natural Rubber)
15. Supplier/Distributor Name (if different than manufacturer)
16. Supplier/Distributor Address (if different than manufacturer)
17. Supplier/Distributor Contact and Telephone Number (if different than manufacturer)

**6.8.3 Textile Reinforcement COAs** are to include expectations 1 through 17 and also the following five expectations:

18. Style(s)
19. Dip Type(s)
20. Sampled Roll Number(s)
21. Represented Roll Number(s)
22. **Complete Manufacturing Supply Chain - Yarn(Y), Convert(C) and Treat(T)**

**Expectations if the material is produced at one location:**

- Manufacturer Name (YCT)
- Manufacturer Address

**Expectations if the material is produced at multiple locations:**

- Yarn Manufacturer Name (Y)
- Yarn Manufacturer Address
- Converter Name (C) (if different than yarn manufacturer)
- Converter Address (if different than yarn manufacturer)
- Treater Name (T) (if different than converter)
- Treater Address (if different than converter)

**6.8.4 Steel Tire Cord COAs** are to include expectations 1 through 17 and also the following three expectations:

23. Box Numbers (recommended)
24. Ocean Container Number (recommended)
25. **Complete Manufacturing Supply Chain – Plate (P) and Twist (T)** (or referred to in the industry as Cable or Bunch)

**Expectations if the material is produced at one location:**

- Manufacturer Name (PT)
- Manufacturer Address

**Expectations if the material is produced at multiple locations:**

- Plating Manufacturer Name (P)
- Plating Manufacturer Address
- Twisting/Cabling/Bunching Manufacturer Name (T)
- Twisting/Cabling/Bunching Manufacturer Address

**6.8.5 Bead Wire COAs** are to include expectations 1 through 17 and also the following expectation:

26. Reel Number(s) listed in production order

**6.8.6 Natural Rubber COAs** are to include expectations 1 through 17 and also the following eight expectations:

27. Contract Number
28. Invoice Number
29. Carrier/Vessel
30. Port of Origin (if applicable)
31. Port of Entry (if applicable)
32. Bill of Lading (BOL)
33. Number of Pallets
34. Package Marks (Plastic Placard/Label)

**6.8.7 If test results reported on a COA were provided by an external laboratory, the test report, a copy of the scope of accreditation and the ISO/IEC 17025 certificate from the source must be attached** to the COA.

**6.8.8 Materials are accepted or rejected** based on the comparison of the material specification requirements to the test results listed on the COA and/or incoming test results as well as the Guidebook requirements.

**Note:** If material is rejected based on incoming test results, and the supplier disagrees with these results, then Supplier Relationship works with representatives from both sides to resolve all disagreements. Material is not returned or disposed of until an agreement has been reached.

**Note:** Shipments containing **more than three production lots are discouraged**, regardless of shipment method.

## 6.9 Production Part Approval Process (PPAP)

**PPAP submission could apply to any supplier** of a raw material that is used in the manufacturer of an Original Equipment Manufacturer (OEM) tire. Notification of this requirement will be well in advance of the due date and we will provide the necessary support and training in order to help meet this expectation.

**Note:** A **Level Four PPAP submission package** would be required containing a completed **Part Submission Warrant (PSW)** and **Bulk Materials Checklist (BMC)** at a minimum. Additional requirements are communicated using the Bulk Materials Requirements Checklist (Refer to **Appendix F - Bulk Material - Specific Requirements** of the **PPAP reference manual for more detailed information**). In addition to the PPAP reference manual, **PPAP refers to the following reference manuals: Advanced Product Quality Planning (APQP) & Control Plan, Potential Failure Modes and Effects Analysis (PFMEA), Measurement System Analysis (MSA), and Statistical Process Control (SPC).**

## 6.10 Factory Raw Material Evaluation (FRME)

If the material sample and all the required paperwork meet expectations, then a larger quantity of the material is ordered for a manufacturing plant trial. At this time the order is assigned a **FRME number**.

Once the FRME number is assigned to the order the following is required:

1. The **FRME material must be equal to the quality level of mass production** which represents a statistically stable process.
2. All **FRME material must be clearly labeled with the FRME number**, along with the **material trade name**, to insure the proper segregation of the material from production intent material.
3. The **FRME number must be on all shipping paperwork**.
4. The **FRME material must be sent in production intent packaging**.
5. A **Certificate of Analysis (COA) must be sent for the FRME material and contain the FRME number**.
6. If **test samples are required, they must be sent to the manufacturing plant running the FRME labeled with the FRME number**.

**Note:** Refer to the **Purchase Order (PO)** for any additional requirements and in some cases more than one FRME is required.

## 6.11 Manufacturing Plant Approval

### 6.11.1 If the manufacturing plant approves the FRME:

1. The PSW (if PPAP was requested by Purchasing) is approved and a copy is sent to the supplier.
2. The supplier's manufacturing location is added to the ASL for this specific manufacturing plant.
3. Orders can be placed.

### 6.11.2 If the manufacturing plant rejects the FRME:

1. The PSW (if PPAP was requested by Purchasing) is not approved.
2. The supplier's manufacturing location is not added to the ASL.
3. Orders cannot be placed.

4. Regional Materials Development or the approving plant determines if a second FRME trial should be ran after adjustment(s) are made based on the results of the FRME.

**Note:** If the material is added to the ASL, all material supplied going forward must be statistically consistent with the material approved.

## 6.12 The "Change" Essentials

**6.12.1** Suppliers are responsible for proactively **notifying and sometimes obtaining approval** from the Supplier Relationship Manager (see page 4 for electronic mail address) for changes (proposed and actual) that may or may not impact our final product. All proposed changes must be managed by assuring **verification and validation is completed before the implementation of the change** and by **maintaining the current supply of material until approval is obtained**.

**Note:** Following an approved change, the first three shipments of material must indicate "**CHANGED**" on the COAs as well as all of the material packaging labels.

**6.12.2** Supplier Relationship, along with support from Materials Development, assesses the potential effects of the proposed change and determines if and to what extent **verification and validation** needs to be completed to ensure compliance with requirements. Verification and validation could possibly result in an onsite audit and a PPAP resubmission if PPAP was initially required.

The following **proposed changes require proactive notification and approval**:

1. A proposed change to the material than what was previously approved (example: any change that alters the material statistically)
2. A proposed change to a material that was used to make the previously approved material (examples: catalyst change, neutralizing solution change, binder change, solvent change etc.)
3. A proposed change to the manufacturing process than what was used to make the previously approved material (examples: filtering method change, drying method change, new plating line, new treating line etc.)
4. A proposed change to the form of the material than what was previously approved (examples: powder instead of pellet, flakes instead of pastilles, etc.)
5. A proposed change in the test or inspection method (examples: new technique, new model of equipment, advanced equipment, etc.)
6. A proposed change to supply the same material from a different manufacturing location that is not already approved
7. A proposed new source of a raw material from new or existing supplier
8. A proposed upgrade or rearrangement of existing manufacturing equipment
9. A proposed sub supplier change with regard to the proposed changes listed above (1 through 8)
10. A proposed change to the packaging of the material than what was previously approved (examples: wood skids instead of plastic skids, low melt bag material change, paper bag material change, super sack material/design change, removing or reducing desiccant, changing humidity indicator types, less shrink wrap used, etc.)

In addition, the following **actual changes require notification**:

**Note: Changes 1 through 5 below also require Cooper Buyer notification** of the established action plan to keep our manufacturing processes running.

1. Inability to meet any part of the material specification(s)



2. Any issue that could possibly result in missed shipments or could possibly affect our manufacturing processes or product quality (examples: quality issue, labor issue, capacity issue, manufacturing issue, etc.)
3. Any sub supplier issue that could possibly result in missed shipments or could possibly affect our manufacturing processes or product quality (examples: quality issue, labor issue, capacity issue, manufacturing issue, etc.)
4. Nonconforming material that was shipped
5. Material that is not in compliance with REACH that was shipped
6. QMS certification lapse or discontinuation for any reason
7. EMS certification lapse or discontinuation for any reason
8. OHSMS certification lapse or discontinuation for any reason
9. Calibration and Testing Laboratory certification lapse or discontinuation for any reason
10. Company ownership change
11. Company name change
12. Material trade name change

**Note: Company ownership changes, company name changes, and material name changes** are updated on the ASL without material re-approval if there are no changes to the manufacturing locations or manufacturing processes. Although, updated SDSs with the name change are required for all materials approved on the ASL.

**6.12.3 If a supplier change is initiated by Cooper**, a form is sent to the supplier with the details of the request. **The supplier is expected to fill out the form indicating acceptance of the proposed change or to document the reason(s) why the request was denied.** The completed form is to be sent back to Cooper.

## 7.0 Natural Rubber

The condition of Technically Specified Rubber upon arrival at the delivery location specified in the contract must be free from any damage and shall meet the following requirements:

1. **Bale wrap identifying** the manufacturing plant by **name or symbol**
2. Only **approved, sturdy, clean** and **protective packaging** that shall not damage during transit, storage or handling is accepted
3. The **package marks** (plastic placard/label) required by the buyer and/or the controlling organization in the producing country **shall be distinct and legible.**
4. The presence of **wood splinters, broken timber, or other contaminates** adhering to the rubber **is not permitted**
5. The presence of **foreign material is not permitted**
6. There shall be **minimal adhesion** between the bales/blocks of rubber
7. A **clean Bill of Lading** (BOL) must be issued

## 8.0 Inventory Control

**8.1** In order to assist in inventory control practices (**First In First Out (FIFO)**) suppliers should **ship material**, whenever possible, **in the order that it was manufactured** when fulfilling purchase orders.

**Note:** Suppliers are also required to use an inventory management system to **optimize inventory turns** and **assure stock rotations**, such as “first-in-first-out”, of raw materials, in process materials and finished materials.

**8.2 Suppliers are required to provide material with a sufficient amount of shelf life remaining for use.**

## **9.0 Packaging and Labeling**

### **9.1 Packaging**

**9.1.1 Raw materials are not to be packaged using wood or cardboard** unless initially approved that way during the FRME process or prior approval is obtained by Cooper Purchasing.

**9.1.2 Mixed rubber compounds are to be packaged on metal skids** whenever possible.

**9.1.3 Packaging deviations** require prior approval from Cooper Purchasing before shipping.

**9.1.4 Individual material containers** (examples: roll, tote, pallet, super sack, box, etc.) **are to contain only one material lot.**

**Note:** If more than one material lot is needed to be shipped on a skid, Cooper Purchasing must first approve the shipment. For approved shipments, the lots must be clearly separated by shrink wrap on the skid.

**9.1.5 Shipments containing more than three lots are to be minimized**, regardless of shipment method.

**9.1.6 A Packing List is required for all shipments.**

#### **Information required on all Packing Lists:**

1. Material Specification Number/Code Number
2. Material Description
3. Purchase Order (PO) Number
4. Net Weight
5. Number of Skids/Containers
6. Bill of Lading (BOL) Number
7. Ocean Container Number (if applicable)

**9.1.7 Bill of Lading and Delivery Receipt** provided must be identified with the Purchase Order (PO) number.

### **9.2 Labeling**

**9.2.1 Each small individual material container** (examples: bag, spool, reel, bale, etc.) shipped **must be identified/labeled with both Cooper’s material specification number/code number and the supplier’s material trade name.** This is so the material can still be correctly identified if removed from the larger container.

**Note: Printing size and color on the bale wrap used for polymers** must be the same as what was approved initially during the Factory Raw Material Evaluation (FRME).

**9.2.2 Each large individual material container** (examples: roll, tote, skid, super sack, trailer, rail car, etc.) **must be identified/labeled with both Cooper’s material specification number/code number and the suppliers material trade name on at least two sides (adjacent sides preferred).** In addition, each large container shipped must be identified with Cooper’s material specification number/code number in such a manner that this **identification remains with the material until it is completely consumed.** For example, if the material is wrapped in shrink wrap on a pallet, the Cooper material specification number/code number cannot be placed on the

outside of the shrink wrap, as this is removed in order to use the material in manufacturing.

## 10.0 Quality Performance

Raw material suppliers are monitored for quality conformance by the means of tracking conforming material performance on a monthly basis. **Conforming material performance** reflects the supplier's ability to ship material to our manufacturing locations that meets the material specification(s).

### 10.1 Quality performance is measured as nonconforming Parts Per Million (PPM) received and the goal is to maintain zero nonconforming PPM.

**Calculation:** Nonconforming PPM equals the total amount of nonconforming material received during a month divided by the total amount of material received during that same month, times one million.

### 10.2 Formal Material Quality Notification (FMQN)

**10.2.1 FMQNs are issued for**, but not limited to:

Any nonconforming material which could affect the **quality of our product**:

- Not meeting any part of the material specification
- Damaged material (examples: wet, bent, etc.)
- Foreign material present (example: contamination)
- Incorrect material received due to mislabeling
- Material received past the shelf life

Anything which could affect our **manufacturing process**:

- Damaged packaging
- Incorrect packaging
- Incorrect material form

**Repeat occurrences** for the same Vendor Complaint Quality Notification (VCQN)

Failure to provide written **corrective and preventive action in a timely manner**

Not following **the "Change" essentials**

**10.2.2** FMQNs require the supplier to provide a **written corrective and preventive action response**. This response is to be documented on the Supplier Corrective and Preventive Action Response form provided.

**10.2.2.1** An **initial response is required** to be returned **within twenty four hours of the acknowledged receipt of the issue**. Completing the first three sections of the form ([D1] through [D3]) is required for the initial response.

**10.2.2.2** The **final response is required** to be returned **within fourteen calendar days of the acknowledged receipt of the issue**. Completing the next six sections of the form ([D4] through Supplier Response) is required for the final response. If more time is required to complete the corrective and preventive action process, **continued updates are required every five calendar days thereafter**, until the issue is corrected and the preventive action is implemented and verified to be effective. If the final response is not received **within fourteen calendar days, and more time was not agreed upon**, then the supplier may be required to attend a face to face meeting to present their corrective and preventive action response.

**10.2.2.3** The issue is considered closed only after the Supplier Corrective and Preventive Action Response form has been accepted (signed, dated and returned).

**Note:** In some cases, a plant trial and or an on-site audit may be required to verify and validate the effectiveness of the corrective and preventive action(s) implemented.

### 10.3 Vendor Complaint Quality Notification (VCQN)

**10.3.1 VCQNs are issued for,** but not limited to:

Anything which does not affect the **quality of our product:**

- Slight form change to the material (example: clumping)
- Suspect material that meets the material specification (example: color difference)
- Foreign material that has known contamination source (example: work glove)
- Material flow issue
- Material received with not enough shelf life remaining

Anything which does not affect our **manufacturing process:**

- Correct material received but mislabeled
- Slightly damaged packaging with no damage to the material
- Inadequate packaging
- No test samples provided with shipment

Three or more **repeat occurrences** for the same Opportunity for Improvement (OFI)

Not meeting a Guidebook requirement

**10.3.2 VCQNs may require** the supplier to provide **a written corrective and preventive action response.** This response, if required, is to be documented on the Supplier Corrective Action Response form and the expectations documented in 10.2.2.1, 10.2.2.2 and 10.2.2.3 apply.

### 10.4 Opportunity for Improvement (OFI)

**OFIs are issued for,** but not limited to:

Minor issues which do not in any way affect **the quality of our product:**

- Material characteristic issue not specified in the material specification
- Shipment missing the COA
- Commercial issue
- Factory Raw Material Evaluation (FRME) issue

Minor issues which do not in any way affect our **manufacturing process:**

- Not enough shrink wrap
- Carrier issue (examples: where Cooper paid the freight, FOB origin, etc.)
- Information errors (examples: wrong lot number provided on paperwork, missing information on the COA, safety symbol missing from paperwork, etc.)

**Note:** OFIs do not affect the supplier's quality score or ranking and does not require a written corrective and preventive action response.

### 10.5 Nonconforming/Suspect Material Disposition

Supplier is expected to provide disposition of the nonconforming/suspect material **within ten calendar days from the acknowledged receipt of the issue.** A **return material authorization (RMA) number from the supplier is expected,** but not required, for the return of any material. The return authorization is to be provided to the receiving plant's shipping and receiving department. If disposition is not provided by the supplier **within thirty calendar days,** the receiving plant can make arrangements to have the material returned to the supplier's manufacturing location at the suppliers expense.

If material is authorized to be returned or scrapped by the supplier, the returned/scrapped amount is used in the nonconforming PPM calculation.

**Note:** All cost associated with scrapping and or returning the material is the responsibility of the supplier.

## 11.0 Delivery Performance

Raw material suppliers are monitored for delivery conformance by the means of tracking on time delivery performance on a monthly basis. **On time delivery performance** reflects the supplier's ability to ship material so that it arrives at our manufacturing locations on the expected receipt date.

**11.1 Performance is measured as an on time percentage and the goal is to maintain one hundred percent on time delivery.**

**Calculation:** On time percentage equals the number of late deliveries during a month divided by the total number of deliveries during that same month, times one hundred.

**11.2 Poor delivery performance or an issue that resulted in the stoppage of tire production requires** the supplier to provide **a written corrective and preventive action response**. This response is to be documented on the Supplier Corrective and Preventive Action Response form provided and the expectations documented in 10.2.2.1, 10.2.2.2 and 10.2.2.3 apply.

**11.3 An Advance Shipping Notice (ASN) must be sent prior to or at the time of shipment.** ASN transmission must occur electronically as specified by the receiving plant. Means of electronic communication includes, but is not limited to, the Elemica system, electronic mail or facsimile.

**Note:** The Purchase Order (PO) number must be entered on all ASNs, Bills of Lading (BOLs), and Invoice Documents.

**Note:** Information entered on the ASN must be identical to what is present on the BOL. This includes leading 0s, hyphens, commas, dashes, and upper and lower case lettering.

### Information required for all ASNs:

1. Purchase Order (PO) Number
2. ASN Number (not required in Asia)
3. Carrier Name and SCAC Code
4. Trailer Number/Pro Number
5. Bill of Lading (BOL) Number
6. Ship From Location (City, State, Country, Postal Code)
7. Estimated Delivery Date
8. Shipment Date
9. Gross Weight (Total Weight for Entire Shipment)

### And the following detailed information by PO line number and lot number:

10. PO Line Number (not required in Asia)
11. Material Specification Number/Code Number
12. Material Lot Number
13. Quantity Shipped (Net Weight)
14. Number of Containers

**Note:** On time delivery performance will be negatively impacted for failing to provide an ASN, for failing to provide an accurate ASN, and for providing an incomplete ASN.

## 12.0 Repercussions of Poor Performance

Performance information is used to determine future sourcing decisions and supplier development activities. Suppliers that exhibit poor performance in quality, delivery or service are notified and requested to provide **specific corrective action plan(s) and or an overall improvement plan**. The supplier may also be required to attend a face to face meeting to present these plan(s).

**Suppliers who continue to exhibit poor performance could be subject to an on-site audit and/or could be resourced and removed from the Approved Source List (ASL), depending on the severity of the issue(s).** Upon removal from the ASL all prior purchase commitments made with a supplier are considered void due to the unacceptable performance.

### **13.0 Materials Planning & Logistics (MP&L)**

We strongly encourage that the **Materials Management Operations Guideline/Logistics Evaluation (MMOG/LE)** is used to assess your MP&L process.

**Note:** New potential suppliers may be required to complete this assessment and submit it as part of the material approval process.

Implemented procedures for data exchange are encouraged for Suppliers and Logistics providers. A fast, reliable, integrated, exact and standardized information flow is necessary to reduce lead times both in the physical and the administrative flow.

Suppliers are encouraged to have the capability to send and receive electronic communication in accordance with requirements and relevant industry standards. **Traditional EDI or Web-based EDI are acceptable** means of electronic communication. Electronic mail and facsimiles are not acceptable means of electronic communication (**EDI is not available in Asia at this time**).

**Note:** If you are not responsible for the transportation of your material, routing instructions are provided.

### **14.0 Improvement**

**14.1 Continual improvement** efforts of systems and processes are required to drive overall performance improvement. Being a global leader in systems and processes is preferred.

**14.2 Lean enterprise concepts** should be utilized where appropriate to eliminate waste and non-value added activities that increase costs. Lean enterprise concepts may include the implementation of "KanBan", "Pull Systems", and other related practices. You may be requested to work with us on a continual improvement project where we assist in the deployment of "Lean" initiatives when it is appropriate to do so. A request for your involvement/participation is done well in advance of the targeted project start date.

**14.3** Implementation of the **Six Sigma methodologies** as a business philosophy and initiative to enable world-class quality and continuous improvement to achieve the highest level of customer satisfaction is encouraged. Six Sigma is the new standard of excellence at only 3.4 non-conformances per million opportunities (NPMO).

### **15.0 Asia Specific**

#### **15.1 Invoices (Kunshan plant)**

**Invoices for our manufacturing location in the Asia** are to be sent via express to:

Cooper (Kunshan) Tire Co., Ltd.  
No. 168, Bailing Road  
Precision Machinery Industrial Park  
Kunshan, ETDZ, China 215331

**Note:** All invoices need to be identified with the Purchase Order (PO) number.

#### **15.2 Agreement**

Suppliers are required to sign and date the **Purchasing Framework Agreement** and **Quality Warranty Agreement** prior to the start of normal purchasing.

### **16.0 Europe Specific**

#### **16.1 Invoices (Melksham plant)**

**Invoices for our manufacturing location in the United Kingdom** are to be mailed to:

Cooper Tire & Rubber Company Europe Ltd.  
Bath Road  
Melksham, Wiltshire, United Kingdom SN12 8AA

#### **16.2 Invoices (Kruševac plant)**

**Invoices for our manufacturing location in Serbia** are to be mailed to:

Cooper Tire & Rubber Company Serbia D.o.o.  
Savska 33  
Kruševac, Serbia 37000

#### **17.0 Mexico Specific**

##### **17.1 Invoices (El Salto plant)**

**Invoices for our manufacturing location in Mexico** are to be sent electronically to Purchasing and Finance and also must include a deposit in our payment mailbox upon the delivery of the material.

**If a document is missing, it needs to be mailed to:**

Corporacion de Occidente S. A. de C.V.  
Km 3.5 Carretera a El Salto vía la Capilla, Col. La Reserva  
El Salto, Jalisco C.P. 45680

##### **Information required on all Invoices:**

1. Purchase Order (PO) Number
2. Material Specification Number/Code Number
3. Quantity Invoiced
4. Unit Price
5. Extended Amount
6. Payment Terms

**Note:** Any additional charges (examples: taxes, freight, duty, packaging, etc.) needs to be invoiced as separate line items.

#### **18.0 United States Specific**

##### **18.1 Invoices (United States plants)**

**Invoices for our manufacturing locations in the United States**, which are not electronically sent through Elemica, are to be sent by electronic mail (acctspayable@coopertire.com) or mailed to:

Cooper Tire & Rubber Company  
701 Lima Avenue  
Findlay, Ohio 45840

##### **Information required on all Invoices:**

1. Purchase Order (PO) Number
2. Material Specification Number/Code Number)
3. Ship to Location
4. Quantity Invoiced
5. Unit Price
6. Extended Amount
7. Trailer/Rail Car Number (recommended)
8. Country of Origin

**Note:** Any additional charges (examples: taxes, freight, duty, packaging, etc.) need to be invoiced as separate line items.

##### **18.2 Certificate of Analysis (COA)**

In addition to sending the COA with the shipment, forward a copy to the specific manufacturing location's **electronic mailbox**:

<u>Plant Location</u>	<u>Electronic Mailbox</u>
Clarksdale, Mississippi, USA	clarksdalecoa@coopertire.com
Findlay, Ohio, USA	findlaycoa@coopertire.com
Texarkana, Arkansas, USA	texarkanacoa@coopertire.com
Tupelo, Mississippi, USA	tupelocoa@coopertire.com

The proper procedure for electronically mailing COAs is to have the following format in the subject line of the electronic mail:

1. **Material Specification Number** - This allows us to sort the list by subject
2. **Supplier Name/Abbreviation** - Consistent method should be used for all manufacturing locations. This will permit further sorting
3. **Lot Number(s) Represented** - This allows us to expedite matching the shipment with the proper COA in the electronic mailbox
4. **Also for Carbon Black: The Trailer/Rail Car Number** is helpful

Expected electronic mail or facsimile subject line example:

**2009 - XYZ Company - 123456, 234567 - DCCBX 002026**

**Note:** If you receive an **undeliverable message** or you believe that there is a problem on the receiving side of the transmission, the following steps are to be taken:

1. **Send an electronic mail notification** to the Supplier Relationship Manager (see page 4 for electronic mail address) as soon as the problem is identified and include a detailed description of the error
2. **In the interim**, while electronic mail is not working, COAs are to be sent to the specific plant location by using the number below:

<u>Plant Location</u>	<u>Facsimile Number</u>
Clarksdale, Mississippi, USA	662-624-6551
Findlay, Ohio, USA	419-420-6006
Texarkana, Arkansas, USA	870-779-4269
Tupelo, Mississippi, USA	662-841-7518

## 19.0 Revision History

<b>Date</b>	<b>Section</b>	<b>Sub-Section</b>	<b>Revision</b>	<b>Approved By</b>
06/08/2012	All	All	Supplier Guidebook made Global	Carl E. Pinardo
03/09/2016	All	All	Added "The Cooper Way"; 4.0 "Interaction"; 4.2 "Supplier Code of Conduct"; 5.3 "OHSMS"; 5.4 "LMS"; 5.5 "Indirect Products and Services"; 5.6 "REACH Compliance"; 5.7 "Safety Compliance"; 5.8 "Risk Management"; 6.12 "The Change Essentials"; 7.0 "Natural Rubber"; and Regional Specific Requirement sections. In addition, many other sections were revised or updated.	Carl E. Pinardo