



Direct Supplier Quality Manual - Master

FEBRUARY 2025

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Preface

Gentex Corporation (“Gentex”) has developed this manual to give guidance and direction to all our suppliers and their affiliated companies. The Supplier, on behalf of itself and its affiliated companies, agrees to comply with all provisions and terms referenced in this manual. Use of this manual by Gentex personnel is to promote equality in the way we collaborate with suppliers. We believe equitable treatment of all suppliers to Gentex is imperative, and that each supplier understands what is expected of them prior to producing products or contracting work with Gentex.

Gentex Corporate Philosophy

Gentex’s stated mission is to be a smarter organization; a world-class manufacturer with superior products and service driven by a supportive work culture that encourages people to innovate, excel, and continually improve every aspect of the business.

Our goal is to maximize customer satisfaction. Gentex believes this can be best achieved through an unwavering commitment to quality, fueled by sustained continuous improvement. Gentex’s long term prosperity is ensured only when product values, service, and customer responsiveness are continually enhanced. Consequently, no part of the organization is immune from participating in the never-ending process of continuous improvement.

Innovation is a Gentex hallmark. Incremental improvements ensure that each development continues to enhance customer value over the life of the product.

Gentex priority is to operate in a sustainable manner committed to environmental, social, and governmental / legal best practices.

Gentex understands suppliers play an integral part in maximizing our customers’ satisfaction. Gentex believes that through open lines of communication with the entire supply chain, we can maximize the quality of the product, while maintaining excellent delivery, cost, and unparalleled service to our final customer.

Gentex Visitor Policy

Due to the proprietary nature of the business, Gentex has established policies and procedures which all visitors agree to follow as a condition of access to Gentex premises.

- Visitors must comply with all check-in and check-out procedures established for the facility they are visiting.
- All visitors must register and display a valid visitor identification badge when entering all internal areas, and any other area designated as badge-only.
- Visitors agree to maintain strict confidentiality of all Gentex proprietary information, always remaining with their designated Gentex sponsor.
- Use of cameras or any other photographic/vides devices is prohibited while on the premises.

Diversity

Gentex is committed to diversity, equity, and inclusion initiatives in all aspects of its business. Gentex has/is committed to maximizing (industry) participation of Socially and Economically Disadvantaged Individuals (SEDI) owned businesses through the development of mutually beneficial business relationships, which will ensure the provision of quality materials and services to the corporation in a timely and cost-effective manner.

Gentex, at its discretion, will develop mentoring relationships with key SEDI owned suppliers to help develop business systems and encourage them with modern technologies and future growth. We understand that the commitment to these businesses not only benefits the supplier, but it also benefits the greater business community.

Partnering with Gentex

1. Supplier-facing Rules of Engagement

Gentex is committed to building strong and mutually beneficial partnerships with our suppliers by:

- Fostering a collaborative environment rooted in respect, authenticity, and valuing each supplier's expertise.
- Building trust by cultivating open, accountable communication, and leveraging a data-driven approach.
- Inspiring growth and development by setting high expectations and motivating our partners to excel.

2. Ethical Practices

The Supplier will conduct business based on the Code of Business Conduct and Ethics (the "Code"), which covers a wide range of business practice procedures and is applied in conjunction with the Supplier Manual.

The Supplier shall comply with expectations described in the Code of Business Conduct and Ethics found at <https://www.gentex.com/about/sustainability/>

3. Supplier Sustainability Expectations

At Gentex, social responsibility has been a focus of our business from the start. From aerospace devices to automotive products and features that protect drivers and their passengers, as well as pedestrians from road hazards. Gentex has always been in the business of safety.

In alignment with our Board of Directors, Gentex incorporates environmental, social, and corporate governance issues into our decision-making processes and our business policies, operating in accordance with all applicable laws and seeking adherence with international human rights conventions in defiance of child labor, force labor, and human trafficking. To evaluate suppliers fairly, the Company requires completion of sustainability assessments.

Suppliers are encouraged to review our corporate sustainability report available at <https://www.gentex.com/about/sustainability/> which we update as our programs continually improve, in order to align the policies and practices that guide our environments, social, and corporate governance requirements and industrial best practices. Gentex encourages their suppliers to use recycled and/or sustainable materials whenever possible. Commitments to carbon neutrality that align with Gentex will become required by all suppliers as we must work together to achieve this goal.

Furthermore, we expect our suppliers to join us in striving to adhere to the United Nations' Global Compact Principles, including the defense of human rights, the implementation of protective labor policies, environmental responsibility, and anti-corruption practices. For more information, please review <https://unglobalcompact.org/what-is-gc/mission/principles>.

Gentex requires that all suppliers establish an account with Ecovadis to ensure compliance with our sustainability standards.

Additional supplier expectations related to matters of corporate sustainability are located throughout this document. Please review them carefully.

4. Gentex Environmental Health and Safety Commitment

Gentex Corporation places a high priority on conducting its business in a sustainable manner that places the least practical burden on the environment, while protecting the health and safety of our team members and partners.

Gentex has been working toward this vision since 1999, when we began the establishment of an environmental management system based on the ISO 14001 international environmental management standard. ISO 14001 outlines a structured management system to achieve and demonstrate environmental performance by controlling the impact that our activities, products, or services have on the environment. Suppliers shall comply with the expectations found in ISO-14001 as found in the following link:

<http://www.gentex.com/corporate/sustainability>.

Gentex has furthered these initiatives by completing our ISO 45001 Health and Safety Management certification for our US Manufacturing facilities in 2023. ISO 45001 provides a framework that helps Gentex employees control and minimize the situations that could result in illness, injury, and in extreme cases, death. We focus on improving the working environment to provide conditions that protect and support our employee's physical, mental, and cognitive health, and enables them to do their best work each day.

As our partner, it is important to us that you understand your role in helping us achieve this vision. Toward that end, Gentex has prepared an Environmental Policy that establishes the foundation for our environmental management system and an Occupational Health and Safety (OH&S) Policy that communicates your responsibilities as a Gentex partner.

5. Software

Software specific suppliers to Gentex will meet minimum process, documentation, and quality specifications as deemed necessary by Gentex leadership and/or software development team. Software suppliers may be required to meet standards that include, but are not limited to: SPICE, SQI 2004, ISO/IEC 12207, CMMI, or others as requested by Gentex through project specific requests. The supplier will be accountable to a variety of software standard(s) to which based on the project or program. Purchasing leadership, or a software team member, will communicate the applicable standards to the potential supplier and they will be agreed upon, in writing, prior to award of business.

6. Cybersecurity Requirements

Components determined to be cybersecurity relevant by Gentex are required to follow industry best practices in secure product development, including but not limited to compliance with standards such as ISO/SAE 21434 (Road Vehicles Cybersecurity).

ISO/SAE 21434

Suppliers providing cybersecurity relevant components per ISO/SAE 21434 must meet the cybersecurity documentation requirements outlined in **Table 1** below.

Table 1:

	Off-the-Shelf	Out-Of-Context	In-Context
Gentex Form-64 <i>Cybersecurity Section</i>	X	X	X
Records of cybersecurity capability <i>(RC-07-02)</i>	X	X	X
Cybersecurity relevant documentation <i>(RQ-06-21)</i>	X		
Cybersecurity claims & assumptions <i>(RQ-06-18)</i>		X	
Cybersecurity Interface Agreement (CIA) <i>(WP-07-01)</i>	X	X	X

Note: Requirements listed are subject to change

Requests for Quote (RFQs)

Suppliers must respond to product-specific cybersecurity RFQs provided by Gentex, outlining compliance with cybersecurity requirements, certifications, and risk mitigation plans through a Gentex-defined CIA (if applicable)

Cybersecurity Interface Agreement (CIA)

Suppliers providing components requiring “distributed activities” as defined in ISO/SAE 21434 are required to collaborate with Gentex to establish and sign a Cybersecurity Interface Agreement (CIA) for each project. The CIA defines the roles, responsibilities, and protocols for managing cybersecurity risks related to the supplied products or services.

Incident Reporting

Suppliers providing components requiring “incident reporting” per ISO/SAE 21434 are required to immediately report any identified cybersecurity vulnerabilities, breaches, or risks in products or processes affecting Gentex to psirt@gentex.com. A clear incident response plan must be in place to address any cybersecurity incidents according to ISO/SAE 21434.

7. Information Security Requirements

- Suppliers must promptly report any cybersecurity incidents that could impact Gentex’s information or the delivery of products and services. This includes breaches, data loss, or any other security events that could pose a risk to Gentex.
- Suppliers must agree to routinely assess and reasonably address cybersecurity risks to their information and technology, in order to mitigate risks to their production and delivery of customer components or services to Gentex.
- Suppliers must upon request agree to provide Gentex with the results of their cybersecurity risk assessments.
- Supplier must, upon reasonable notice, allow Gentex or an independent third-party on-site access to conduct a cybersecurity audit of their information systems.

8. Non-disclosure Agreement

Gentex expects their suppliers to maintain Gentex’s confidentiality and sign a non-disclosure agreement.

9. Quality Management System (QMS)

Suppliers are required to implement and maintain a documented quality management system that effectively manages all critical activities necessary for product or service quality. Certification or registration to one of the following international quality management standards by an accredited third-party certification body is required depending on the application for the Supplier’s products and/or services.

Industry of Application	QMS Standard
Automotive	IATF 16949
Aerospace	AS9100
Other	ISO 9001

Suppliers must submit proof of certification to one of the aforementioned standards. A Gentex quality representative may adjust these requirements based on factors such as product risk, target market change, and/or the Supplier's plan to achieve a higher level of QMS certification. In the absence of sufficient third-party QMS certification, Gentex may conduct an on-site audit to assess the Supplier's quality system.

Note: Suppliers must immediately inform Gentex if their third-party certification expires or is revoked.

Gentex reserves the right to:

- Conduct on-site audits to verify supplier quality systems
- Confirm supplier compliance with applicable quality standards
- Perform Carrier Quality System audits in addition to or instead of third-party certification
- Require suppliers to be periodically re-qualified

10. Record Retention

The Supplier and its sub-tier suppliers will comply with ISO 9001:2015 record retention requirements.

11. Terms and Conditions

Gentex maintains different Terms and Conditions based on various industries and/or regions.

The Supplier shall comply with expectations found based on the type of supplier / industry in the following link:

<https://www.gentex.com/supplier-information>.

12. Supplier Information Network

Gentex requires all suppliers to actively engage, respond to questionnaires, and manage their supplier information within the Trust Your Supplier (TYS) platform.

13. Order Management Requirements

The Supplier shall use and/or implement any software systems and processes requested by Gentex regarding Gentex orders. If the Supplier fails to use said systems, then the Supplier assumes all risks, and shall further indemnify and hold Gentex harmless from all errors, omissions, delays, liabilities, and other damages that may result from the Supplier's use of non-acceptable channels. Gentex's receipt of, or response to, information submitted through non-acceptable channels shall not relieve Supplier of its obligations herein.

14. Adherence to Requirements

The Supplier will provide product and/or services in accordance with customer specific requirements as communicated through drawings, gerber files, specifications, or any other written correspondence provided by Gentex purchasing, engineering, or quality team members.

The Supplier will notify Quality and Purchasing of any issues that relate to their ability to produce acceptable quality material, and which may have already been shipped to Gentex or is in transit.

The Supplier will notify Quality and Purchasing of any issues that relate to the ability to produce acceptable quality material which may have been shipped to Gentex or is in transit to Gentex.

Responsible Minerals Reporting Requirements

1. Conflict Minerals

Conflict Minerals are known as the “3TG” regardless of their origin are defined as:

- Columbite-tantalite (also known as Coltan): This ore contains Tantalum (Ta).
- Cassiterite: The ore that is the most common source of Tin (Sn),
- Wolframite: Extracted from this ore is Tungsten (W).
- Gold (Au),
- The Secretary of State may add other minerals.

The exploitation and trade of conflict minerals originating in the Democratic Republic of the Congo (DRC), or adjoining countries (collectively called the “Covered Countries”) finances violence and human rights abuse. The reporting requirements, in the United States, regarding conflict minerals is an effort to ensure that required companies are exercising reasonable inquiry and due diligence within their supply chain. Gentex believes this can best be done to ensure that these conflicts are not receiving financial support.

Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act requires issuers to annually disclose whether any conflict minerals necessary for the functionality of a product or that are necessary to produce a product has originated in any of the Covered Countries. Issuers are required, if any conflict minerals have originated in any of those countries, to submit a “Conflict Minerals Report” that includes a description of the measures taken to exercise due diligence on the conflict minerals’ source and chain of custody.

Gentex and our customers are required to provide the annual disclosure. Suppliers shall comply with Gentex’s reasonable country of origin inquiries requesting conflict mineral information. Suppliers are required to cascade conflict minerals inquiries to the previous level/tier in the supply chain, back to the smelter, and report back to Gentex, the required information regarding conflict minerals.

Suppliers must focus on obtaining and reporting complete and accurate information from all previous tiers in the supply chain. Suppliers are expected to undertake due diligence within their supply chains and are expected to provide only 3TG containing products to Gentex, where the 3TG was sourced from smelters and refiners conformant with the with the Responsible Minerals Assurance Process (RMAP) assessment protocols.

The Supplier shall comply with expectations found in the following link: <https://www.gentex.com/Conflict-Minerals-Policy.pdf>.

2. Additional Minerals

Similar concerns exist with additional minerals originating from Conflict-Affected and High-Risk Areas (CAHRAs). Suppliers are required to conduct due diligence and responsible sourcing in accordance with the Organization for Economic Co-operation and Development (OECD) Guidance surrounding 3TG as mentioned above, but also Cobalt, Mica, and additional minerals as required. Suppliers must provide Gentex industry standard reporting templates upon request and are expected to cascade sourcing and due diligence requirements.

Counterfeit Parts

Counterfeit part definition: An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

The Supplier is expected to develop, implement, and maintain effective methods and processes appropriate to their products, to minimize the risk of counterfeit parts and materials being delivered. Effective processes should be in place to detect, report, and quarantine counterfeit parts and materials and to prevent such parts from re-entering the supply chain. If counterfeit parts and/or materials are detected or suspected, suppliers must provide immediate notification to the recipients of such counterfeit parts and/or materials.

Relevant Documents*

(FORM-064)_Supplier_Assessment_Form.xlsx

**Files available upon request from your Gentex representative.*

Gentex Part Approval Process

1. Gentex Revisions

Gentex Parts progress through numeric revisions during development and convert to alpha revisions to denote readiness for mass production.

Pre-Production Revisions:

001 002 003 00...

Production Revisions:

AAA AAB AAC AA...

2. Supplier Request System

Gentex uses an email-based system, called “Supplier Requests”, to request & log documentation from our supply base. The responsible Gentex Supplier Quality Engineer (SQE) may request relevant documentation at any time during the development stages and will set part approval requirements at production level revisions.

- Below is an example of a Requirements Report from our Supplier Request system. Directions on how to submit the required documentation will be enclosed in the email.

3. Feasibility Form

Gentex may require suppliers to engage in a feasibility review as part of the design & development process of a custom part for Gentex.

Gentex’s feasibility review process is design to be a collaborative approach to product development with our suppliers. Requirements are expected to be Clear, Measurable, Manufacturable, and Aligned with Gentex’s needs (CMMA).

Relevant Documents*

Feasibility Form – How to .pptx, Feasibility Form.xlsx, CMMA Flyer.pdf

**Files available upon request from your Gentex representative.*

4. Production Part Approval Requirements

Gentex requirements for production part approval are primarily derived from AIAG’s Product Part Approval Process Manual. These requirements may be modified or supplemented by a Gentex quality representative based upon factors such as: target industry, component type, or a supplier’s certification status.

If a signed AIAG PSW (Part Submission Warrant) is requested, all expectations within the AIAG PPAP manual shall be met.

Alternatively, a Part Conformance Declaration (SQF_193) may be requested, which does not include AIAG-specific requirements.

Below are examples of additional standards and documents to which compliance may be required. This list shall not be considered all inclusive.

Electronic Components: AEC Qxxx standards, “Certificate of Design, Construction, and Quality” (CDCQ)

Printed Circuit Boards: IPC Standards

Connectors & Cables: SAE Standards

Aerospace Industry: First Article Inspection (FAI), Foreign Object Detection (FOD)

Automotive: AIAG Special Processes (CQI), AIAG APQP and Control Plan (latest version)

Software: SPICE, ASPICE, CMMI

Others: Functional Safety ISO 26262, Cybersecurity Engineering ISO 21434

5. Key Product Characteristics & Initial Process Studies

⚠ Critical Characteristic (CC): Regulatory Requirement – this item could potentially impact the safety of the end item.

⚠ Special Characteristic (SC): Product or Process Requirement – this item is critical to the form, fit or function of the end item.

The level of initial process capability or performance shall be determined to be acceptable prior to submission for all characteristics designated by Gentex.

Suppliers must obtain Gentex agreement on the method for estimating initial process capability prior to submission.

The Supplier will maintain appropriate documentation and record retention to provide evidence that necessary measures are used and regularly reviewed by supplier to ensure compliance with Special Characteristics (SC) and Critical Characteristics (CC) as called out on Gentex prints.

6. Production Part Approval Dispositions

Part Approvals will be dispositioned based on the following criteria:

- **Approved:** Product & Documentation meets requirements.

GENTEX CORPORATION Request: 3045878 Requirements Report				
[Supplier Name]				
Type: PPAP Request/Automotive		Requested Level: Level 3		
Reason: Initial Submission		Requestor: Steve Beerbower		
Buyer: Brian Wise		Admin.: Kimberly Mangmoun		
Notes:				
Applicable Parts				
Gentex Part (Revision) Description	ECO	Mfr. Part Number	Mfr. Site Name	Specified Tool/Cavity
Submission Requirements				
Request Type	Add'l Request Info	Date Request Sent	Date Due	Status
01 Design Record (Supplier Specification)			10/12/2024	Entered
05 Process Flow Diagrams			10/12/2024	Entered
04 Design FMEA			10/12/2024	Entered
07 Control Plan			10/12/2024	Entered
08 MSA Results			10/12/2024	Entered
09 Dimensional Results (Part Inspection Report)			10/12/2024	Entered
10 Material Performance Test Results			10/12/2024	Entered
14 Sample Product			10/12/2024	Entered
CoFA or CoC			10/12/2024	Entered
11 Initial Process Studies (Cpk Study)			10/12/2024	Entered
18 PSW (Signed PSW)			10/12/2024	Entered
17 Record of Compliance (ISO/TS Certification)			10/12/2024	Entered
Gentex Q-000 Packaging Form			10/12/2024	Entered

- **Interim Approved:** Product and/or documentation do not meet all requirements, and a recovery plan has been approved by the responsible SQE
- **Rejected:** Product and/or documentation do not meet requirements

Note: Part Approval, or Interim Approval, is required prior to first production shipment, unless otherwise authorized by the responsible Gentex SQE.

7. Submission Exception Report (SER)

When requirements for production part approval cannot be met, a supplier may submit an SER to request approval to ship material while the outstanding issues are being addressed.

A Submission Exception Report outlines the requirements that cannot be met & the corresponding recovery plan.

Relevant Documents*

Submission Exception Report.xlsx

*Files available upon request from your Gentex representative.

8. Distributors & Sourcing Solutions Providers

Distributors & Sourcing Solutions Providers shall ensure that manufacturers are meeting the expectations as stated in this document.

Product/Process Change Notification (PCN)

This section identifies requirements for product or process changes proposed by the supplier after production part approval has been granted.

1. Change Notification:

Gentex requirements for PCNs are primarily derived from AIAG's Product Part Approval Process Manual (Current Edition), section 3.1. Suppliers shall notify Gentex representative of any planned changes to the design, process, or site. Examples include, but are not limited to, the items listed below:

- Change in construction or materials
- New or modified tools, dies, molds, patterns, etc., including replacement tooling.
- Modification of a process, tool, or machine that impacts performance of the process
- Production tooling and equipment transfer
- Change of sub-tier supplier for parts or services
- Product produced after tooling has been inactive for 12 months.
- Product and process changes at sub-tier suppliers
- Change in test/inspection method or technique
- For bulk materials:
 - o New source of raw material
 - o Change in appearance attributes

Notifications to be sent to PCN@Gentex.com or your Gentex Supplier Quality representative.

Table 1. Change Notification Timing Guideline

Notification Timing					
	Major	Minor	Indirect	EOL	LTB
Months	12	9	6	12	12

Definitions:

End of life (EOL) – any discontinuation of a product.

Last time buy (LTB) – Deadline to place a final PO for a EOL product.

Major Change – Fit, Form, or Function could be impacted.

Minor Change – Fit, Form, or Function not impacted.

Indirect Change – Changes that do not impact the part directly.

2. Change Approval

When approval is required by Gentex, requirements will be provided by the Gentex Supplier Quality representative. Approval must be received before shipping product built with implemented changes.

Non-Conforming Material

Gentex generates notifications referred to as “Concerns” when non-conforming material is discovered. A unique concern number is created for each non-conforming incident experienced at Gentex. Supplier quality personnel exercise discretion to escalate significant concerns to ‘Issues’, signaling that problem-solving steps need to be taken. General rule: one Issue # per root cause (potentially multiple Concerns per Issue).

Both Concerns and Issues are categorized in terms of severity as green, yellow or red.

Supplier involvement based on Issue severity:

- Green – supplier informed. Improvement actions are optional (FYI).
- Yellow & Red – supplier involvement required (communication, containment, problem-solving, etc.).

Examples of non-conforming material:

- Out of specification. Does not meet print.
- Does not meet fit, form, function criteria established (deviates from approved material).
- Contains unapproved changes.
- Improper documentation (packing list, bill of lading, invoice, etc.).
- Packaging quantity discrepancy.
- Improper packaging or labeling.
- Expired / exceeded shelf life.
- Damaged material.

1. Containment

Non-conformances may require the following actions:

- Purge / quarantine – material moved from the warehouse/production to a designated area.
- Return Material Authorization (RMA) – return to supplier and/or debit for material cost.
- Sort – Establish clear criteria to separate out conforming & non-conforming material.
- Rework – Perform an action to convert material to usable product.

Containment scope is established on a case-by-case basis. Gentex personnel to provide direction after considering various inputs to the risk assessment. The entire supply chain should be considered which includes, but is not limited to:

- Sub-suppliers.
- Supplier raw material inventory, work in progress and finished goods.
- Material in transit.
- Gentex inventory and finished goods.
- Finished goods in transit from Gentex to customer(s).
- Gentex customer inventory.
- Field & warranty risk assessment.

The defective material quantity counting towards supplier-responsible PPM will be assigned per Gentex standards. Additionally, the Gentex Commodity Team may decide there are financial ramifications generated from suspect material that does not fall into the previously defined categories (down time, expedites, customer warranty, lab analysis cost, etc.). These items will be discussed on a case-by-case basis.

Containment actions may include sorting/certification at the supplier site. The Supplier should mark all new shipments (skids, containers, boxes, totes, etc.) of sorted/reworked/certified product & share with Gentex how the material is identified (picture example). Gentex receiving can then recognize a clean point of certified material. Identification should be located next to the shipping label, not covering other labels and easy to read. Gentex recommends using a certification label until closure of the problem-solving report (8D).

2. Problem-Solving Expectations

Based on the issue severity designation and commodity team discretion, Gentex may require the supplier to submit a problem-solving report. A problem-solving report must document the steps taken to address containment, root cause analysis, corrective action(s), and verification of effectiveness. Refer to the relevant documents indicated below for a more comprehensive explanation of problem-solving expectations. The Supplier will be notified with expectations for problem-solving report submissions. Reports are evaluated and scored by the SQE per the criteria outlined in the relevant documents indicated below. This score is used as an input to the supplier's quality section of the quarterly scorecard. Contact your SQE with any concerns or questions.

Relevant Documents*

WI-012: G4 Expectations, WI-013: Supplier Problem Solving Expectations

**Files available upon request from your Gentex representative.*

International Shipping Requirements

1. Introduction

The supplier will be responsible for complying with all international customs regulations. U.S. Customs requires 100% accurate shipments. In the case of over or under shipments versus the shipping documentation, Gentex will notify Customs and make the appropriate adjustments with Customs and the supplier. If you invoice Gentex in a foreign currency, Gentex will remit payment at the rate of exchange at the time of payment.

2. International Contracts – Minimum Requirements

For International Trade, Contracts, along with the Packaging, Labeling, and Shipping Manual are located at:

<http://www.gentex.com/corporate/supplier-information/supplier-documents>. These essential documents outline Gentex's responsibilities and obligations to our customers and our customer's obligations to Gentex. These documents are part of our record keeping responsibilities, and are subject to a review in a U.S. Customs audit.

When shipping products internationally there are different requirements and considerations than when shipping products domestically. Often, there are several key documents, approved by Gentex's legal group, that outline our agreements with foreign suppliers. These documents may include commercial invoices, emails, purchase orders, and others.

The quote and the commercial invoice must outline all the key information necessary for the transaction. Key requirements for the supplier to include the following:

The quote and commercial invoice should include, at a minimum:

- Full description of the merchandise ("spare parts" is not acceptable)
- Quantity and quality
- Warranty provisions
- Price
- International Commercial Terms
- Sold-to and ship-to party if they are not the same.

List the currency in which Gentex is to pay. Countries, including Canada and Australia, use the dollar sign, so to avoid risk, indicate “USD” in front of the dollar sign to confirm Gentex is making payment in U.S. dollars.

Incoterm 2020 and named place noted on the Gentex purchase order must be placed on the commercial invoice. Approval of any supplier requests, for deviations from the noted Incoterm or named place, by Gentex personnel, in advance of the shipment's departure. For more information on Incoterms, consult the Incoterms 2020 book available from the International Chamber of Commerce, or contact Gentex Supply Chain Management.

Include information on legal documents required for international trade. Document requirements can vary between products and/or countries, and should be reviewed to ensure freight is not held up in Customs for needed information.

When submitting any quotation, include the termination date. Without including this date, International trade contracts do not expire.

Gentex makes every effort to comply with all import and export regulations. If you have any questions on information required for shipments, please contact the Gentex Supply Chain Management Department at 616-772-1800.

Upon shipment of product to Gentex, all international suppliers must send a pre-alert to the responsible Gentex Buyer or Material Planner.

3. Commercial Invoice Requirements

For each entry being submitted to U.S. Customs, a commercial invoice must meet the following general conditions:

- Documents must be in English.
- List the full legal name and address of the company (or person if not a company) selling the goods. Avoid abbreviations.
- List “Sold to” and “Ship to” parties.
- Detailed description of merchandise. Include common nouns and adjectives in the description to aid in Harmonized Tariff Schedule (HTS) classification verification.
- List the value of the merchandise and type of currency.
- Purchase order number, purchase order line number, and purchase order shipment number (as specified on purchase order).

List quantity and weight.

- Rebates or discounts
- Country of origin of merchandise.
- Country of export, if different from country of origin.

Itemized separately, if applicable: Freight and insurance

- Commissions
- Cost of packing
- Addition to Value/Assist Declaration

When a shipment includes multiple invoices, beginning with invoice 1, a number must be included at the bottom of each page, This number, beginning with page 1, shall include the number of invoices and the page number of the invoice. For example, if a shipment covers one invoice with one page and a second invoice with 2 pages, the numbering shall be as follows:

inv. 1	page 1
inv. 2	page 2
inv. 2	page 3

List the name of the person responsible for the exporting company with knowledge of the transaction.

4. Instructions

Coordination between Gentex Buyers and the supplier will ensure that all information required on the commercial invoice will be available from the placement of the order until Gentex receives the documents. In addition, for any information that may be submitted to U.S. Customs, communication of changes must be submitted by all involved parties.

5. Consequences

Accurate and detailed information on the commercial invoice allows an importer to properly classify and value imported merchandise. Incorrect information may result in an incorrect duty rate or improperly valued merchandise resulting in delays in delivery and penalties.

6. Regulation of Wood Packing Material (WPM)

All Wood Packing Material (WPM) must comply with the International Standards for Phytosanitary Measures (ISPM) Regulation of Wood Packaging Material in International Trade. The purpose of the regulation is to significantly reduce the risk of introduction and spread of most quarantine pests that may be associated with wood packing materials.

Regulated WPM, at minimum, includes to wood crates, boxes, packing cases, dunnage, pallets, cable drums, and spools/reels.

ISPM-15 lists exceptions including WPM made entirely from thin wood (6mm or less in thickness) or made of processed wood material such as plywood, particle board, oriented strand board or veneer created using glue, heat or pressure, or combination thereof.

The WPM must display a visible, legible, and permanent mark certifying treatment. Approval under ISPM-15 indicates subjection of the article to an approved measure.

Monetary penalties are applied when the WPM used in a shipment is found to be non-compliant.

7. Supplier Contents Reporting

Gentex's valued customers require us to submit certificates of origin to take advantage of preferential duty programs. Gentex is legally required to maintain documentation regarding material (harmonized tariff classification and country of origin) used to make Gentex products when Gentex provides this information.

To maintain that data, Gentex will send its production material suppliers solicitation requests on a regular basis. These requests may include any of the following: USMCA Certificate of Origin, American Automotive Labeling Act Report, Manufacturer's Affidavit, Certificate of Origin, or Traced Value Reporting.

As a Gentex supplier you must respond and provide the appropriate information. Failure to do so will have an impact on the Supplier's Performance rating.

8. Transportation Security Administration (TSA)

Beginning on December 3, 2012, TSA mandates all U.S. inbound cargo on passenger flights will need to be 100% screened. This is a result of the 9/11 Commission Act signed by President George Bush. This 100% screening rule is based on the piece level of the shipment. When packing goods for a long journey, suppliers must use master cartons.

9. Customs Trade Partnership against Terrorism (C-TPAT)

C-TPAT is a partnership program between US Customs and Border Protection (CBP) and the trade community to strengthen border security and international supply chains. Gentex strongly encourages their partners, including customs brokers, freight forwarders and international suppliers to become members of C-TPAT (or other credible and/or mutually recognized security program), but at a minimum must comply with the security measures outlined in C-TPAT. A complete summary of this information is available at <https://www.cbp.gov/border-security/ports-entry/cargo-security/ctpat>.

C-TPAT's security criteria categories are Security Vision & Responsibility, Risk Assessment, Business Partner Security, Cybersecurity, Conveyance Security, Seal Security, Procedural Security, Agricultural Security, Physical Access Controls, Physical Security, Personnel Security and Training & Awareness.

Suppliers to Gentex must complete their C-TPAT membership, knowledge declarations and C-TPAT self-assessments on a regular basis. In addition, Gentex or approved third parties may perform on-site C-TPAT audits at business partner locations.

The Supplier will respond with accurate and timely information to solicitations regarding supply chain touch points, Customs-Trade Partnership Against Terrorism (C-TPAT) assessments, supply risks, use of conflict minerals, country of origin information and other relevant supply inquiries.

Supplier Performance

1. Supplier Scorecard Introduction

A cross functional evaluation of supplier performance occurs every quarter and is reported through the Supplier Scorecard in the categories of cost, quality, delivery, engineering, and compliance. Suppliers may receive a scorecard based on their ranking as a key supplier or as a result of past performance. The individual sections of the Supplier Scorecard are explained below.

Relevant Documents*

Scorecard Template

**Files available upon request from your Gentex representative.*

2. Cost

Table 2. Supplier Performance - Cost

CATEGORY	DESCRIPTION
PPV/APR	Supplier Spend / Savings = Annual Price Reduction(APR) or PPV To Goal
Competitive Pricing	The degree to which the supplier provides competitive pricing and cost structure relative to other peer suppliers
Cost Reduction	Is the supplier providing VA/VE cost reduction ideas?
Working Relationship	The degree to which a supplier responds to cost related requests from the buyer and invoice accuracy (RFQ's, Cost Breakdowns, VA/VE, etc.)

3. Quality

If a Supplier receives a yellow or red quality rating, they shall provide an action plan that addresses and resolves the overlying issues relating to gaps in the Supplier's performance.

Table 2. Supplier Performance - Quality

CATEGORY	DESCRIPTION
IPB (issues per billion)	Number of issues based on quantity of parts received, weighted by severity for the period assessed.
PPM (parts per million)	Quarterly average.
Problem Solving Quality	Quality of problem-solving process and reporting.
Problem Solving Response Time	Timing of communication of the problem solving elements.

4. Delivery

Table 3. Supplier Performance – Delivery

CATEGORY	DESCRIPTION
Production Disruptions	Any supplier-related quality or delivery event that causes Gentex to stop a manufacturing line.
On Time Delivery	Calculated as the total percentage of parts received on or up to 5 days before the due date on the purchase order.
Packaging/Labeling	Any supplier packaging, labeling or paperwork related non-conformance
POA Compliance	Percentage of PO lines for which we have received a PO Acknowledgement
POA Timeliness	Percentage of PO lines for which we have received a POA within the following criteria: Lead time >= 28 days = within 5d of PO creation. Lead time < 28 days = within 2d of PO creation
ASN Compliance	Percentage of PO shipment lines for which we have received an ASN
ASN Timeliness	Percentage of shipment lines for which we have received an ASN within the following criteria: Transit time > 43d = within 5d of shipment Transit time 22-42d = within 3d of shipment Transit time 8-21d = within 2d of shipment Transit time < 7d = within 1d of shipment
Flexibility	Measure of supplier's ability to act/react to changes in customer demand. Flexibility influences Gentex Safety Stock, Inventory Levels and Carrying Cost.
Responsiveness / Working Relationships	Measure of supplier's reaction time and customer service level as it relates to delivery.

5. Engineering

Table 4. Supplier Performance - Engineering

CATEGORY	DESCRIPTION
Working Relationship	How well does the supplier support the engineering needs and goals for our business?

6. Compliance

Table 6. Supplier Performance - Compliance

CATEGORY	DESCRIPTION
Conflict Minerals	Responsiveness level and flagged smelters.
Trade Topics	History of providing necessary trade documents.
EcoVadis Sustainability Assessment	Supplier participation and score.
Supplier Diversity Reporting	Update to Supplier IO Diversity Spend.
T&Cs / Supplier Manual	Supplier agreement with Gentex Terms and Conditions Document and Gentex Supplier Manual

Change History

Revision	Date	Summary	Approval
001	May 17, 2017	Added formal QMS change control log to existing Supplier Manual, prior revisions controlled under release date	Scott Ryan – Assistant General Counsel Joe Matthews – Vice President Purchasing
002	July 10, 2019	Added QMS levels and QMS standard revisions, CC & SC requirements, Software requirements, Environmental Commitment Supplier Responsibilities section; Added Counterfeit Parts definition and requirements to Gentex PCN Notification Requirements - Electronic components Responsibilities section; Added Regulation of Wood Packing Material to International Shipping Requirements; Updated C-TPAT section; Removed Cargo Security Requirements for Shipping to the United States; Updated Conflict Minerals section. Added Substance of Concern Section; Added Revision Summary.	Scott Ryan – General Counsel Joe Matthews – Vice President Purchasing
003	February 18, 2020	Changed PCN Notification Requirements section to include all components and not just electronics. Removed the words all from C-TPAT section referring to Gentex partners.	Scott Ryan – General Counsel Joe Matthews – Vice President Purchasing
004	September 2021	Clarified affiliate language, made Supplier Relations and Supplier Responsibilities their own section, added software systems requirements language, and added SPI commercial molding tolerances language for plastic injection molding suppliers.	Scott Ryan – General Counsel Joe Matthews – Vice President Purchasing
005	April 2023	Supplier Sustainability Expectations updated, Terms and Conditions language update with link made to acknowledgement form,	Scott Ryan – General Counsel Randy Pappal - VP Purchasing & Supply Chain
006	February 2025	Reformatted and restructured. Added content on supplier scorecard, industry of application. Reformatted supplier responsibilities to requirements. Added Software, Cybersecurity, and Information Security.	Scott Ryan – General Counsel Randy Pappal – VP Purchasing & Supply Chain