



REHAU AUTOMOTIVE SUPPLIER QUALITY CONDITIONS 2024

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1. Foreword

The REHAU AUTOMOTIVE Supplier Quality Conditions (short: SQC) define requirements for quality management at suppliers. The SQC are a set of rules for ensuring the quality of materials & services used in the automotive industry in compliance with the relevant specifications / guidelines (e.g. VDA volumes). With the objective of the zero-defect principle in the supply chain, basic interfaces, specifications, resulting tasks and the reflection of standards, laws and requirements of the end customers of REHAU AUTOMOTIVE are defined.

The supplier ensures that corresponding REHAU AUTOMOTIVE requirements are understood and implemented along the supply chain, up to the actual place of manufacture.

2. Quality Management System

2.1 Certification

The supplier undertakes to maintain a certified quality management system in accordance with ISO 9001 and to comply with the requirements of IATF 16949 as amended from time to time. The final goal of continuous improvement of the supplier's quality management system is certification in accordance with IATF 16949.

Furthermore, the requirements of the VDA must be observed.

Certification must be carried out by an accredited certification company.

If a certificate is not maintained or is lost, the supplier shall notify REHAU AUTOMOTIVE immediately.

2.2. Verification of the QM system

In case of mergers, acquisitions, affiliations and similar measures with a possible impact on the structure of the company or its operations, the supplier shall carry out a verification of the QM system and inform REHAU AUTOMOTIVE immediately of the facts and results of the verification.

2.3. Information obligation of the supplier

The supplier is responsible for ensuring that standards / guidelines (e.g. VDA volumes / IATF / ISO / etc.) are up to date and that they are applied and implemented throughout the entire supply chain.

The applicable standards also include customer-specific requirements of the end customer/OEM.

3. Audit

3.1 Audits by REHAU AUTOMOTIVE

REHAU AUTOMOTIVE has the right to carry out audits and performance tests at the supplier and its sub-suppliers (corresponding agreements must be ensured by the supplier) after timely prior notification. This shall also apply in the case of evidence already provided by third parties. The supplier shall provide the necessary documents / data and allow access to the areas relevant for REHAU AUTOMOTIVE. If necessary, improvement measures with responsibilities and target dates shall be agreed with the supplier. The effectiveness of the corrections is monitored by a follow-up audit if necessary.

REHAU AUTOMOTIVE confirms that information obtained in the audit or provided by the supplier's self-audit will be treated confidentially.

Audits and evaluation of the QMS are preferably carried out on the basis of VDA specifications (e.g. process audit VDA 6.3) in conjunction with the requirements of IATF 16949.

REHAU AUTOMOTIVE reserves the right to use external support (e.g. service providers) with corresponding non-disclosure agreement (NDA).

3.2 Supplier Self-Audit

The supplier is obliged to carry out self-audits. Self-audits serve the supplier to provide evidence of compliance with all requirements (e.g. IATF 16949, customer and product-specific requirements).

Self-audits must be carried out by appropriately qualified auditors.

Associated results of self-audits including improvement program can be requested by REHAU AUTOMOTIVE, in coordination with the supplier, for given reasons (e.g. accumulation of complaints) and are to be disclosed on request. The following is agreed as the minimum scope of self-audits to be carried out:

- Product audit in accordance with VDA 6.5 for each product (product groups) produced in series once a year. This can be part of the requalification test.
- Process audit according to VDA 6.3 for each component as part of PPF/PPAP for series production incl. performance test, or after consultation with the responsible REHAU AUTOMOTIVE project SQE.
- Both types of audits must be repeated at regular intervals during series production. A product group audit can be used if it is purposeful and sustainable but must be communicated via Control Plan in the PPF/PPAP.

4. Quality Targets

4.1 Zero-defect target

The supplier is obliged to provide defect-free performance (zero defect target). The general target value is zero ppm.

A specific agreement on ppm values does not imply a quality level accepted by REHAU AUTOMOTIVE. The agreement of quality targets and measures does not limit the supplier's liability for warranty claims and claims for damages due to defects in the deliveries. Defective deliveries / services shall not be accepted and shall be at the supplier's expense.

Failure to meet agreed quality targets will result in escalation (see RQC). The supplier is obliged to agree and implement an action plan with corrective measures to stabilize the delivery performance and permanently improve performance.

The following ppm escalation thresholds are generally defined:

- Surface Parts: 3000 ppm
- General Parts: 250 ppm
- Electrical Parts: 50 ppm
- Project/component-specific: to be agreed before nomination.

4.2. Supplier evaluation / supplier selection

Ongoing delivery performance and the fulfillment of quality targets are part of the supplier evaluation. This is carried out regularly by the REHAU AUTOMOTIVE strategic purchasing department and is considered for new contracts and contract extensions, as well as strategic supplier development.

5. Sub-Supplier-Management

5.1. Responsibility / transparency in the supply chain

If services are outsourced to third parties, the supplier is obliged to report the quality assurance specifications made here to the sub-supplier in an appropriate form and to verify compliance with the specifications. This includes presentation of the supplier report to REHAU AUTOMOTIVE, transfer of customer-specific requirements (including end customers), continuous traceability of data and documented information as well as other necessary specifications according to the supplier's assessment. This also includes the auditing and evaluation of sub-suppliers in accordance with the VDA standard.

5.2. Access to sub-suppliers

The Supplier shall grant access to inspection records and access for audits at the sub-supplier's premises if required and after timely prior agreement. The supplier shall ensure this through appropriate agreements with the sub-supplier.

5.3. Change of sub-suppliers

REHAU AUTOMOTIVE must be notified in good time (at least 6 months in advance) of any change of sub-suppliers intended by the supplier in order to agree the necessary sampling and approval procedures. Deviations to ensure de-livery in the event of force majeure, for example, are possible.

6. Product- & Process-Development

6.1. Development responsibility

In the case of product and / or process developments, the supplier shall use sound methods on his own responsibility (e.g. defined project management, milestone plans, advance quality planning prototypes / pre-series / series, associated monitoring mechanisms). The respective development progress shall be communicated to REHAU AUTOMOTIVE accordingly. REHAU AUTOMOTIVE reserves the right to carry out an inspection / acceptance of the development work on site at the supplier's premises.

Series delivery may only take place after written approval by REHAU AUTOMOTIVE (see PPA procedure).

6.2. Tools

Before investments and before the start of series tools, the supplier shall compare the binding data / drawings / models and obtain written approval from REHAU AUTOMOTIVE (e.g. milling approval).

The supplier is responsible for the faultless functionality of the tools and relevant production facilities/equipment, as well as for their maintenance and servicing. This also includes the supply of spare parts.

The supplier is obliged to affix markings to the tools as proof of ownership (e.g. labeling).

7. Change-Management

The effects of changes must be evaluated by the supplier and REHAU AUTOMOTIVE before implementation (e.g. measures for validation, compliance with customer requirements).

REHAU AUTOMOTIVE must be notified of changes by the supplier in the form of an engineering change request (ECR) and require approval by REHAU AUTOMOTIVE.

Any type of change to components, manufacturing process and location, which may affect the agreed specification or product conformity, must be demonstrated by re-sampling. The implementation and scope of re-sampling must be agreed with REHAU AUTOMOTIVE at an early stage.

If a change to technical standards / specifications results in a development change to the product / process, a statement on the implementation of the change must be made within 10 working days of receipt of the notification in the form of a manufacturability assessment.

If the supplier plans or foresees that delivered products or components of the products (e.g. substrate) will no longer be available, REHAU AUTOMOTIVE must be notified of this at least 9 months in advance in order to agree the necessary measures (e.g. sampling of alternative products).

8. Advanced product quality planning (APQP) / maturity management

8.1. General

The supplier is obliged to carry out comprehensive advance quality planning, considering suitable procedures for advance quality planning (e.g. APQP, maturity level assurance). The advance quality planning must begin at the earliest possible point in time and show the status of product and process development as well as the documented release status.

The supplier shall ensure that all product requirements are met, and the agreed quality targets are achieved by acting independently and using appropriate risk analyses in all project phases. A process must be implemented for dealing with knowledge gained and continuous improvement, e.g. from recalls, audits, field complaints, complaints etc. in the sense of "lessons learned".

8.2. FMEA

The supplier shall create and maintain the necessary FMEAs (e.g. design & process FMEA) as part of the advance quality planning, taking into account the AIAG/VDA FMEA manual (current standard).

REHAU AUTOMOTIVE shall be granted access to the documentation and verification upon request. As a minimum, an extract of the risks rated as "medium" and "high" must be provided.

8.3. Special characteristics

The supplier is responsible for the determination, definition, evaluation and treatment of special features.

If REHAU AUTOMOTIVE does not provide any special characteristics for the agreed specification (e.g. in drawings, specifications, etc.), the supplier shall be responsible for defining special product characteristics and process parameters that are essential for the intended use and shall inform REHAU AUTOMOTIVE of these. In any case, the suitability of the production process must be assessable/measurable via the special characteristics.

The supplier is responsible for the required and consistent labeling of special characteristics on corresponding documents (e.g. drawings, technical documents, FMEA).

Proof of process capability (PPK or CPK > 1.33) must be provided for special characteristics. If a special characteristic cannot be verified via process capability parameters, verification must be provided via secondary characteristics or a 100% test must be used until process capability is achieved.

Special characteristics used at REHAU AUTOMOTIVE:

- D(S) - Safety relevance
- D(Z) - Relevance to certification
- SC - Functional relevance

For measurable special characteristics with safety and/or certification relevance (D(S) and D(Z)), the requirement $PPK \geq 2.0$ / $CPK \geq 1.67$ applies in deviation from the industrial standard.

8.4. Inspection planning / Control plan

The scope of testing (characteristics, number of samples, capability limits, etc.) must be planned and defined by the supplier, considering statistical methods for quality assurance. In individual cases (e.g. for risk-classified products), REHAU AUTOMOTIVE may specify the scope of testing. The tests defined by the supplier's advance quality planning during series production must be suitable for proving the conformity of the products with the specifications at all times.

The supplier shall draw up a measurement plan as part of his advance quality planning and coordinate this with REHAU AUTOMOTIVE at an early stage.

On request, the supplier shall provide REHAU AUTOMOTIVE with verifiable documents / data for advance quality planning (e.g. product control plans for prototypes / pre-series, capability analyses).

The control plan series created as part of the advance quality planning shall be submitted to REHAU AUTOMOTIVE during the PPF / PPAP procedure.

8.5 Measuring & testing equipment

As part of test equipment planning, the supplier is responsible for determining the need for test and measuring equipment.

Test equipment concepts are to be developed by the supplier considering the special characteristics and presented to REHAU AUTOMOTIVE. Gauges and measurement recordings must be coordinated and approved by REHAU AUTOMOTIVE.

The suitability of the test processes for the tests specified in the advance quality planning must be verified and submitted to REHAU AUTOMOTIVE as part of the PPF procedure. Test equipment monitoring and calibration is mandatory.

8.6. Cubing-Process

Attachment parts are assessed using the cubing process.

The supplier is responsible for optimizing/coordinating its components.

For the assessment of the components by means of the cubing process, the supplier shall provide current sample parts in at least duplicate and the corresponding technical documentation. If necessary, REHAU AUTOMOTIVE reserves the right to invite the supplier to internal and external cubing appointments. Participation must be guaranteed.

9. IMDS

In the case of products intended for members of the EU, the supplier confirms compliance with all relevant EU directives in connection with material composition (e.g. REACH).

All data on the composition of the delivered products must be entered in the IMDS (www.mdsystem.com) under REHAU AUTOMOTIVE SE & Co. KG, company ID 210. The objective is an IMDS entry accepted by REHAU AUTOMOTIVE at the latest 4 weeks before the agreed PPF/PPAP date.

Any national requirements in addition to the EU directives must be observed by the supplier and specifications for the required data exchange must be agreed with REHAU AUTOMOTIVE on a case-by-case basis.

10. Packaging

The provisions of the current edition of the REHAU AUTOMOTIVE Logistics Guideline apply.

Coordination and approval for product and container packaging and labeling shall take place within the framework of advance quality planning and PPF procedures with the REHAU AUTOMOTIVE SCM and QM departments.

Changes planned by the supplier to the agreed specifications for packaging and its labeling require early coordination and agreement with REHAU AUTOMOTIVE (see also PPF/PPAP procedure). This also applies to alternative or fallback packaging.

11. Product labeling

All products shall be labeled with the respective change status, if technically possible and economically justifiable. If, according to the supplier's assessment, additional data is required for traceability / containment of possibly defective production and delivery lots, the supplier shall clarify this with REHAU AUTOMOTIVE.

12. Production Process and Product Approval (PPA) / Production Part Approval Process (PPAP)

The formal PPA procedure is used for the technical verification of maturity levels and as proof of suitability of purchased products / services to be provided.

Based on the product and process specifications, an initial sample presentation to REHAU AUTOMOTIVE must be carried out before the start of series delivery.

The PPF procedure is based on specifications in accordance with VDA 2 or PPAP procedures. The PPA report must be submitted to REHAU AUTOMOTIVE in German or English.

Details / conditions for the PPF procedure (e.g. submission level / number of samples / forms to be used / file formats) are defined in the sampling coordination meeting (BAG) with the supplier.

If inadequate PPA reports by the supplier cause additional costs for REHAU AUTOMOTIVE, which are directly related to the PPF report (e.g. rejection of OEM / customer samples due to faulty supplier sampling), these additional costs can be charged to the supplier after the supplier has been notified of this and given the opportunity to comment.

13. Ensuring quality performance in pre-series and series production

13.1 Quality inspections

The supplier is obliged to record the quality inspections required for the implementation of and compliance with the agreed specification in corresponding specifications and to demonstrably ensure them by means of suitable documentation / data control (e.g. control plan, test protocols). An additional outgoing inspection (Q-Wall / Safe Launch Plan / GP12) must be planned in advance for the ramp-up phase and its scope and content must be agreed with the responsible REHAU AUTOMOTIVE SQE.

13.2 Dimensional tests

Dimensional accuracy is checked using 3D measuring technology or scanning from the first part that falls out of the tool. Alignment is carried out according to RPS specifications.

13.3 Process capability

Production must be monitored throughout the process. The supplier shall demonstrably ensure the stability of the manufacturing processes over the entire production period, including ETD, by means of statistical process control (SPC) or monitoring in the case of non-stable processes. If the required capabilities are not met, a 100% inspection of the special characteristics must be carried out.

13.4 Quality deviations

If quality deviations are detected by the supplier or suspected in products already delivered / services already rendered, REHAU AUTOMOTIVE must be informed immediately (e.g. self-reporting) and the further procedure must be coordinated in order to minimize possible consequential damage.

If, in the event of a product defect, a risk to life and limb through the use of the material cannot be ruled out, the supplier must avoid faulty deliveries by all means.

13.5 Verification/certification of product quality

On request, the supplier shall provide verifiable documents / data and documentation of the quality in the series (e.g. control plan, capability analyses) on a case-by-case basis.

The product quality must be certified on request. The required characteristics, required verification level and type of provision (e.g. enclosure of the certificates / test certificates for each batch / delivery) shall be agreed.

14. Product safety / product liability / PSCR of the supplier

The supplier is obliged to appoint a verifiably qualified Product Safety and Conformity Representative (PSCR) and to inform REHAU AUTOMOTIVE of this.

The supplier is responsible for informing REHAU AUTOMOTIVE of any changes to the PSCR.

The corresponding proof of qualification of the PSCR shall be provided to REHAU AUTOMOTIVE on request.

15. Traceability, documentation and archiving

15.1 Traceability

The supplier is responsible for ensuring appropriate traceability and archiving of the relevant documentation (quality-relevant specification documents and records), taking into account the requirements of the VDA. The basic retention period is at least 5 years, depending on the document classification. For products with risk classification, the retention period is 30 years after the last order.

15.2 Parts history / tool history

A complete parts history must be kept for components and tools for their manufacture, with documentation of the change status, the reason for the change and the date of the change. The delivery date of the changed products, the reason for the change and the scope of the change must be agreed in order to maintain the parts history. Changes to the product (e.g. material, geometry, tuning ranges) or process mean an increase in the change status, which is documented in a traceable manner in the parts life cycles. The change status is also documented on the products (if possible).

The supplier shall make the relevant documentation available to REHAU AUTOMOTIVE on request.

16. Layout Inspection

The supplier undertakes to carry out a layout inspection (complete dimensional and functional test on the basis of associated requirements / specifications) of the ordered materials at regular intervals, unless otherwise required annually.

The final coordination of the frequency and scope shall take place in the sampling coordination meeting between the supplier and REHAU AUTOMOTIVE.

The supplier documents the scope of layout inspection at its Control Plan.

The result of the layout inspection shall be provided by the supplier to REHAU AUTOMOTIVE at short notice upon re-request.

Layout inspection is to be provided for in the series offer, unless explicitly excluded by REHAU AUTOMOTIVE within the scope of the inquiry.

17. Incoming goods inspections at REHAU AUTOMOTIVE

The responsibility for faultless delivery performance lies with the supplier. REHAU AUTOMOTIVE therefore tries to minimize the expenses for incoming goods. Unless otherwise agreed, incoming goods inspections are only designed as identification and quantity checks as well as externally recognizable transport and packaging damage, so-called "skip lot" processes are used. REHAU AUTOMOTIVE has no further inspection obligations. The results of the incoming goods inspection and delivery performance (e.g. evaluations of statistical data) are included in the supplier evaluation.

18. Supplier claims

18.1 Feedback from the supplier

If a complaint is made about delivered products / services provided, the supplier shall submit an initial written statement to REHAU AUTOMOTIVE immediately, at the latest within 1 working day after notification by REHAU AUTOMOTIVE, with immediate measures for complaint processing. After three working days at the latest, the supplier shall submit a written interim statement to REHAU AUTOMOTIVE in the form of a preliminary 8D report with notification of short-term measures for complaint processing by the supplier. Unless otherwise agreed in individual cases, the supplier shall provide REHAU AUTOMOTIVE with a supplementary / final 8D report no later than 10 working days after receipt of the complaint. Any extension of the deadline for the final elimination of defects must be agreed with the re-sponsible plant SQA in individual cases.

18.2 Problem identification & problem-solving methods

The supplier's complaint processing is generally carried out in the form of 8D processing in accordance with VDA specifications.

The supplier uses suitable methods (e.g. 5-Why method, Ishikawa diagram) as part of the root cause analysis. The supplier shall assess the effectiveness of the corrections introduced in order to rule out repeat complaints and shall submit a formal final report to REHAU AUTOMOTIVE for 8D processing. The documentation for complaint processing (e.g. 8D, 5-Why analysis, Ishikawa diagram, FMEA excerpt, etc.) is provided to REHAU AUTOMOTIVE at short notice upon request by the supplier.

Corrections introduced as a result of complaints shall be transferred by the supplier to other components, production lines and / or materials in use for REHAU AUTOMOTIVE as a preventive measure. In individual cases, REHAU AUTOMOTIVE reserves the right to verify the effectiveness of communicated corrections at the supplier's premises.

18.3 Self-disclosure by the supplier

In the event of a complaint by REHAU AUTOMOTIVE, the supplier is obliged to inform all other REHAU AUTOMOTIVE plants that accept the same scope of delivery/service by means of a self-report.

If supplier-initiated information regarding quality deviations is sent to REHAU AUTOMOTIVE as a so-called self-report, the matter shall nevertheless be processed as a complaint. REHAU AUTOMOTIVE only waives a ppm-relevant consideration in the case of self-reports by the supplier. Any complaint costs incurred are allocated to the originator.

18.4 Emergency closure of complaints

In the event of improper (e.g. non-compliance with deadlines, inadequate measures, ...) complaint processing by the supplier, REHAU AUTOMOTIVE reserves the right to terminate corresponding complaints by means of "emergency termination" and to collect corresponding complaint costs.

18.5 Stricter incoming goods inspection / initiation of immediate measures

In the event of complaints, REHAU AUTOMOTIVE reserves the right to carry out more stringent incoming goods inspections after notification and to charge the supplier for any costs incurred.

REHAU AUTOMOTIVE further reserves the right to carry out urgent measures (e.g. sorting out or returning the goods complained about) even without the supplier's express consent in order to minimize possible consequential damage (e.g. production downtime / loss of production, e.g. at the OEM) and to pass on the costs incurred.

18.6 Supplier claim costs

All costs incurred in connection with complaints are allocated as complaint costs according to their source. This also includes expenses for complaint processing by REHAU AUTOMOTIVE as well as any costs incurred by REHAU AUTOMOTIVE customers in connection with the complaint.

REHAU AUTOMOTIVE shall charge at least a basic expense of EUR 195.54 for all complaints to suppliers. REHAU AUTOMOTIVE reserves the right to demand reimbursement of complaint costs in the event of late reimbursement.

18.7 Field failure analysis

The supplier establishes a process for the field failure analysis including "no trouble found" in accordance with the VDA standard. This process is intended to ensure that the cause of damaged parts is clarified and recurrence is avoided.

The supplier shall independently inquire with REHAU AUTOMOTIVE at least once a year about the possible occurrence of field damage to its scopes of delivery.

19. Quality performance of the supplier

If delivery performance, quality situation, or (justified) doubts about the supplier's quality assurance measures require increased effort in incoming goods inspection, further processing, and market service, this effort can be charged to the supplier after it has been indicated to the supplier and the opportunity to comment has been given. If a quality award or a formal supplier status according to the OEM's regulations is withdrawn from the supplier by an end customer of the automotive industry (OEM), the supplier is obliged to inform the responsible commercial clerk immediately (e.g., Ford Q1 revoked / Daimler Q-Help 3).

20. RQC (REHAU AUTOMOTIVE Quality Cooperation)

The supplier's high quality performance is an essential basis for REHAU AUTOMOTIVE's success and ensures a trusting and cooperative partnership in the long term.

In the event of problems with the supplier's quality or delivery performance, REHAU AUTOMOTIVE Quality Cooperation (RQC) is an accepted cooperation model that is used by the supplier during development and / or series delivery and supports the supplier in achieving the quality performance requirements placed on him. Information on RQC is provided as accompanying documentation to this SQC and is also deemed to be agreed upon acceptance.

RQC is considered a level classification and must be communicated promptly to the certification body responsible for the supplier as a customer escalation.

21. Deviating agreements for bulk goods / batch production and services

In principle, the specifications / agreements of these Supplier Quality Conditions also apply to bulk goods / batch production and services, where applicable.

If individual specifications / agreements are not directly applicable (e.g. dimensional inspection / labeling / etc.), the supplier shall be responsible for providing an alternative representation to meet the specifications.

Any deviating agreements can be made individually.

22. Decisiveness

If individual components of these Supplier Quality Conditions or the referenced documents are contradictory or obsolete, the validity of the remaining provisions shall remain unaffected. In the event of contradictory information, the provisions of the drawing shall take precedence. Amendments require written agreement.

Date, Supplier