

# Customer Handbook



Real **people.** Real **solutions.**



Dear Customer,

Chase Plastic Services, Inc. (CPS) is committed to providing our Customers with “outrageous customer service”. In an effort to respond to you in a timely manner and most efficiently manage the surveys from our valued customers, this Customer Handbook has been created which includes information that our Customer’s would like to know about our Quality Management System. We hope this Customer Handbook meets your needs and demonstrates our commitment to quality in all aspects along with being an environmentally, socially and ethically responsible company and employer.

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## SECTION 1: COMPANY INFORMATION

### 1.1 PRODUCT/SERVICE DESCRIPTION

Chase Plastic Services, Inc. (CPS) specializes in Thermoplastic Resin Distribution and Warehousing. Team Chase is backed by an unrivaled product line of more than 18,000 specialty, engineering and commodity thermoplastics double and triple sourced from leading domestic and global suppliers. As a result, we have a unique ability to develop limitless material solutions tailored to the needs of our business, application and market segment, and to ship them the same day you place your order.

We're the industry's go-to source for specialty engineering resins, and our technically skilled sales team and technical service and application development engineers are here to guide you through the complex material selection and application development process.

At Chase Plastics, our approach to Redefining Distribution is rooted in a culture of excellence and entrepreneurship, and in providing service so "outrageous", our customers can't help but talk about it. Our leadership team here at Chase Plastics has remained dedicated to attracting and retaining world-class talent.

Our Product Line Card can be found on our CPS Website - <https://chaseplastics.com/products-and-services/>

### 1.2 LOCATIONS

<b>CHASE PLASTIC SERVICES, INC.</b>			
<b>★ Headquarters</b>		<b>● Central Distribution Center</b>	
<b>Address</b>	6467 Waldon Center Drive Clarkston, MI 48346	<b>Address</b>	5245 Dylan Drive South Bend, IN 46628
<b>Phone</b>	248-620-2120	<b>Phone</b>	574-239-4090
<b>Fax</b>	248-620-3192	<b>Fax</b>	574-239-4086
<b>Office Sq. Ft.</b>	28,000 Sq. Ft.	<b>Office Sq. Ft.</b>	205,000 Sq. Ft.
<b>Hrs. of Operation</b>	8:00AM – 6:00PM	<b>Hrs. of Operation</b>	6:00AM – 6:30PM
<b>Public Warehouse Locations</b>	Refer to CPS Website -> Locations Tab - <a href="http://chaseplastics.com/locations/">http://chaseplastics.com/locations/</a>		

### 1.3 CONTACT INFORMATION

<b>Title</b>	<b>Name</b>	<b>Email Address</b>
<b>CEO/Owner</b>	Kevin Chase	<a href="mailto:kchase@chaseplastics.com">kchase@chaseplastics.com</a>
<b>President</b>	Adam Paulson	<a href="mailto:apaulson@chaseplastics.com">apaulson@chaseplastics.com</a>
<b>Vice President of Sales</b>	Alan Arduini	<a href="mailto:aarduini@chaseplastics.com">aarduini@chaseplastics.com</a>
<b>Controller</b>	Amanda Bertelsen	<a href="mailto:abertelsen@chaseplastics.com">abertelsen@chaseplastics.com</a>
<b>Systems and Information Technology Manager</b>	Jeff Lathrop	<a href="mailto:jlathrop@chaseplastics.com">jlathrop@chaseplastics.com</a>
<b>Operations Manager</b>	Laura Goik	<a href="mailto:laura@chaseplastics.com">laura@chaseplastics.com</a>
<b>Customer Fulfillment Manager</b>	Mindy Winegar	<a href="mailto:mindy@chaseplastics.com">mindy@chaseplastics.com</a>
<b>Supplier Relations Manager</b>	Shea Sowers	<a href="mailto:ssowers@chaseplastics.com">ssowers@chaseplastics.com</a>
<b>Quality Manager</b>	Katelyn Fortin	<a href="mailto:qualitydocs@chaseplastics.com">qualitydocs@chaseplastics.com</a>
<b>Engineering Help Center - Technical Assistance</b>	Andrea Kendrick	<a href="mailto:411Chase@chaseplastics.com">411Chase@chaseplastics.com</a>

After Hours Escalation Team: Please contact your assigned CPS Sales Account Manager, Laura Goik, Operations Manager (248-520-4168) or Mindy Winegar, Customer Fulfillment Manager (248-620-8313). CPS strives to meet customer needs outside of normal business hours; however, each case is unique, and services/shipments cannot be guaranteed.

## 1.4 COMMONLY ASKED ABOUT TOPICS

<b>Company Website</b>	<a href="http://chaseplastics.com/">http://chaseplastics.com/</a>
<b>Year Established</b>	1992
<b>Ownership</b>	Private – S Corporation
<b>Business Status</b>	U.S Owned - Large Business
	CPS does <b>not</b> identify as a: Disadvantage Owned, Woman Owned, Veteran Owned, Service-Disabled Veteran Owned, Not for Profit Business
<b>Union Workforce</b>	No
<b># of Employees</b>	125+
<b>DUN's #</b>	85-849-8272
<b>Federal Tax ID #</b>	38-3046871
<b>CPS Market Segments</b>	For a full Market Segment list, see website - <a href="http://chaseplastics.com/products/#marketsegment">http://chaseplastics.com/products/#marketsegment</a>
<b>Major Customers</b>	CPS sells to more than 3,000 customers. We do not disclose any customer lists.
<b>EDI Capabilities</b>	CPS currently does not support EDI Capabilities.
<b>Bar Coding Capabilities</b>	1D (linear) Barcode. See <b>Appendix F - CPS Standard Shipping Label</b>
<b>Technical Service</b>	Chase Plastics has a team of experienced engineering professionals with a wide range of skill sets and specialties ready to guide you from material selection through application development. Whether onsite or on the phone, troubleshooting or planning ahead, we provide our customers with direct access to a technical specialist. Contact 844-411-CHASE (844-411-2427) or <a href="mailto:411Chase@chaseplastics.com">411Chase@chaseplastics.com</a> . Visit our Website for more information - <a href="https://chaseplastics.com/technical-service/">https://chaseplastics.com/technical-service/</a>

## SECTION 2: QUALITY MANAGEMENT SYSTEM

### 2.1 ISO 9001 CERTIFICATION

We're proud to hold an ISO 9001:2015 Certification. Our certification reinforces our pledge to uphold consistency of processes, our steadfast commitment to quality, our promise to live our core values each day, and our commitment to ensuring our performance meets and exceeds stringent metrics.

CERTIFICATE OF REGISTRATION DETAILS	
<b>Certified Entities</b>	Chase Plastic Services, Inc. (CPS) & Chase Plastics de Mexico (CPdM)
<b>ISO Standard</b>	ISO 9001:2015
<b>ISO Registrar</b>	Intertek Group
<b>Certificate Number</b>	US-3029F-1
<b>Issued Date</b>	01/27/2021
<b>Expiration Date</b>	03/02/2024
<b>Initial Certification Date</b>	03/23/2000
<b>Scope of Certification</b>	<b>Main Site (Clarkston):</b> Coordinate the distribution of Thermoplastic Resins <b>Warehouse Site (South Bend):</b> Distribution and Warehousing Operations including Blending, Repacking, Preservation and Storage of Thermoplastic Resins

<b>ISO Clause Exclusions</b>	<p><b>Section 8.3 - Design and Development of Products &amp; Services</b></p> <ul style="list-style-type: none"> <li>Chase Plastics is not responsible for any design or development of products &amp; services. CPS is also not responsible for the planning, inputs, controls, outputs, &amp; change to the design and development of products and services. CPS is a distributor of thermoplastic resin and does not manufacture any products distributed to our customers. Our suppliers are responsible for performing product design activities.</li> </ul> <p><b>Section 8.5.3 - Property Belonging to Customers and External Providers</b></p> <ul style="list-style-type: none"> <li>Chase Plastics does not use, process or manage property belonging to any of our customers or external providers. Property that is not used, processed, or managed includes: materials, components, tools and equipment, intellectual property and personal data.</li> </ul>
<p><b>Current ISO 9001:2015 available on website:</b> <a href="https://chaseplastics.com/iso-90012015-certification/">https://chaseplastics.com/iso-90012015-certification/</a></p>	
<p><b>Benchmarked Ratings</b> 4 out of 6</p>	<p>Continuous Improvement / Internal Audit / Management / Resources</p>

## 2.2 ISO CERTIFICATION EXCEPTIONS

1	<b>ISO 14001 – Environment Policy</b>	Our Company is committed to maintaining sound environment practices by controlling the environmental impact of our activity, products and services. As a distributor and warehouse of thermoplastic resin, we conform to all applicable regulatory requirements and prevent pollution. Our goal is to be a good steward of the earth. We work with our customers and suppliers to use ISO 14001 as a non-certifiable guideline for establishing, implementing, and improving our environmental management program. See Section 3 - #5 Environmental Compliance for more information.
2	<b>TS 16949 / IATF 16949 - Automotive Policy</b>	Chase Plastic Services, Inc. does not manufacture production or service parts for the greater automotive industry. Certification to the Automotive Technical Specification TS 16949 and International Automotive Task Force IATF 16949:2016 does not apply.
3	<b>ISO 13485 Medical Devices</b>	Chase Plastic Services, Inc. does not manufacture production or service parts for the Medical Device Industry. Certification to the Medical Device Specification ISO 13485 does not apply.
4	<b>AS9100 / AS9120 – Aviation Space and Defense</b>	Chase Plastic Services, Inc. does not manufacture or distribute production or service parts for the Aerospace Industry. Certification to the Aviation Space and Defense Specifications AS9100 or AS9120 do not apply.

## 2.3 QUALITY MANAGEMENT BREAKDOWN

2.3.1 - QUALITY PROCESSES/PRINCIPLES		
1	<b>Quality Manual</b>	CPS has a Quality Systems Manual. This is typically not shared.
2	<b>Quality Policy</b>	<p>All team members of Chase Plastics will strive for excellence in all aspects of customer and supplier service. We will set and execute goals to achieve total customer satisfaction, which is second to none through application of our core ideology, while delivering premium valued products and services on time and defect-free.</p> <p>Management will provide the tools necessary to allow the employees to achieve these goals and create an environment where all employees have an opportunity to share ideas to continuously improve our systems and processes to ensure effectiveness and conformity while maintaining a sustainable program and meeting the changing demands of the market.</p>

		Management will continually assess risk facing the business in order to take action to ensure continuity of organization.
3	<b>CPS Core Values</b> See Appendix C	Our purpose is to provide world-class service to our valued customers and suppliers, and our core values, which guide our team’s business decisions and practices each day, reflect our team’s dedication to that purpose. – <b>See Appendix C – Shared Core Values</b>
4	<b>Quality Objectives</b>	The Management Team at CPS establishes the Quality Objectives for the appropriate activities and levels within the organization. These objectives are evaluated on an annual basis.
5	<b>Process Approach</b>	CPS has adopted the Process Approach when developing, implementing and improving the effectiveness of our Quality Management System to enhance customer satisfaction by meeting customer requirements.  The PDCA Cycle (Plan-Do-Check-Act) has also been applied to all processes and to the QMS.
6	<b>Risk-Based Thinking</b>	CPS is continually assessing the risks and threats to the business as well as opportunities to proactively address potential market changes through the measurement against its Quality Objectives, Quality Performance Analysis of Correction (QPA Process), Executive Staff Meeting and its annual business management strategy meeting.  CPS Performs a SWOT Analysis to assess its strengths, weaknesses, opportunities, and potential areas of vulnerabilities (threats)

**2.3.2 - DOCUMENT CONTROL**

1	<b>Control of Policies and Procedures</b>	CPS maintains documented information required by ISO 9001:2015 International Standard and documentations determined by the organization.
2	<b>Documented Information</b>	CPS determines the processes needed for the QMS which involves the following documented information: Quality Manual, Process Maps, Turtle Diagrams, Work Instructions, Training Guides, SWOT Analysis, Management Review Meeting Minutes etc.

**2.3.3 - SUPPORT/RESOURCES**

1	<b>CPS Employees</b>	Human resources are understood to be a vital ingredient in the formula for success in meeting the goals of the QMS. The continuous improvement process includes the development of human resources to reach the highest levels of efficiency, productivity, and teamwork by all our employees.
2	<b>Competency</b>	CPS Management Team identifies the competency needed by employees performing various processes effecting the quality of its services. Employees assigned to perform the activities affecting quality have sufficient knowledge, training, skills, and ability to meet or exceed the requirements of the job. Job descriptions are reviewed by the appropriate managers and updated when necessary.
3	<b>Training</b>	Employees are trained in order to ensure their performance is maintained at an acceptable level in compliance with the QMS, Work Instructions, CPS Core Values, Quality Policy and Objectives.  The effectiveness of training is regularly reviewed and evaluated by the responsible managers and the Human Resources Manager.
4	<b>Infrastructure</b>	CPS Management Team identifies, provides for and maintains facilities as required to achieve conformity of our products and services in order to satisfy our customers. Resource requirements include: facilities, workplace, equipment, hardware and software & supporting services.

**2.3.4 - OPERATIONS**

1	<b>Operational Planning &amp; Control</b>	Product realization is that sequence of processes & sub-processes necessary to achieve the services required by the customer. Planning begins this activity. It is the responsibility of the Operations Team to take the customer requirements and use this information to plan for distribution of the product according to the company’s Quality Objectives.
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2	<b>Customer Requirements</b>	CPS determines customer requirements for products/services including: - Customer specified requirements (item, quantity, shipping date, packaging & labeling) - CPS internal requirements (inspection before shipping) - Certification, regulatory, and legal requirements
3	<b>Price Increases</b>	CPS will typically provide its customers 30 days' notice of any price increase as received from its supplier.
4	<b>Control of Suppliers</b>	CPS applies controls to purchasing activities in order to ensure purchased products and services conform to the specified requirements.
5	<b>Supplier Qualification</b>	CPS maintains a Supply base that is qualified to meet the business quality objectives. Suppliers are categorized based on their type: Key, Complimentary, Spot or other classifications as deemed appropriate.
6	<b>Supplier Evaluation</b>	Selection criteria for an on-going evaluation of suppliers provide necessary controls to ensure error free and on-time purchasing goods and services. The Purchasing Managers and Product Management Team maintains the list of approved suppliers and controls records of supplier performance based on the supplier's demonstrated ability to satisfy specified requirements communicated to the supplier in the CPS PO and the Supplier Expectation One-pager. Supplier evaluations are recorded and discussed as an agenda item in the company's Management Review Meeting.
7	<b>Supplier Manual</b>	We provide each supplier with a Supplier Manual that shares the expectations for delivery & performance that is consistent with our objectives. Supplier performance is measured against our standards and actions taken when performance falls below our requirements.

### 2.3.5 - CPS DISTRIBUTION SERVICES & PROCESSES

1	<b>Distribution Services</b>	CPS fulfills orders placed by our customers. In addition to the timely distribution of materials, we add value by Receiving, Blending, Repacking, Storage and Preservation and Shipping of Thermoplastic Resins to our customer.
2	<b>Controlling Distribution Services</b>	CPS ensures that conforming material is delivered in a timely and efficient manner including the correct identification, documentations and handling of our Thermoplastic resins. These operations are controlled through the following measures: <ul style="list-style-type: none"> <li>- Employee job requirements</li> <li>- Work instructions</li> <li>- Use and maintenance of suitable equipment</li> <li>- Use of accurate and capable measuring and monitoring devices</li> <li>- Implementation of monitoring activities such as regular warehouse inspection or order audits</li> </ul>
3	<b>Identification &amp; Traceability</b>	The materials processed by CPS receives sufficient identification throughout the stages of the required process steps. Identification takes the form of supplier labels and Chase Plastics Product Labels which includes <u>item numbers</u> , <u>item description</u> , <u>lot number</u> and <u>quantities</u> and are attached to the material. Traceability of the material is maintained primarily by the item and lot number. Traceability records are kept on file to ensure that the unique identification of the material can be retrieved if requested.
4	<b>Product Labeling</b>	CPS will supply a standard shipping label with all Central Distribution shipments that has bar coding of customer purchase order number, customer part number and lot number. We do not supply manufacturing date, serial number or batch information on our labels.
5	<b>Material Stocking Process</b>	CPS will stock a wide variety of Core Resins, but many materials will be subject to manufacturing lead-times. If a customer requires stocking of specialty grade materials, CPS offers a variety of stocking options for customers who demonstrate strong credit. Please review specific material stocking with your Account Manager.

<b>6</b>	<b>Non-Conforming Product/Corrective Action (QPA Process)</b>	<p>Material that does not conform to the requirements is identified by suitable means such as labels, hold tags, or some form of signage. Non-conforming product is controlled to prevent its intended use or delivery to the customer. CPS records the nature of non-conformances and subsequent actions taken including agreements with the customer using a Quality Performance Analysis (QPA) System. When a formal response is required, we will complete the Customer 8D (or similar form) or CPS Quality Performance Analysis – 8D Problem Solving Form that is used to respond to complaints or corrective actions.</p> <p>If a customer needs any technical assistance or troubleshooting, our engineering help center is available to help. Contact 844-411-CHASE (844-411-2427) or <a href="mailto:411Chase@chaseplastics.com">411Chase@chaseplastics.com</a>. Visit our Website for more information - <a href="https://chaseplastics.com/technical-service/">https://chaseplastics.com/technical-service/</a></p>
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**2.3.6 - PERFORMANCE EVALUATIONS**

<b>1</b>	<b>Measuring &amp; Monitoring Customer Satisfaction</b>	<p>CPS monitors information relating to the customer’s perception of the organization effectiveness in fulfilling the customer’s requirements. The Management Team uses both internal &amp; external information to determine customer satisfaction/dissatisfaction.</p> <p><u>Internal</u>: Material Issues (QPA’s), Material Returns, Customer Shipping/Delivery Performance, Customer Complaints, Supplier late Deliveries etc.</p> <p><u>External</u>: CPS Customer Satisfaction Surveys, Customer Quality Audits, Customer Supplier Rating Assessments, Industry Benchmark Criteria etc.</p>
<b>2</b>	<b>Internal Audit Process</b>	<p>CPS uses an internal audit program to evaluate the sustained effectiveness of the QMS. Internal audits establish the conformance to the planned arrangements established by the QMS and the requirement of the International Standard.</p>
<b>3</b>	<b>Management Review Meeting</b>	<p>A Management Review meeting is held at least annually. The review considers the suitability, adequacy, and effectiveness of the QMS including the quality policy and objectives. Changes are evaluated to the QMS where objectives are not met and a need for improvement is determined to exist.</p>

**2.3.7 - IMPROVEMENT**

<b>1</b>	<b>Non-conformity &amp; Correction Action</b>	<p>Corrective action is taken to eliminate the cause of the non-conformance in order to prevent a recurrence. Corrective action is appropriate to the effects of the non-conformance on our customer and the QMS overall effectiveness. Requirements for review of Non-Conformance include root cause analysis, evaluation of the need for action, planning and implementing the action, recording the results of the action, and review of the completed corrective actions with an eye on its effectiveness.</p>
<b>2</b>	<b>Continual Improvement</b>	<p>CPS focuses heavily on eliminating wastes, continuous improvement and “LEAN” thinking. With this mindset, CPS looks to continually improve the suitability, adequacy &amp; effectiveness of the QMS.</p>



## SECTION 3: CODE OF CONDUCT/CORPORATE VALUES

CODE OF CONDUCT		
1	<b>Equal Employment Opportunity</b>	<p>CPS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, genetic information, status as a covered veteran or other protected category in accordance with applicable federal, state, and local laws. CPS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, benefits and training. CPS expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status. Improper interference with the ability of a CPS employee to perform their expected job duties is not tolerated.</p> <p>Equal employment opportunity notices are posted within each of its facilities. Management is primarily responsible for seeing that CPS equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.</p>
2	<b>Labor &amp; Human Rights</b>	<p>CPS respects human rights and ethical labor practices. We forbid any use of human trafficking, forced labor, unlawful child labor and slavery in the distribution of products.</p>
3	<b>Wage Laws</b>	<p>Chase Plastics applies the same principles of fairness to all employees regarding wages, regardless of organizational level, race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, or any other factor protected by law.</p>
4	<b>Health and Safety</b>	<p>Health and safety risk is managed in a systematic way. Health and safety risks are continuously assessed and relevant, preventive and mitigating measures are taken when a risk is identified. Emergency preparedness procedures, including evacuation plans, have been implemented and communicated to all employees.</p> <p>All facilities are secured and require badge access in order to enter the premises. Employees are trained in the use of any forklifts and other equipment as well as trained regarding the risks of cyber threats.</p>
5	<b>Environmental Compliance</b>	<p>CPS strives to reduce the impact our internal operations have on the environment. We achieve this through sustainable business practices, including our in-house recycling program, using recycled materials and reducing energy consumption through innovative lighting, water and HVAC solutions in both of our locations. In addition, we have implemented source reduction initiatives, including going to a paperless office, to leave a smaller footprint on the world. We continuously pursue and implement initiatives and processes that help foster sustainability and reduce waste.</p> <p>In 2016, Chase Plastics began implementing the Operations Clean Sweep program of best management practices to reduce accidental pellet, flake and powder loss in our South Bend warehouse and facility. We continuously pursue and implement initiatives and processes that help foster sustainability and reduce waste.</p> <p>For more information on OCS, visit <a href="https://www.opcleansweep.org/pledge/ocs-blue/">https://www.opcleansweep.org/pledge/ocs-blue/</a> See Appendix E – Operation Clean Sweep Certification.</p>
6	<b>Anti-Bribery &amp; Anti-Corruption</b>	<p>CPS is committed to conducting business and pursuing our interests in a legal and ethical manner. CPS will not engage in nor tolerate any form of corruption, bribery, theft, embezzlement or extortion or the use of illegal payments and will comply with applicable laws and regulations concerning anti-corruptions. CPS demonstrates sound business practices by identifying risks for corruptions and implementing preventative measures.</p>

7	<b>Anti-trust Laws</b>	CPS is committed to complying with applicable antitrust laws, trade practice laws and any other laws, rules and regulations dealing in all of the markets in which we compete. CPS demonstrates sound business practices by operating in accordance with fair business, marketing and advertising practices.
8	<b>Confidentiality</b>	CPS recognizes the importance of maintaining confidentiality in all of its dealings with its Customers, Suppliers & Employees. All CPS employees are required to sign a Non-Disclosure Agreement as part of its employment with the company. Should any customer wish to formalize the commitment to Confidentiality, we can execute a Non-Disclosure Agreement upon request.
9	<b>Intellectual Property Rights</b>	Intellectual Property (IP) rights refers to valuable, legally protected rights that are the product of the human intellect, such as patents for inventions, copyrights, trademarks, and trade secrets. Applicable law establishes the owner of IP and how that owner may use or restrict others from using its IP. CPS respects the IP rights of our customers and other interested parties. CPS never intentionally infringes other person's IP rights. If CPS is given the rights to use another person's IP, CPS ensures that its use complies with the rights that were given to it.
10	<b>C-TPAT</b>	CPS maintains secured facilities which have controlled access. While we do not participate in the Federal Customs Trade Partnership against Terrorism, security is of primary importance. In many cases CPS utilizes public warehouses for temporary storage of products and ships directly from our supplier. While not being certified, our goal is to comply with the requirements of C-TPAT.

## SECTION 4: CUSTOMER REQUESTED DOCUMENTS

### 4.1 REGULATORY REQUIREMENTS

1	<b>Material Certifications</b>	Material Certifications are provided with every shipment via e-mail to the Customer's designated representative.
2	<b>Product Formulation</b>	Chase Plastic Services, Inc. is a distributor and not the manufacturer of any of the products that we sell. We will inform our customers of any formulation, manufacturing or process changes when notified by our suppliers. As part of our Supplier Qualification, we request that our suppliers notify us of any changes made to the formulation and/or process that will change the properties or chemical composition of the thermoplastic material.
3	<b>REACH/ROHS</b>	These can be obtained through our supplier with sufficient notification.
4	<b>California Prop 65</b>	These can be obtained through our supplier with sufficient notification.
5	<b>SDS</b>	Safety Data Sheets are available upon request. In many cases these can be obtained directly from the supplier/manufacturer's website.
6	<b>Supplier ISO Certs</b>	Supplier ISO Certifications are available upon request. In many cases these can be obtained directly from the supplier/manufacturer's website.
7	<b>IMDS</b>	These can be obtained through our supplier with sufficient notification. – IMDS Account Number is required.
8	<b>Conflict Minerals</b>	These can be obtained through our supplier with sufficient notification.
9	<b>PPAP Requests</b>	These can be obtained through our supplier with sufficient notification. – Chase Plastics can only provide PPAP to the level approved by supplier.
10	<b>FDA Registered</b>	CPS is not FDA Registered. Does not apply.

## 4.2 CUSTOMER REQUESTED QUALITY DOCUMENTS & AGREEMENTS

QUALITY DOCUMENTS & AGREEMENTS		
1	<b>Business Continuity</b>	<p>CPS's Business Continuity Plan addresses the thermoplastic material and administrative support in South Bend and Clarkston including equipment and software necessary for the company to perform its duties in accordance with mission and objectives establishing for its quality management system.</p> <p><i>A copy of CPS's Business Continuity Plan is available upon request.</i></p>
2	<b>Customer's Quality Manual</b>	<p>Chase Plastics does not sign Customer Supplier Quality Manuals. CPS is a distributor and not a manufacturer of any products supplied to our Customers. As such, many of the provisions included in common manuals do not apply or are not within our control. If there are any changes in manufacturing facilities or formulation, CPS will notify its customer base when notified by its Supplier. CPS will provide material certifications received from its supplier who manufactures the product, including any compliance requirements.</p> <p>Chase Plastics will work with its supplier to resolve any quality issues with material but cannot accept charge backs, administrative fees or offer changes for items outside of its control. IN NO CASE SHALL CPS BE LIABLE FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR FOR INJURY OR DAMAGES TO PERSONS OR PROPERTY USING OR USED IN CONNECTION WITH THE MATERIAL, WHETHER OR NOT DEFECTIVE, OR FOR LOSS OF PROFITS, DOWNTIME, OTHER COSTS, EXPENSES OR CHARGES OF ANY KIND OR CHARACTER. Any liability will be limited to the cost of the material supplied. Chase Plastics Conditions of Sales supersede any Customer Terms on its purchase order or contained herein. Any terms and conditions contained or referenced in the Quality Manuals are not applicable or not acceptable. Where a conflict exists between your Terms and Conditions and the CPS Conditions of Sales, the CPS Conditions of Sales will prevail.</p>
3	<b>Customer's Terms &amp; Conditions</b>	<p>As a standard practice, CPS does not sign customer's Terms and Conditions. Chase Plastic Services, Inc. is a distributor of plastic resin and many of the terms and conditions received are not applicable or not acceptable. CPS will provide a copy of this CPS Customer Handbook and our CPS Conditions of Sales which is more in line with the terms and conditions of a distributor. Where a conflict exists between your Terms and Conditions and the CPS Conditions of Sales, the CPS Conditions of Sale will prevail. IN NO CASE SHALL CPS BE LIABLE FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR FOR INJURY OR DAMAGES TO PERSONS OR PROPERTY USING OR USED IN CONNECTION WITH THE MATERIAL, WHETHER OR NOT DEFECTIVE, OR FOR LOSS OF PROFITS, DOWNTIME, OTHER COSTS, EXPENSES OR CHARGES OF ANY KIND OR CHARACTER. Any liability will be limited to the cost of the material supplied.</p>
4	<b>Liability Insurance Certification</b>	<p>This is available upon request and obtained through our Insurance Agent.</p>
5	<b>Non-disclosure Agreements</b>	<p>Should any customer wish to formalize the commitment to Confidentiality, we can execute a Non-Disclosure Agreement upon request.</p>
6	<b>Warranty</b>	<p>CPS warrants all material to comply with the agreed upon specifications, if any. Any warranty given by the material manufacturer to CPS shall be passed along to the Customer to the extent permitted by applicable law. See CPS Conditions of Sale #7 – Limited Warranty</p>
7	<b>W-9</b>	<p>CPS will provide a current W-9 form upon request.</p>

## SECTION 5: ACCOUNTS RECEIVABLE INFORMATION

ACCOUNTS RECEIVABLE INFORMATION			
<b>Legal Name</b>	Chase Plastic Services, Inc.		
<b>Remittance Address</b>	Chase Plastics Services, Inc. Department 231101 PO Box 67000 Detroit, MI 48267	<b>PO's or Overnight Checks</b>	Chase Plastic Services, Inc. 6467 Waldon Center Dr. Clarkston, MI 48346
<b>Payment Terms</b>	Standard terms are net 30 US Funds unless otherwise negotiated. Terms & Limit are determined by CPS Credit Department after credit forms and reports are reviewed.		
PAYMENT OPTIONS			
<b>Express Check Payment</b>	<i>For U.S. Customers Only.</i> Customer will be asked by their Service Specialist to complete an 'Express Check Form' and to send back via email to your assigned Credit Specialist. This 'Express Check' will serve as your payment. Fees are \$0.00 for this payment type.		
<b>Check by phone / ACH Withdrawal</b>	<i>For U.S. Customers Only.</i> Authorization is obtained by the customer to set up a wire payment through our secured system. Fees are \$0.00 unless we have to guarantee the funds.		
<b>Credit Card</b>	Authorization Form is required. \$25 Services fee is applied for order \$1 - \$2000.		
<b>Bank Wire</b>	Customer makes arrangements with assigned Credit Specialist to send payment by wire transfer or electronic funds transfer (EFT).		
	Wire Instructions		
	<b>Comerica Bank</b> - Detroit, MI		<b>Attn:</b> Jo Ann Grimaldi
	<b>Phone:</b>	(313) 222-9178	<b>ABA#:</b> 072000096
<b>Account #</b>	1852626470	<b>Swift Code:</b> MNBDUS33	
<b>Overnight Check</b>	Overnight checks are to be sent to our Clarkston Address. <b>NOTE: Do not</b> send payment to Comerica Lockbox Address.		

## APPENDIX A: CONDITIONS OF SALE

CPS 'Conditions of Sale' latest version can be found on our CPS website. Any questions, please contact your Account Manager. CPS Website - <https://chaseplastics.com/conditions-of-sale/>

## APPENDIX B: MUTUAL NON-DISCLOSURE AGREEMENT - CUSTOMER

CPS recognizes the importance of maintaining confidentiality in all of its dealings with its customers, suppliers, and employees. All CPS employees are required to sign a Non-Disclosure Agreement as part of employment with the company. Should any customer wish to formalize the commitment to Confidentiality, we can execute a Non-Disclosure Agreement upon request.

Available as a separate document, we can provide our standard terms of our "Confidentiality and Non-Disclosure Agreement" or we can execute your agreement provided if it does not significantly deviate from CPS's terms. Please inform your Account Manger if you desire that we provide a signed copy of our CPS NDA. We would also request that you sign this document as well to demonstrate our mutual commitment to confidentiality.

APPENDIX C: SHARED CORE VALUES

# Shared core values



## Customer Satisfaction

Outrageous Service  
Sense of Urgency  
Two-Hour Callback  
Extraordinary Effort  
Quality Products and Services  
Competitive Pricing

## High Expectations

Be Elite

Commit to Excellence in All Endeavors | Be Success- and Results-Oriented  
Show Passion for Plastics Distribution | Empower Talent, Reward Success  
Do More, Manage Less | Embrace Change | Honor Top Performers  
Promote Opportunity Through Professional Growth | Pursue Career Development  
Focus on Profitable Growth

## Independence

Control Our Own Destiny | React and Adjust Quickly  
Contribute to a Personally and Professionally Rewarding Environment

## Teamwork

Engage in Participative Management | Trust in Each Other  
Possess a Whatever-It-Takes, Positive Attitude | Remain Dedicated and Committed

## Execution

Meet Deadlines | Be Proactive | Set Clear Goals and Priorities  
Implement Ideas | Demonstrate Keen Leadership and Vision

## Character

Act with Integrity | Display Moral Behavior | Communicate Openly, Honestly and Effectively | Accept Responsibility and Be Accountable | Candor / Straight Talk

6467 Walden Center Drive, Clarkston, MI 48346  
248.620.2120 | orders 800.232.4273 | fax 248.620.3192  
ChasePlastics.com










**APPENDIX D: OPERATION CLEAN SWEEP CERTIFICATION**

Current Operation Clean Sweep Certification can be found on our website - <https://chaseplastics.com/about-us/sustainability/>





**APPENDIX E: STANDARD SHIPPING LABEL**

Customer Name	
Customer Ship to Address	
Customer PO Number	Chase Sales Order
	123456789
Your PO Number	Ship Date
	7/26/2013
Customer Part #	
	
Your Part Number	
Item Number	
Chase Plastics Item Number Entered Here	
Lot Number:	
	
Material Lot Number	
Quantity:	
	
Pounds Per Pallet/Package	
 <b>ChasePlastics®</b> Redefining Resin Distribution™	CPS.WH.002 REV. C 06/06/2011 1-800-23-CHASE