


Perform
with
Precision




Supplier Quality Manual

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	Document Type:	Quality Manual	Revision Number:	R7265
	Prepared By:	T. Large, SQE	Issue Date:	11/01/2017
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1.0 Introduction:

The purpose of this manual is to define the requirements for doing business with Dayton Superior Corporation (DSC) and its affiliates in ensuring that the precision and performance for providing materials and products through an approved supply-chain can be achieved at the highest quality level with the lowest possible costs while demonstrating continual improvement, on-time delivery and reduced risks to prevent nonconformance's and disruptions that would otherwise impact our business to increase customer satisfaction or ensure our continued success within a competitive industry.

1.1 About DSC:

WE PERFORM FOR YOU

At Dayton Superior, we're serious about concrete construction supplies. To us, they're not just what we sell, they're a reflection of who we are. Our 17,000+ products are tough, tested and high performing, just like the people who stand behind them. Today, we are one of the leading suppliers to the global non-residential concrete construction industry. Accessories...chemicals...forming...paving. All the concrete solutions you need, all in one place.

100 YEARS STRONG

Since our founding in 1924 as the family-owned Dayton Sure Grip & Shore Company, we've never stopped evolving. We purchased Symons® by Dayton Superior — now a 100+ year old brand — in 1997 and acquired 16 companies throughout the 1990s to broaden our service lines. Despite a setback in the economic downturn of 2008-09, Dayton Superior has emerged stronger than ever and rededicated to the entrepreneurial qualities on which we were founded.

TODAY AND TOMORROW

The new World Trade Center Towers. The Tappan Zee Bridge. The Panama Canal. Trump Ocean Club. The Amazon.com Fulfillment Center. Our story is indelibly linked with these and more than a million other structures around the world, thanks to a quality standard that we believe in so strongly, it's part of our name. Dayton Superior.

1.2 Core Values:

Dayton Superior is committed to core values that influence every aspect of our business. They are the principles that guide our decisions. Who we are. What we do. How we do it.


INTEGRITY – We do what's right...

- We work safely
- We are honest and keep our word
- We lead by example and are good corporate citizens
- We respect our employees, business partners, and the environment

CUSTOMERS – The foundation of our success...

- We are responsive and reliable
- We provide the highest quality solutions
- We add value as a trusted partner

EXCELLENCE – We deliver on our promise...

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1.2 Core Values (cont'd)

- We strive for continuous improvement
- We collaborate to win together
- We meet or exceed expectations

1.3 Quality Policy:

Dayton Superior is committed to meet or exceed customer and applicable industry standards, by setting and measuring organizational and operational objectives, in an environment of continuous improvement.

Supplier(s) and subcontractor(s) shall have a documented quality management system (QMS) and quality policy that supports their manufacturing and/or specialty service processes and provides references to all quality related processes and controls for those materials and products produced for Dayton Superior.

2.0 Scope:

This manual is intended to provide guidance to all qualified supplier(s) and subcontractor(s) of Dayton Superior for the production and distribution of direct materials, finished goods, sub-assembly and other-related product(s) and service(s) being supplied in accordance to DSC requirements. These procedures also apply to outsource service providers such as plating, heat treatment, and other secondary operations where applicable, which can directly impact the quality of Dayton Superior's products and services being offered.


2.1 Supplier Code of Conduct

Supplier(s) and Subcontractor(s) shall ensure its operations are being performed in an appropriate manner as pertains to legal, ethical, environmental, and social responsibilities. Supplier shall be capable of producing products to specification and shall maintain a manufacturing environment where this capability can be maintained.

PRODUCT SAFETY: In all instances, the supplier/subcontractor and DSC shall allocate responsibility for assuring that all performance, endurance, maintenance, safety, and labeling requirements are met.

COMPLIANCE WITH LOCAL LAWS: All supplier(s) and subcontractor(s) shall adhere to all applicable laws and regulations. This includes federal laws and regulations governing their country of origin.

ENVIRONMENTAL, HEALTH AND SAFETY COMPLIANCE: Supplier(s) and subcontractor(s) must comply with all applicable laws, including those relating to hazardous materials, wastewater, solid waste, and air emissions. Supplier(s) and subcontractor(s) shall ensure that no DSC employee is exposed to hazardous materials or unsafe conditions resulting from their products or services and protect DSC employees on site. Any items with inherent hazards shall have clearly displayed safety notices.

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2.1 Supplier Code of Conduct (cont'd)

COMPLIANCE WITH FAIR LABOR PRACTICES: Supplier(s) and subcontractor(s) shall not use forced/indentured labor. Supplier(s) and subcontractor(s) shall abide by all applicable laws and regulations pertaining to Child Labor, Working Hours/Days, and Wages/Benefits. Additionally, the Supplier's supplier(s) and subcontractor(s) shall abide by these same guidelines.

NON-DISCRIMINATION: Supplier(s) and subcontractor(s) shall not discriminate against race, color, sex, religion, age, physical disability, political affiliation, or any other defining characteristic.

CONFIDENTIALITY: The supplier(s) and subcontractor(s) shall ensure the confidentiality of Dayton Superior products and projects as well as any other intellectual property owned by DSC or jointly developed.

ETHICS: Evidence of corruption, bribes, improper advantage, or any other form of illegal practice by the supplier or associated operations will result in terminating all relations with Dayton Superior. Supplier and DSC employees affected by this policy must avoid the misconception that if it is legal, it is ethical. Appropriate conduct must reflect good judgment, fairness and high standards.

3.0 Terms & Conditions:

Supplier(s) and subcontractor(s), referred here as (Seller), shall comply with the terms of the Dayton Superior Supplier Quality Manual and the DSC Terms and Conditions as well as those contained in the contract agreement and/or purchase order (PO). If clarification is required, supplier/subcontractor will consult with the appropriate Dayton Superior representative. A copy of DSC's policies, terms and conditions documents can be obtained at the following link:

<http://www.daytonsuperior.com/terms-and-conditions>


Please take a moment to review, thank you!

4.0 Accountability:

Supplier(s) and subcontractor(s) shall review, understand, and satisfy the requirements of this manual and any other applicable requirements as part of the acceptance of contract agreement(s) and/or purchase order(s) from DSC and its affiliates. It shall be the responsibility of the supplier(s) and subcontractor(s) to provide Dayton Superior with updated contact information and any changes to their scope of business and/or quality management system requirements where deemed necessary.

It shall be the responsibility of Dayton Superior to maintain, document, and communicate changes in the supplier quality requirements included in this manual. Additional information can be obtained by contacting Dayton Superior Purchasing & Strategic Sourcing Group and/or DSC Supplier Quality department at 1-800-745-3700.

NON-DISCLOSURE AGREEMENT (NDA): Supplier(s) and subcontractor(s) shall sign and return the Dayton Superior non-disclosure agreement along with any additional agreements required pertaining to the disclosure of proprietary information where applicable.

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5.0 General Requirements:

SUPPLIER QUALITY: All qualified supplier(s) and subcontractor(s) should be compliant with an industry recognized quality standard such as ISO9001, IATF16949, or other related quality business management system. Certification by an accredited third-party registrar is highly recommended and considered in the award or continuation of business. Dayton Superior may elect to perform an on-site compliance assessment when third party certification does not exist. Any change in a third-party approval/certification status must be communicated to Dayton Superior within ten business days of the occurrence.


QUALITY PLANNING: Supplier(s) and subcontractor(s) shall demonstrate the ability to provide quality planning for all new product design and development, as well as, product verification, validation, and engineering specification testing & review where applicable. Programs such as APQP (Advance Product Quality Planning), DFSS (Design for Six Sigma), DMADV (Define, Measure, Analyze, Design, Verify), DMAIC (Define, Measure, Analyze, Improve, Control), and PPAP (Production, Part, Approval, Process) are just a few qualified methods used and recognized for achieving successful quality planning.

DOCUMENTED INFORMATION: Supplier(s) and subcontractor(s) shall have established procedures for collecting, storing, and maintaining quality related documentation and records. These documents and records may include standard operating procedures, process work instructions, qualification & test data, statistical data, or inspection data that supports the quality requirements for those product(s) and/or service(s) procured for Dayton Superior. Quality record retention will be required as agreed upon between DSC and the supplier/subcontractor. Dayton Superior may from time to time and in its sole discretion, recommend supplier(s) and subcontractor(s) to adopt additional procedures or practices regarding management of quality documents and records.

MATERIAL TRACEABILITY: Supplier(s) and subcontractor(s) shall have a documented process and procedure established that provides identification and traceability on raw material(s) and product(s) provided to Dayton Superior. Where applicable, supplier(s) and subcontractor(s) are recommended to establish a lot traceability system that tracks raw material(s), including, but not limited to: Chemical(s), Metal(s), Plastic(s) and Powder(s), to the finished product by lot / batch numbers including traceability to inspection, testing, and conformance to specification records, as well as, recorded dates for expected shelf-life of material and/or product for proper storage and handling purposes. This documentation should be maintained for a minimum period of two (2) years from the date of manufacture or the date of the material's shipment to Dayton Superior.

PRODUCT CONFORMANCE: Supplier and subcontractor companies shall control delivery and post-delivery activities to ensure that the product and service provision is implemented under controlled conditions. This requirement expects organizations to provide measurement and traceability to identify process outputs, protect and safeguard the property belonging to customers and/or external providers, and to preserve those products and services.

ACCEPTANCE CONFORMANCE: The organization should verify conformance to acceptance criteria when releasing product(s) and service(s). Acceptance criteria is the criteria set by the organization specifying certain indicators or measures employed in assessing the ability of a component, structure, or system to perform its intended function. Setting the criteria before initiating the project makes its development much easier. Each organization should define its own criteria to ensure a higher level of customer satisfaction.

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5.0 General Requirements: (cont'd)

NON-CONFORMING PRODUCT: Supplier and subcontractor companies shall demonstrate control of identifying nonconforming process outputs for products and services to ensure that they comply with the stated requirements and to prevent customer dissatisfaction. Their organization should have documented processes in place for nonconforming, products and services to ensure they are corrected, segregated, or returned upon being detected and/or reported by the customer.

NOTE: DSC will not issue a complaint, nor will defective parts be counted toward the Supplier's ppm number, if the Supplier:

- Requests and gets approval of a deviation request or another equivalent approval to cover 'out of print' conditions prior to shipping parts (*see section 5.9*).
- Notifies DSC of a potential quality concern prior to the concern being found by DSC and removes or sorts the suspect material and replaces it with "certified" material.

SUBCONTRACTORS: If the Supplier assigns orders to a subcontractor, the subcontractor must also fulfil the requirements according to the requirements in this manual. A list of subcontractors used must be submitted to DSC.

5.1 Supplier and Subcontractor Selection & Qualification:


CONTROL OF SUPPLIERS:

DSC has developed and implemented a series of questions that focuses on key processes and capabilities of the supplier(s) and subcontractor(s) that provides evidence to their conformance and the ability to comply with the ISO 9001:2015 quality management system (QMS) standards while meeting specific requirements for measuring and sustaining organizational and operational objectives, in an environment of continual improvement.

The Supplier Quality Survey (DSC-SQF-113-843-01) is a self-assessment and evaluation tool that is to be updated annually. Expectation is that the survey is to be completed within 30 days upon receipt from DSC.

ON-SITE SUPPLIER QUALITY ASSESSMENTS:

In addition to the Supplier Quality Survey, DSC reserves the right to conduct on-site assessments at the supplier and subcontractor(s) facility to evaluate their quality management system and processes to ensure compliance in meeting material and/or product specifications, as well as verification and validation requirements for those products produced and distributed by Dayton Superior Corporation (DSC) and its affiliates.

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5.2 Production Part Qualification Process (PPQP):

GENERAL GUIDELINES:

Dayton Superior utilizes an evaluation and review process for the verification and validation of new and existing material(s) and product(s) that are purchased and supplied for the production and assembly process of finished goods to DSC customers and associated projects. DSC recognizes this evaluation and review process is a valuable tool for establishing confidence in the production part qualification processes (PPQP) of our supplier(s) and subcontractor(s) and therefore has established the following guidelines for completing and submitting requirements where applicable.

Materials and components produced for new product designs and existing production parts shall provide the following documented information in support of demonstrating compliance:

DESIGN & TECHNICAL DRAWING REVIEW:

- The Design & Technical Drawing Review provides an evaluation and validation of all critical to quality components for the manufacturing and production of Dayton Superior products being outsourced domestically and/or internationally by qualified suppliers and/or subcontractors.
- The evaluation and review shall ensure a complete understanding of all customer specific, application, and engineering specification requirements.
- It should ensure all critical control points (CCP) dimensional data and tolerances have been identified and are measurable to the process.
- The drawing shall define the material specifications and material composition requirements that can be verified and validated by a material certification from the manufacturer.

MANUFACTURING READINESS REVIEW:


- The Manufacturing Readiness Review ensures that the Supplier/Subcontractor has developed and documented procedures for the manufacturing processes; defined the appropriate equipment and tooling, test methods, quality acceptance parameters, and training of personnel in place to support the production environment.

WORK-FLOW (PROCESS) DIAGRAM:

- A **Work-Flow (Process) Diagram** should be submitted by Supplier/Subcontractor that outlines the inputs and outputs, as well as inter-related interactions within the entire process for producing materials and products in a graphical manner. These process flow diagrams should also include reference to supporting documented information related to that process.

QUALITY CONTROL PLAN:

- **Quality Control Plan's** (QCP's) are recommended for mass production processes that are on-going between Supplier/Subcontractor and DSC. The QCP shall formalize and document the system of controls that will be utilized to ensure there are no nonconformance's within the outputs of the process.

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5.2 Production Part Qualification Process (PPQP):

Note: Supplier(s) and subcontractor(s) may be asked to complete a **Process Failure Mode and Effects Analysis (PFMEA)** to identify any potential process quality risk and to document applied controls and failure detection systems where applicable. The QCP & PFMEA's are living documents and should be updated periodically to represent the current production process. It is also noted that a Supplier/Subcontractor may be required to present their QCP/PFMEA during a Supplier (secondary) assessment (Audit) by Dayton Superior, as well as any (third-party) assessment conducted by an authorized ISO certification body.

ENGINEERING OR PROCESS CHANGES:

- If a change or deviation is being requested to the material and/or DSC product, please see sections **5.4 Material Compliance** and **5.9 Supplier Change Management**. These sections provide further guidance to ensure proper notification and acceptance has been implemented and approved, as well as quality and performance maintained and tested prior to release.

SAMPLE PRODUCTION PARTS:


- Sample production parts are sent to Dayton Superior for approval and are typically stored at either a DSC designated location or supplier's site after the product development is complete. A photo illustration of the production parts is usually included in the evaluation and test documentation along with inspection data, location and condition that the parts are being stored.
 - **Note:** Dayton Superior may request a master sample of the final component or product that is inspected and signed off by DSC. The master sample part is used to train operators and serves as a benchmark for comparison to standard production parts if any part quality questions arise.

IN-PROCESS INSPECTIONS (FIRST PIECE/LAST PIECE):

Supplier(s) and Subcontractor(s) can assure quality materials and products are provided to Dayton Superior by continuously monitoring their production process from beginning to end, using documented First Piece, In-Process and Final Inspection (Last Piece) procedures and check sheets. Boundary or limit samples shall be produced and validated for acceptance level from first piece and last piece of production run to ensure process repeatability and reproducibility. Data records of inspection verification and validation shall be maintained throughout the production process and stored electronically for a minimum of three (3) years, unless otherwise noted in contract agreement or purchase order. Supplier(s) and Subcontractor(s) may be asked by Dayton Superior to provide inspection results data from time to time as part of on-going production process assessment verification and validation.

SAMPLING INSPECTION:

When sampling inspection is used by Supplier(s) and Subcontractor(s), the sampling plans must be statistically valid and provide a clear means for making acceptance / rejection decisions. Dayton Superior recognizes industry standards like ANSI/ASQ Z1.4, ISO 2859 (Attribute), ANSI/ASQ Z1.9, ISO 3951 (Variables), ASTM E2234 and/or other internationally recognized Acceptable Quality Limit (AQL) standards. Quality defects are generally classified into one of three types, depending on severity, as either:

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5.2 Production Part Qualification Process (PPQP):

SAMPLING INSPECTION:

- **Minor** – defects that are unacceptable in high quantities, but generally won't result in product returns.
- **Major** – defects that would likely result in product returns, but don't pose a safety risk to the user.
- **Critical** – defects that violate regulations or pose a threat to user safety.

Dayton Superior generally recommends AQL's of 0.065% (**Critical**), 1.0% (**Major**), and 6.5% (**Minor**). The acceptable quality limit (AQL), is the minimum level of quality that Dayton Superior Corporation (DSC) will accept – the highest percentage of products produced with a defect or nonconformity that DSC will allow in the supplied and/or subcontracted order.

*See illustration of AQL Table and explanation on sample size selection and corresponding tolerance levels in **Figure 1**.*

Note: DSC Shipments may be received at allowable AQL levels as defined above and/or in contract agreement; however, if parts are found to be nonconforming the Supplier/Subcontractor shall be held responsible for the replacement, credit, and/or rework at their expense.



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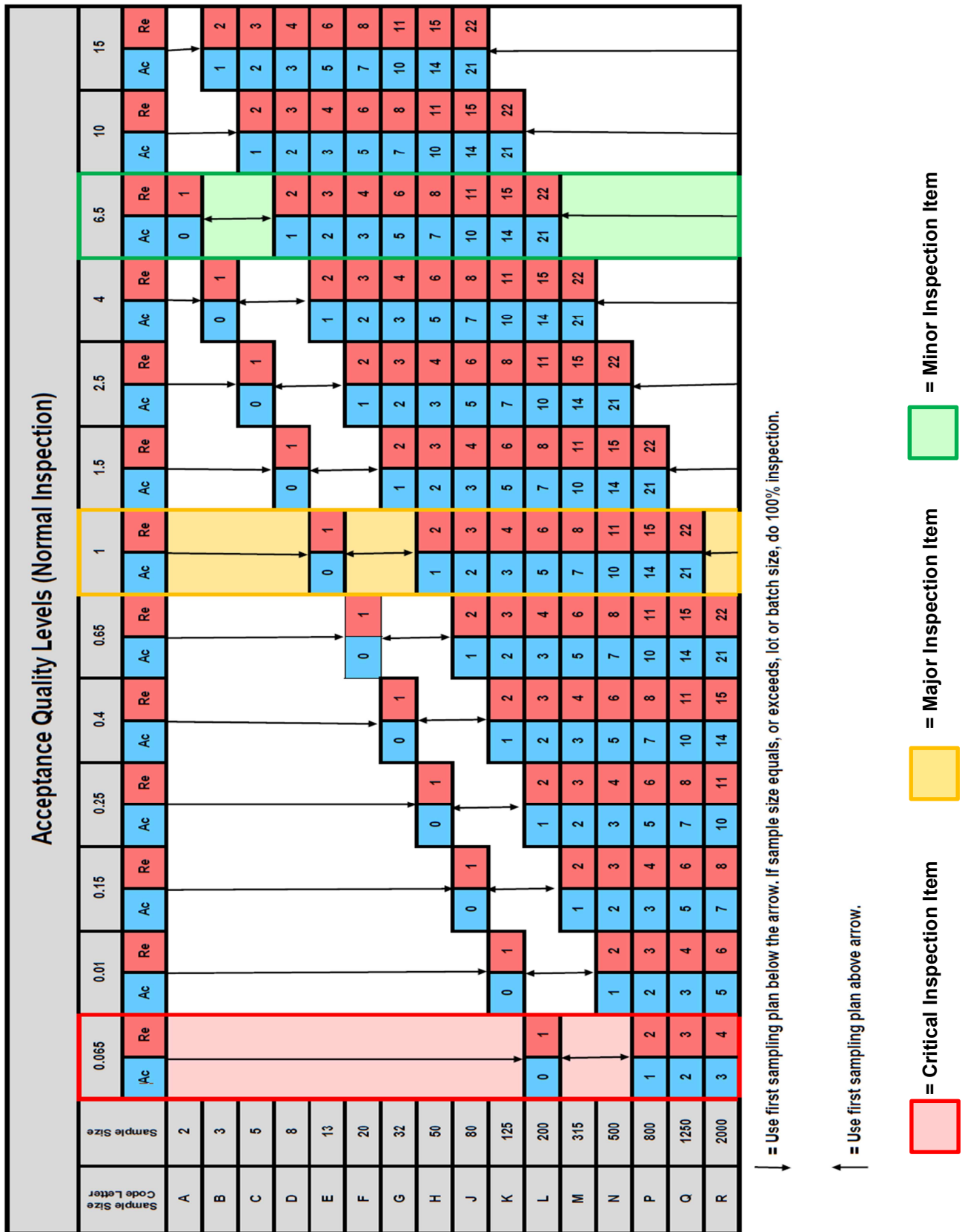



Figure 1; AQL Chart – Normal Inspection Criteria

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5.3 Material Compliance:

GENERAL GUIDELINES:

Dayton Superior Corporation (DSC) requires Supplier(s) and Subcontractor(s) to understand and verify the composition of their raw materials prior to being delivered to a DSC facility. At any time, Dayton Superior reserves the right to request raw material confirmation on any supplier/subcontractor purchased product. The supplier/subcontractor should be able to provide a Certificate of Analysis (CoA) report when required. Particularly with metal, cast or plastic parts, Dayton Superior may ask for a material composition report to verify that the raw material contained within the purchased product meets known or specific industry standards. If your company does not have in-house capability to test your materials, you must secure an accredited (*ISO/IEC 17025 preferred*) external third-party source that has the capability of material compliance analysis for your specific raw materials. All Supplier(s) and Subcontractor(s) must have the ability to provide evidence of both material compliance and, when external testing is performed, third party accreditation if requested by any of Dayton Superior's manufacturing facilities, engineering and/or quality representatives. In addition, Dayton Superior can require ongoing material certification be provided on a routine basis for any purchased product at the supplier's/subcontractor's expense during the life of the product.

Note: It is critical that you reference the Dayton Superior specification for material outlined in DSC's Engineering documentation such as the part drawing/print or associated specifications. "Equivalent Specifications" for materials are not to be used for performing material analysis such as chemical composition. *For example:* If an ASTM specification is referenced on the drawing/print, then your material analysis results should be compared to the ASTM specification when judging conformance and not an "equivalent" material specification.

MATERIAL DEVIATION:


Supplier(s) and Subcontractor(s) making any change: temporary or permanent to any raw material are required to submit a Supplier Deviation Request (SDR), (DSC-SQF-113-842-08), to Dayton Superior and receive approval **prior to making the change**. See *Section 5.9 Change Management*.

5.4 Material Preservation, Labeling & Packaging:

GENERAL GUIDELINES:

Supplier(s) and Subcontractor(s) shall have a plan and procedure in place for proper material handling, product identification, packaging, storage, protection and preservation of all Dayton Superior materials and products. The preservation plan shall apply to all internal and external supplier/subcontractor processes. The plan shall apply to the storage and delivery of all products prior to production and assembly at Dayton Superior and/or its customer facilities. As required, material handling, packaging and storage shall be designed to:

- Prevent contamination
- Prevent part-to-part contact (except bulk material)

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5.4 Material Preservation, Labeling & Packaging: (cont')

- Reduce environmental effects on product
- Prevent degradation of product
- Prevent loss or damage in transport
- Properly manage shelf life of perishable products

Supplier(s) and Subcontractor(s) should utilize an inventory management system to optimize inventory, reduce risk of obsolete product, and ensure stock rotation using FIFO (First-in, First-out) methods.

5.5 Delivery & Logistics:

GENERAL GUIDELINES:

Supplier(s) and Subcontractor(s) are expected to follow Dayton Superior's freight guidelines and packaging specifications, where applicable, to ensure safe transportation methods and appropriate protection for materials and products being delivered to DSC facilities throughout the United States and Worldwide.

PREFERRED TRANSPORTATION CARRIERS:

FREIGHT PAID BY DAYTON


Supplier(s) and Subcontractor(s) shall only utilize Dayton Superior's preferred transportation carriers unless instructed otherwise by a Dayton Superior Strategic Sourcing or Transportation representative. A copy of Dayton Superior's Freight Guidelines will be provided upon request.

FREIGHT PAID BY SUPPLIERS

Supplier(s) and Subcontractor(s) should investigate the utilization of Dayton Superior's preferred transportation carriers for opportunities to reduce transportation cost.

SHIPPING METHODS

TYPE	PRIMARY CARRIER	DESCRIPTION	GUIDANCE LINK
Parcel Shipping	UPS	Packages 150 lbs. or less in total weight and less than 10 boxes.	www.ups.com
LTL (Less-than-truckload) Shipping	Use LTL Routing Guides to determine the Primary Carrier	Shipments less than 15,000 lbs. and less than 10 pallets.	DSC LTL Routing Guides (intranet.daysup.com/logistics/LTL_Routing_Guides/Forms/AllItems.aspx)
Truckload Shipping	Contact Dayton Superior Transportation & Logistics 1-800-745-3700	Shipments that weigh more than 15,000 lbs., require more than 10 pallets, and/or require the use of a full truck (van, flatbed, tanker).	DSC Transportation email address: (DSCTransportation@transportation@daytonsuperior.com)
Air / Ocean Freight	UPS	UPS Supply Chain Solutions offers a single source to manage your global transportation and freight, giving you the capacity to	DSC Transportation email address: (DSCTransportation@transportation@daytonsuperior.com)

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5.5 Delivery & Logistics:

Note: Hazardous Materials can be shipped on all of Dayton Superior's contracted LTL carriers with proper labeling and placards when needed. No Hazardous Materials allowed on Air Freight.

For additional information on delivery expectations and guidance, please contact one of Dayton Superior's Transportation Planners:

CONTACT NAME	PHONE	E-MAIL ADDRESS
Adam Davis, Sr. Transportation Planner	(937) 866-0711 ext.44354	AdamDavis@daytonsuperior.com
Todd Smithson Sr. Transportation Planner	(937) 866-0711 ext. 44152	toddsmithson@daytonsuperior.com
Jessica Gibson, Logistics Analyst	(937) 866-0711 ext.44187	jessicagibson@daytonsuperior.com

5.5 Delivery & Logistics:


Packaging

The Supplier is responsible for packaging their components. The packaging must be designed in such a way to ensure that the product is protected from external influences during transport, cannot be damaged or contaminated, and must be able to be unloaded safely and efficiently.

Note: Please contact Dayton Superior Purchasing, Strategic Sourcing Manager, Quality Manager, or Supplier Quality Engineer concerning Packaging and Shipping specifications. The following are provided as a guideline in the absence of a defined specification:

BOX QUALITY:

- Ensure Box is rigid and in good condition: Used boxes lose strength.
- Avoid empty space: Too much padding reduces stacking strength. Avoid boxes that are too big for contents and require excessive padding. They risk getting crushed.
- Heavy Boxes: Dayton Superior will accept boxes up to 150 lbs. without a pallet, it must be labeled "HEAVY" when boxes exceed 50 lbs. to ensure safe handling practices.
- Seal boxes: Use proper sealing tape in an "H" pattern on top and bottom to secure contents and consider strapping (Nylon Banding) on heavier boxes.
- Label Clearly: Remove all old labels. Affix new labels on top, so the address and/or Barcode is flat (not folded over the edge).

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PALLETS:

- Runners or Blocks: Loads must have runners, blocks, or other means to allow easy access to safely and efficiently unload.
- Stack Boxes columns: Columns ensure maximum stacking strength. If the contents are rigid, use "bricklayer style" (staggered) for increased stability.
- Do Not Overhang: Items should fit squarely on the pallet, without hanging over the edge. DSC, as well as most Trucking Companies will not accept overhanging pallets.
- Keep Boxes flat when stacking on pallets: A level surface provides strength and stability when stacking pallets. Non-stackable pallets used for Gaylord containers and/or larger crated items shall include non-stackable tags and labels to prevent crushing or damaging contents.
- Strap-It or Wrap-It: Use strapping and/or stretch (shrink) wrapping to hold items in place on the pallet. Wrapping shall include the pallet itself as well as its contents.
- Label Clearly: Packaging and shipping labels shall be placed and affixed to the side or sides of pallet contents and not on top.

AVOID THE FOLLOWING:


- Unsuitable Packaging: No heavy items in weak Boxes will be accepted. Boxes must be of sufficient strength, quality, and size. If necessary, use additional strapping to strengthen the contents.
- No Damaged Boxes: No punctured, crushed or otherwise damaged box will be accepted.
- No Wet or leaking Boxes will be accepted: All water damaged containers will be returned to supplier at their expense.
- Use of Low Quality or Damaged Pallets: No poor quality or damaged pallets will be accepted and will be returned at supplier's expense.
- No Overhanging items on pallets: Items must not exceed the dimensions of the pallet.
- No Protruding Parts: Sharp edges or items sticking out of packaging that could cause injury and damage to others.
- No Mixing of Product: Mixed items within the same container is not permitted. All product items shall be properly identified and labeled correctly according to DSC Packaging Specifications.

5.6 Direct Customer Shipments:

PACKAGING AND SHIPMENT:

Supplier(s) and Subcontractor(s) may be asked to package and ship material and product directly to Dayton Superior customer as specified in the DSC purchase contract and/or purchase order where applicable. (See Section 5.5 – *Delivery & Logistics for additional information on shipping and handling methods*).

All material and product received from the Supplier/Subcontractor in Dayton Superior Corporation (DSC) logo boxes are to be shipped out in the same DSC logo packaging and containers to DSC customers. Care and condition of the packaging and containers are the responsibility of the Supplier once it has been received.

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INSPECTION AND VERIFICATION:

Materials and products shall be verified and validated by Supplier/Subcontractor against purchase contract and/or purchase order requirements to ensure conformance to dimensional & part test specifications, part count accuracy, and proper identification and labeling information provided on all packaging as specified. Material certificates of analysis (CoA) and/or conformance (CoC) shall be included with packaging slip and/or Bill-of-Lading (BOL) paperwork where applicable. Packaging slip and/or Bill-of-Lading (BOL) must reference the corresponding Dayton Superior purchase order (PO) number on shipment. A copy of the packaging slip, BOL, PO, and other related documented paperwork shall be emailed to the appropriate DSC facility where purchase/shipment request originated.

Supplier Quality Manual

5.7 Outside Direct Charge (ODC):

OUTSOURCED PROCESSES:

ODC Supplier(s) and Subcontractor(s) may be selected to perform specialized delivery and post-delivery activities for secondary production operations not directly conducted by DSC. These processes are typically associated with operations involving Epoxy coating, Zinc-Plating, Electrogalvanized (electroplated), Hot Dip Galvanizing, Heat Treating and other similar processes.

Upon receipt of Dayton Superior materials and products, the ODC Supplier/Subcontractor shall assess the condition of the inbound packaging and its contents for any damage or deviations. Any damage or deviations shall be noted on the BOL (Bill-of-Lading) or receiving paperwork and provided to carrier driver.

Note: When damage or missing parts are found before processing, DSC encourages taking photos and documenting the damage or deviations in a nonconformance material received report that and sent via to the Strategic Sourcing Manager, Quality Manager, and Supplier Quality Engineer to address.


PROCESSING OF MATERIAL AND CONFORMANCE TO SPECIFICATIONS:

Once received, orders shall be processed in a timely manner as specified on the Dayton Superior purchase contract or purchase order. The following areas shall be evaluated and performed to ensure conformance and quality effectiveness in meeting materials and product requirements as specified. They are:

- Follow recommended ASTM or other industry standards to ensure proper method and application is being performed as specified.
- Material and products shall be inspected and verified to conform to the expected quality and performance characteristics for the specialized application.
- Detailed or special instructions shall be followed as indicated on the Engineering drawings provided to meet and achieve specified requirements.
- Material and products are properly weighed and counted to ensure protection for unaccountable losses during process. (**Note:** Deviations of less than 1% are acceptable for inventory counts ≥ 100 pcs; all others shall be reported and accounted for otherwise).
-

OUTBOUND PACKAGING AND SHIPPING:

ODC Supplier(s) and Subcontractor(s) shall inspect, verify, and validate all material(s) and product(s) upon completion of their specialized delivery and post-delivery activities to ensure

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proper part identification, packaging and labeling, as well as separation and part segregation prior to preparing items for shipment.

All Dayton Superior materials and products received should have their own designated box, carton, crate, and/or container labeled to maintain and prevent mixing of parts. If the correct or additional packaging has not been supplied as needed to complete the order, please contact the Dayton Superior Procurement and/or Strategic Sourcing Manager as indicated on purchase order to obtain all necessary packaging materials as required.

Note: See sections 5.3 through 5.6 for the appropriate packaging and shipping methods recommended when preparing outbound shipments to Dayton Superior Plant, Distribution, Rental, and/or Direct Customer locations & facilities.

Supplier Quality Manual

5.8 Nonconforming Materials

SUPPLIER INITIAL RESPONSE UPON NOTIFICATION

When a nonconformance is reported, the Supplier shall take immediate action to contain, correct and prevent further defects, and/or deficiencies in their processes from reoccurring. The supplier is expected to provide an immediate response with the following information within 72 hours of receipt of complaint from DSC:


- Containment Actions: Upon receiving notification from DSC, the Supplier must establish and communicate breakpoints from last known good product as well as provide traceability of any additional production made that could be considered part of the suspect lot or batch of production.
- Root Cause: A preliminary explanation of the root cause of the quality issue or nonconformance. (Note: this may not be the final root cause determination after a formal investigation is conducted.)
- Immediate Corrective Response: Describe the activities and/or changes enacted that will prevent the defect from happening or will increase the ability to detect and prevent from shipping further defects to DSC.

SUPPLIER CORRECTIVE ACTION (SCAR) REPORT:

Dayton Superior will provide SCAR form: DSC-SQF-113-872-01 to fill out and submit within a timely manner. The Supplier/Subcontractor may use their own formal process and/or form for preparing the corrective action report and information required, however, DSC reserves the right to request additional information and/or verification of preventative and corrective actions if the report does not meet our corrective action expectations.

TIMELINESS OF CORRECTIVE ACTIONS AND SCAR REPORT CLOSURE:

It is expected that the Supplier/Subcontractor be responsive regarding the status and information being requested by Dayton Superior and provide their corrective action response plan within one (1) week of being notified of the nonconformance, and submit the completed Supplier Corrective Action Report (SCAR) with countermeasures, follow-up verification, and validation within 45 days after receiving notification of the quality issue reported. A request for extension of time for permanent countermeasures and/or verification and validation must be submitted to the DSC Supplier Quality Engineer.

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CONTROLLED SHIPPING - NONCONFORMANCE NOTIFICATION TO DSC:

In the event of a quality nonconformance issue, Supplier / Subcontractor shall immediately provide containment and control of their process through appropriate corrective and preventive action measures. Upon notification to a Dayton Superior Procurement and Quality Representative, the Supplier / Subcontractor shall identify a "Clean-Point" for the delivery of conforming material(s) and product(s) being shipped. This identification shall be indicated on the Packing Slip and/or Bill-of-Lading paperwork that accompanies the shipment. In addition, those shipments where multiple containers and/or pallets of material(s) and product(s) are being supplied, the Supplier / Subcontractor shall mark and label "Clean-Point" with reference to Purchase Order number on an 8.5" X 11" sheet fasten securely to the container / pallet to signify conformance of goods.

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5.8 Nonconforming Materials (cont'd)

Note: Supplier(s) and Subcontractor(s) may remain on "Controlled Shipping Status" until Dayton Superior has determined effective measures have been satisfied through appropriate corrective action root cause analysis and countermeasures are in place to demonstrate conformance for material(s) and product(s) being supplied.

ON-SITE SUPPORT:


When a nonconformance is found in result of defect or defective material(s) and product(s) that exceed the committed quality levels for Dayton Superior to provide the appropriate manpower (labor hours) to inspect and/or sort out quality and failure analysis issues. Dayton Superior shall request the Supplier and Subcontractor to provide on-site support to perform sorting, quality inspection processes, and corrective action root cause analysis reporting. This on-site support shall be performed continuous and agreed upon by Dayton Superior and by the Supplier/ Subcontractor until the nonconformance defect/defective level of material(s)/product(s) is determined to be fully verified and validated free of quality issue and that a clean-point in supplied inventory has been established and sustained at supplied source. When the Supplier and Subcontractor is unable to support or provide on-site services, Dayton Superior reserves the right to authorize a third-party source to perform sorting and inspection for appropriate corrective action measures and reporting. Specific requirements will be identified in a contract agreement among those parties involved and/or mutually agreed to in writing.

Note: On-site support services performed will be charged back to Supplier and Subcontractor where applicable.

SUPPLIER CHARGEBACK ACCOUNTABILITY:

Nonconformance issues on material(s) and product(s) supplied to Dayton Superior Corporation (DSC) and DSC Customers can have a large effect on deliveries and production part performance. In the case of a nonconformance, it is the responsibility of the Supplier(s) and Subcontractor(s) to insure adequate conforming material(s) and product(s) are delivered on time to prevent any line stoppage situations and/or project delays. This can be accomplished in the following ways:

1. Expedite shipping of conforming and quality certified parts so they arrive before line stoppages occur;

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2. Provide sorting, repair or rework resources to the appropriate DSC facility in a timely fashion to prevent any line shortages.
3. If 1 and/or 2 cannot be accomplished within a timely fashion to prevent line stoppage, Dayton Superior reserves the right to sort, repair or rework the nonconforming material(s) and product(s) at Supplier(s) and Subcontractor(s) expense to ensure acceptable material(s) and product(s) are utilized and production part requirements are met. All sorting will be coordinated with the Dayton Superior Manufacturing, Distribution, Rental and/or DSC Customer production facilities by the appropriate plant and/or procurement personnel.

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SUPPLIER CHARGEBACK ACCOUNTABILITY: (CONT'D)


In the event that nonconforming material(s) and product(s) result in additional expenses to Dayton Superior (*expenses may include, but are not limited to, charges related to sort, rework, repair, product scrap, production downtime, customer-imposed charges due to project delays, warranty or recall costs, shipping, Engineering time resulting in overtime and productivity loss incurred; etc.*), Dayton Superior reserves the right to charge the Supplier/Subcontractor those expenses associated with the nonconformance.

5.9 Supplier Change Management

Dayton Superior Corporation (DSC) recognizes the importance of change management among its Supplier(s) and Subcontractor(s) and therefore has implemented a change management system to ensure material and product quality is maintained and managed through the DSC supply chain. Supplier(s) and Subcontractor(s) are expected to take a proactive approach to monitor and report any changes that can adversely affect the material and product design, production part performance, and/or process application where its intended to be used. Supplier(s) and Subcontractor(s) shall obtain written approval as defined in section **5.4 Material Compliance & Material Deviation** prior to producing and/or shipping material(s) and product(s) with changes. In cases where a Supplier/Subcontractor has implemented an unauthorized change and Dayton Superior and/or its customers have been negatively affected, the Supplier/Subcontractor shall be held responsible for all associated expenses and/or fees as a result of.

TEMPORARY CHANGES:

- Supplier(s) and Subcontractor(s) are responsible for obtaining approval prior to shipping product that is temporarily out of specification or product that is produced with a temporary process change not reflected in the Supplier's current Process (PCP). Such situations might include minor dimensional errors or processing by a third party during equipment maintenance.
- Supplier(s) and Subcontractor(s) shall submit a Supplier Deviation Request (SDR) Form to the appropriate Dayton Superior representative for review.
- The Supplier(s) and Subcontractor(s) shall obtain written permission prior to shipping product that is out of specification.
- Supplier(s) and Subcontractor(s) is expected to track the SDR expiration date and applicable quantity of product.

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PERMANENT CHANGES:

- Supplier(s) and Subcontractor(s) seeking to make a permanent change to the design, performance, or processing of a material and/or product supplied to Dayton Superior shall request approval using the SDR form indicating the change is permanent.
- The SDR form shall include all relevant information.
- Dayton Superior may approve, reject, or apply conditions to the approval of the SDR.
- If a design change is required, drawings / prints shall be updated using DSC's ECR/ECN (electronic change request / electronic change notification) system.
- Approval of the SDR does not authorize the Supplier(s) and Subcontractor(s) to ship, it only provides authorization to coordinate the PPAP (production part approval process) submission.


Supplier Quality Manual

5.10 Supplier Performance Scorecard

GENERAL CRITERIA:

As part of Dayton Superior's efforts to achieve quality excellence within our supply-chain and to effectively rate Supplier(s) and Subcontractor(s) performance, DSC has developed and implemented a Supplier Performance Scorecard. The scorecard is used to evaluate and rank Supplier and Subcontractor performance based on the following key rating factors:

- **Cost & Working Capital**
 - Cost Competitiveness
 - Payment Terms
 - P2P Process (*Purchase-to-pay*)
- **Quality & Delivery**
 - Quality Performance – QIR's & Cost Recovery (*Cost of Poor Quality*)
 - Responsiveness to Quality /Delivery Issues
 - Delivery Performance – *On-Time-Delivery*
 - Quality System – (*QMS & ISO conformance and compliancy*)
- **Risk Management**
 - Disaster Recovery
 - Regulatory Compliance
- **Supplier Innovation**
 - Cost Saving Initiatives
 - Quality Improvement Initiatives
 - Continuous Improvement Initiatives
 - Relationship Building
- **Service & Support**
 - Timeliness and Accuracy of paperwork and required notifications
 - Ease of Doing Business:
 - Requesting Quotes
 - Placing Orders

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- **Service & Support (cont'd)**
 - Tracking Status
 - Communication

SCORING – PERFORMANCE RATING & EVALUATION:

Dayton Superior Corporation (DSC) Approved Supplier(s) and Subcontractor(s) shall be evaluated semi-annually (every 6 months) by DSC's Procurement, Strategic Sourcing Group, Supplier Quality, Engineering, and Production Management. After completion of this assessment, Supplier(s) and Subcontractor(s) will have an opportunity to meet with Dayton Superior's Team to review their performance ratings and evaluation assessment. Records of this assessment shall be maintained for future reference by Dayton Superior. All information gathered will remain confidential and will not be disclosed or shared with other Supplier(s) and Subcontractor(s) of Dayton Superior Corporation or affiliation thereof.

Supplier Quality Manual

5.10 Supplier Performance Scorecard

SUPPLIER RATINGS:

Overall Supplier and Subcontractor ratings are based on the following scoring levels, they are:

A Level

- This is the highest rating level. All Supplier's and Subcontractor's start out in this category and remain in this category, providing their performance continues to be maintained at a high level.

B Level


- A Supplier and Subcontractor can be placed in this category based on the evaluation of performance and concerns by the Dayton Superior's assigned assessment team. Supplier(s) and Subcontractor(s) are required to formulate, implement and sustain corrective action to be considered for upgrade.

C Level

- A Supplier and Subcontractor can be placed in this category based on the evaluation of performance and concerns by the Dayton Superior's assigned assessment team. When a Supplier is rated as C, that Supplier is at risk of not being eligible to bid on any new business from Dayton. Supplier is required to formulate, implement, and sustain corrective action to be considered for upgrade.

D Level (NEW BUSINESS HOLD)

- A Supplier can be placed on New Business Hold based on chronic performance concerns or by having a major issue. When a Supplier is put on New Business Hold, that Supplier may not be eligible to bid on any new business from Dayton. Reference the New Business Hold guidelines in the Approved Supplier List section of this manual. Dayton may decrease the Supplier rating by one full grade based on the additional metrics referenced above.

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6.0 References:

Dayton Superior Corporation website: www.daytonsuperior.com
Dayton Superior Internal Intranet: <http://intranet.daysup.com/default.aspx>
Supplier Quality Survey – DSC-SQF-113-843-01
Supplier Quality Survey Procedure – DSC-SQP-113-843-01
Acceptance Quality Level - ANSI/ASQ Z1.4-2008
Supplier Deviation Request – DSC-SQF-113-842-08
Supplier Corrective Action Report (SCAR) – DSC-SQF-113-872-01

7.0 Revisions to Procedure:

Document Name	Rev Date	Reason	ECR#
DSC-QS-113-741-01, Supplier Quality Manual	4/13/2016	Initial Release	R6448
DSC-SQM-113-841-01, Supplier Quality Manual	11/1/2017	Revised – Updated Content	R7265
DSC-SQM-113-841-01, Supplier Quality Manual	09/01/2020	Revised – Updated Content	XXXX

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Supplier Acknowledgement:

Dayton Superior has developed this Supplier Quality Manual to communicate our expectations to our suppliers.

Please sign and return this acknowledgement to the appropriate Dayton Superior representative.

I have received Dayton Superiors' Supplier Quality Manual and agree to the contents and conditions specified within.

Date:

Supplier/Subcontractor

Name:

Authorized Representative:

Title:

Please E-mail or Fax to: tracyrose@daytonsuperior.com or (937) 865-9182

Thank you!