



# Supplier Policy Manual



**DRIVING INNOVATION** EST. 1967

ANDREWS AUDUBON BAGLEY CAMBRIDGE DETROIT LAKES PARK RAPIDS RAMOS, MX



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**Supporting Documents**  
(request most recent version of document from TEAM)

Supplier Policy Manual  
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## Introduction

TEAM Industries is committed to the continuous improvement of all aspects of our operations—from product design and manufacturing to customer service. This dedication drives customer satisfaction, enhances our long-term competitiveness, and supports sustainable growth for both TEAM and our valued Suppliers.



## Supply Chain Mission

- **Supplier Alignment:** Choose suppliers that fit TEAM Industries' culture.
- **Service Excellence:** Ensure exceptional service, delivery, and quality components at optimal value.
- **Relationship Building:** Develop supplier relationships that successfully meet business needs.
- **Ethical Practices:** Uphold professional and ethical business standards.

The TEAM Supplier Policy Manual outlines the fundamental requirements for conducting business with TEAM Industries Inc.

Thank you in advance for your time and attention to this document.



## 1. Supplying to TEAM

### 1.1 TEAM Industries Supplier Approval Process

TEAM's Supply Chain Department manages Supplier selection and onboarding.

To be considered for Supplier approval, the following documents may be required:

- Mutual NDA (**TEAM F-8.4-04**)
- W-9 - Taxpayer ID Number and Certification (Regionally dependent)
- Supplier Policy Manual Acknowledgement
- Signed Purchase Order Terms and Conditions (**TEAM D-8.4-04**) or other signed commercial agreement
- Risk Resiliency Index (**TEAM F-6.1-01**)
- Contact list
- Part Qualification Request (PQR) Check Sheet (**TEAM F-8.4.1-02**)

The following items may be used in assessing potential Suppliers and in determining Supplier approval status at the discretion of the Commodity Manager (CM).

- The Supplier Self-Audit is intended to provide a general understanding of the nature of the Supplier's business systems and capabilities. (**TEAM F-8.4-01 English, TEAM F-8.4-02 Chinese, TEAM F.8.4-03 Spanish**)
- Quality System Assessment (QSA) (**TEAM F-8.4.2-02**) –TEAM reserves the right to conduct QSA at the Supplier's site or at any sub-supplier site to evaluate the robustness of the deployed Quality Management System. An unfavorable audit outcome may result in the assignment of a corrective action plan and opportunity for reassessment before Supplier approval is granted.
- Minimum Process Requirements Audit – Certain processes may require additional audits to ensure Supplier is processing material in a way that is consistent with TEAM's minimum requirements and recommendations.
- Request for Quote (RFQ) - Opportunity to bid/quote product at TEAM's request. Attention to print details is critical during RFQ response. Suppliers are required to clearly note exceptions to print requirements that are outside of their capabilities.

A Supplier may be added to the Approved Supplier List after it is determined that TEAM requirements are met.



## 1.2 Supplier Performance and Reporting

TEAM Industries evaluates Supplier performance on a monthly basis through a Supplier Performance Report. The Commodity Manager (CM) determines which Suppliers will receive this report. Suppliers are expected to proactively manage risks and maintain open communication with TEAM regarding any performance-related concerns.

Supplier performance metrics will be used to determine:

- Candidates for additional business
- Need for improvements
- Need for corrective action

Supplier Performance Reports monitor the following key areas of measurement:

- Quality (PPM)
- Delivery (% on time)
- Approved Cost Savings Suggestions

Supplier performance parameters are based on rolling six months of data.

### PPM Goal is 0 defects

PPM Commodity Type Criteria	Maximum
General parts, components, machined castings, machining, and outside operations.	200
Electronics	50
Iron Castings	15,000
Forgings	1,000
Sand and Perm-Mold Castings	9,000
Aluminum Die Castings (not machined)	5,000
Outside Operations with Cosmetic Requirements	300

### Delivery performance goal is 100% on time

- Acceptable delivery performance 98% on time and above.
- Unacceptable delivery performance is 97% on time and lower.
- An on-time delivery is no more than three (3) days early and zero (0) days late.
- The due date on the PO is the date that product is due at the “Ship to” location

If a Supplier falls outside the six-month rolling metrics for Delivery or PPM, the Commodity Manager will initially collaborate with the Supplier to address performance concerns. Should the Supplier fail to meet the established goals, the Commodity Manager may, at their discretion, place the Supplier on probation, which could lead to reduced business opportunities or removal from the Approved Supplier List (ASL). The Commodity Manager also reserves the right to request corrective action or initiate probation at any time. Suppliers placed on probation will have six months to resolve performance issues in order to be considered for removal from probation.



## 1.3 Supplier Risk Management

To support comprehensive risk management, TEAM Industries utilizes a Resiliency Index matrix to assess and chart potential risks. Based on historical data, current conditions, and future projections, please evaluate the likelihood of each risk category resulting in financial or production impacts to TEAM Industries within the next year. Supporting evidence and rationale for each rating may be requested for validation. Where applicable, documented contingency plans should be in place, and response plans may be required depending on the overall risk level. **TEAM requires all Suppliers to complete the Risk Resiliency Index (TEAM F-6.1-01) upon acknowledging receipt of this Supplier Policy Manual.**

#	Resiliency Index	Score			
1	Financial stability				
2	Pressures from Competition				
3	Market risk/product market changes				
4	Effective collaboration/communication				
5	Demand management and forecasting				
6	Delivery lead times				
7	Quality				
8	Transportation vulnerabilities				
9	Available internal capacities				
10	Subcontractor availability				
11	Supplier capacities/interruptions				
12	Economic instability				
13	Price fluctuations				
14	Government/regulatory impacts				
15	Workforce availability				
16	Turnover rate				
17	Workplace safety				
18	Cyber security				
19	Data Integrity				
20	Information delays (IT/System/Telephone)				
21	Reputational risk				
22	Geopolitical risk				
23	Natural disaster susceptibility				
	1-low risk, 5-high risk	Total >			
Risk Levels	1	2	3	4	5

### General guideline for risk rating:

1 – **Rare** (lowest probability of failure occurrence, high probability of early detection, contingency unutilized)  
2 – **Unlikely** (low probability of failure occurrence, high probability of early detection, contingency rare)  
3 – **Possible** (moderate probability of failure occurrence, medium to high probability of early detection, contingency utilization probable)  
4 – **Likely** (high probability of failure occurrence, medium to low probability of early detection, contingency utilized)  
5 – **Almost Certain** (failure current/recurring, medium to low probability of early detection, contingency failure)

### Guideline for analysis scope:

**External Supplier** - Consider both plant level and corporate wide information in completing this index, scoring based on most imminent risk and relevancy. If you are unsure how to rank a risk area mark it N/A.

**TEAM Plant** – This is a self-reflection of your plant, consider plant level information in completing this index. For any item not in scope, mark as lowest risk. If you are unsure how to rank a risk area mark it N/A.

**TEAM Department** – This a self-reflection of your department, consider dept. level information in completing this index. For any item not in scope, mark as lowest risk. If you are unsure how to rank a risk area mark it N/A.

## 1.4 Supplier Code of Conduct

TEAM's Supplier Code of Conduct requires Suppliers to adhere to high standards of safe working conditions, fair and respectful treatment of employees and ethical business practices. (**TEAM D-8.4-01 English, TEAM D-8.4-02 Chinese, TEAM D-8.4-03 Spanish**)



## 1.5 Certificate of Insurance (COI)

TEAM Industries, Inc. requires all Suppliers, Subcontractors, and Contractors who enter or perform work on our premises to complete a safety orientation and maintain active insurance coverage in the event of an accident. Prior to accessing the premises, a current Certificate of Insurance must be submitted to TEAM, demonstrating compliance with the minimum insurance requirements outlined below. If a Certificate of Insurance cannot be provided, the individual or company must sign TEAM's Hold Harmless Waiver (**TEAM F-8.4-10**) before being granted access.

COI's must be sent to [supplychain@team-ind.com](mailto:supplychain@team-ind.com) or the below address:

TEAM Industries Inc.

105 Park Ave NW

Bagley MN 56621

### Insurance Requirements:

- Workers' Compensation – Statutory; Employers Liability Limits of: (\$1,000,000/\$1,000,000/\$1,000,000)
- Automobile - \$1,000,000 CSL
- Cargo (if trucking) - \$100,000
- General Liability including Products and completed Operations
- \$1,000,000 Each Occurrence Limit
- \$2,000,000 General Aggregate
- Umbrella - \$2,000,000
- TEAM Industries, Inc. named as Additional Insured as respects General Liability.
- General Liability, Automobile and Umbrella. Workers' Compensation, General Liability, Automobile and Umbrella policies must include a Waiver of Subrogation in favor of TEAM Industries, Inc. All policies with the exception of Workers' Compensation, should include Primary & Non-Contributory coverage in favor of TEAM Industries Inc. Certificates should include a copy of the Waiver of Subrogation Additional Insured and Primary& Non-Contributory endorsements.
- A 30-day notice of cancellation.
- Certificate of Insurance must state the holder as:

TEAM Industries Inc.

105 Park Ave NW

Bagley MN 56621

## 1.6 Environmental Responsibilities

TEAM Industries is committed to managing natural resources efficiently to minimize environmental impact and reduce costs. We expect our Suppliers to fully comply with all applicable federal, state, and local environmental regulations, and to act as responsible environmental stewards within their communities.

As part of our regulatory responsibilities, TEAM is required to report certain environmental data to authorities and provide relevant information to our Customers to support their compliance efforts. Periodically, we may request specific data from Suppliers—such as information on product substances for regulations like PFAS, RoHS, and REACH, or embedded carbon emissions for EU CBAM reporting. When such requests are made, TEAM will clearly explain the purpose and intended use of the information. We are committed to protecting any sensitive or proprietary information shared with us, to the fullest extent permitted by applicable regulations.



## 1.7 Sustainable Manufacturing

Sustainable manufacturing involves producing goods through economically viable processes that minimize environmental impact and conserve energy and natural resources. It aims to balance profitability with environmental responsibility. TEAM Industries supports this approach by encouraging its Suppliers to implement waste-reduction programs in their production processes and to promote product recycling.

## 1.8 Workplace Diversity

Suppliers are expected to hire employees based on their qualifications and ability to perform the job, without discrimination based on personal characteristics or beliefs, including race, color, gender, nationality, religion, age, maternity, or marital status. They must also ensure that working hours, wages, and overtime compensation comply with all applicable labor laws and regulations. TEAM Industries actively promotes the development of mentorship programs among its Suppliers and fosters a workplace culture that values diverse perspectives and experiences.

## 1.9 Quality Management Systems

TEAM Industries strongly encourages Suppliers to implement a documented Quality Management System such as the ISO 9001 or IATF 16949 model.

## 1.10 Purchase Order Terms and Conditions

The Purchase Order Terms and Conditions establish a mutual agreement between TEAM Industries and its Suppliers, outlining each party's responsibilities, fostering a positive working relationship, and ensuring shared benefits from every transaction. (**TEAM D-8.4-04 English**, **TEAM D-8.4-05 Chinese**, **TEAM D-8.4-06 Spanish**)

Each purchase order issued by TEAM references these Terms and Conditions. Unless otherwise agreed to in writing, Suppliers are legally obligated to comply with them upon acknowledgment or acceptance of a purchase order.

## 1.11 IDEAS Program

TEAM promotes the use of TEAM's IDEAS program to encourage Supplier-initiated cost reduction and improvement suggestions. IDEAS can be submitted using (**TEAM F-1085**) Suggestion Form. IDEAS help create an environment that promotes open communication and mutual benefit among TEAM, its Suppliers, and its Customer(s). IDEAS is an input to one of TEAM's key areas of Performance Measurement. More information on the program can be found on the IDEAS Brochure, located at: <https://www.team-ind.com/supplying-team/>



## 2. Supplier Quality

### 2.1 Part Qualification Requests (PQR)

To successfully meet our Customers' needs and requirements, TEAM Industries supports the PQR process. The term PQR will be used to encompass any/all part qualification processes (PPAP, ISIR, FAIR etc.).

It is the Supplier's responsibility to fully comply with the qualification requirements established by TEAM Industries. These requirements are defined by TEAM and may include, but are not limited to, submission of sample products and supporting documentation.

TEAM Industries will communicate specific PQR expectations based on internal standards and Customer requirements. Suppliers must ensure they obtain and adhere to all relevant TEAM standards, as referenced on TEAM engineering prints and/or within the PQR documentation. The required sample quantity and supporting documentation will be specified in the TEAM Industries Purchase Order.

Suppliers must ensure that all PQR samples and supporting documentation are submitted to and approved by the TEAM Industries Quality Assurance (QA) Department prior to the shipment of any new production parts. Additional situations that require PQR submissions such as design changes, process modifications, or supplier transitions are outlined in the Management of Change section or will be communicated directly by TEAM Industries.

If, for any reason, the Supplier is unable to ship PQR samples and/or the required documentation for approval prior to the shipment of production parts, they must contact the appropriate TEAM Quality Assurance Department. In such cases, a formal deviation must be requested and approved using the Deviation Form (**TEAM F-8.7-01**) before production parts can be shipped. If production parts are shipped without PQR approval and without an approved deviation, please refer to Sections 2.6, 2.7, and 2.8 of this document for the applicable procedures and consequences.

The designated contact for all Supplier PQR submittals at each TEAM Industries facility is the TEAM Quality Assurance (QA) Department. All PQR samples and supporting documentation must be shipped directly to the QA Department at the appropriate plant location.

Unless otherwise agreed upon in writing, all PQR submissions must be provided at no cost to TEAM Industries.

Advance notice of all PQR shipments must be communicated to the appropriate TEAM Quality Assurance (QA) personnel. If QA personnel are unavailable, the Supplier should notify their designated TEAM Buyer. Each PQR shipment must include a packing slip referencing the corresponding Purchase Order number. Additionally, all sample parts, documentation, and containers must be clearly labeled and tagged to indicate that they are PQR materials.

In alignment with the AIAG PPAP Manual, all PPAP samples must be randomly selected from a significant production run, defined as a continuous production period lasting one to eight hours and yielding a minimum of 300 parts, unless otherwise specified by an authorized TEAM Industries representative.

All PPAP samples must:

- Be manufactured in the intended production environment
- Use only the approved production tooling, processes, gauging, operators, and materials
- Conform to the applicable TEAM Industries engineering drawings and specifications



By signing the Part Submission Warrant (PSW) (**TEAM F-8.5.1-01**), the Supplier certifies that these conditions have been met.

To ensure consistency and accuracy in product qualification, Suppliers are required to follow these guidelines when submitting measurement data:

- Unit Consistency: Measurement results must be reported in the same units specified on the TEAM Industries-supplied drawing.
  - Use metric units if the drawing specifies metric.
  - Use imperial units if the drawing specifies imperial.
- Drawing-Based Measurements: All measurement data must correspond to the features identified on the TEAM-supplied drawing. Each feature should be clearly numbered for reference.
- Sample Submission: The actual measured sample parts must be included with the corresponding measurement data.
- Electronic Submissions: Submission of documentation in electronic format is both acceptable and encouraged.
- Barcode Labeling: For all new part qualifications and revision-level submissions, Suppliers must include a sample barcode label that meets the requirements outlined in **Section 3.4 – Bar Code Labeling**.

TEAM Industries strongly encourages all Suppliers to implement Failure Modes and Effects Analysis (FMEA) as a proactive tool for quality planning and continuous improvement.

FMEA enables early identification of potential failure modes in products and processes, allowing for timely assessment of their impact and the implementation of corrective actions. This approach supports effective risk management and aligns with TEAM's commitment to delivering high-quality, reliable products.

Suppliers are urged to incorporate FMEA into their design development, process planning, and ongoing quality improvement efforts to enhance product performance and reduce risk throughout the lifecycle.

TEAM does not always require International Material Data System (IMDS) submission, but in cases where TEAM's Customer requires submission, TEAM will indicate this requirement on the PPAP request. For reference, and when required, the TEAM Industries IMDS ID# is 76054.

TEAM does not always require Compliance Data Exchange (CDX) submission, but in cases where TEAM's Customer requires submission, TEAM will indicate this requirement on the PPAP request. For reference, and when required, the TEAM Industries CDX ID# is 30537.

In addition to part qualification, Suppliers are required to propose and gain approval for part packaging on a per-part basis via mutually executed Packaging Approval Data Sheet (**TEAM F-8.4.1-03**). TEAM will send this form to Suppliers for population at Production Level Part Award notification, and Suppliers are expected to populate, sign and submit the form as soon as complete information is available. The goal is to ensure early visibility and opportunity for optimization of packaging during APQP activities and well in advance of PQR/PPAP submissions. A copy of the mutually executed Packaging Approval Data Sheet shall be included in PPAP package submission to TEAM. Any exceptions to this requirement will be noted on a case-by-case basis.

## 2.2 Electronic Drawings

Suppliers are required to use TEAM Industries-supplied engineering drawings for all manufacturing and inspection activities. These drawings serve as the authoritative source for product specifications.



In cases where it is necessary to:

- Define requirements at specific manufacturing steps
- Translate content into another language
- Convert units of measurement

Suppliers may create supplemental drawings. However, TEAM strongly encourages Suppliers to base any supplemental documentation on the original electronic drawing provided by TEAM to minimize the risk of errors or misinterpretation.

Original drawing files will be provided as part of the standard business process or upon Supplier request.

## 2.3 Maintaining Process Control

Suppliers are required to maintain the process capability and performance levels established and approved during the Product Qualification Requirements (PQR) process.

To ensure ongoing compliance, Suppliers must:

- Implement and adhere to appropriate process control documentation.
- Demonstrate that manufacturing processes are statistically capable, as verified through process capability studies.
- Use a minimum sample size of 32 pieces for capability analysis, as specified by TEAM Industries.
- For guidance on managing Special Features and Characteristics identified on TEAM engineering drawings, Suppliers must refer to TEAM Standard 730036.

### **General Print Requirements (without special feature designation):**

When requested, the supplier will show dimensional and tolerance capabilities to the following guidelines.

- Process Capability:  $Cpk \geq 1.33$  at PPAP. \*
- Process Performance:  $Ppk \geq 1.33$  at PPAP.
- $Cpk$  and  $Ppk$  values are only valid when the process has gone through the appropriate development and is a stable process with no special cause variation. If the supplier does not have the opportunity to produce enough product to establish a stable process and eliminate special cause variation, run charts must be provided with capability data.

## 2.4 Management of Change

Suppliers must notify TEAM Industries in advance of any proposed changes to a product or process that has been previously approved through the latest Production Part Approval Process (PPAP).

No changes may be implemented without prior written approval from TEAM Industries.

This includes, but is not limited to:

- Design modifications
- Material substitutions
- Process changes
- Equipment or tooling alterations
- Manufacturing location changes

The required procedures for submitting change notifications and obtaining approval are outlined in detail within this section.



## Supplier Process Change Request – SPCR (TEAM F-8.3.6-02)

Suppliers are required to notify the TEAM Industries Supplier Quality Assurance (QA) Department in advance of any proposed changes that may impact product quality, safety, or performance. This includes, but is not limited to:

- Changes to manufacturing processes
- Changes in manufacturing location
- Tooling changes or modifications (excluding routine maintenance)
- Changes in sub-suppliers
- Changes in warehousing or delivery methods
- Any changes that may affect product safety

In such cases, Suppliers may be required to resubmit a Production Part Approval Process (PPAP) package. To initiate the change approval process, Suppliers must complete and submit a SPCR form (**TEAM Form F-8.3.6-02**) to their designated TEAM Industries QA Department contact prior to implementing any changes. This requirement also extends to the Supplier's entire supply chain. Suppliers are responsible for ensuring that their sub-suppliers comply with this policy.

Note: If a change is initiated by TEAM Industries, the Supplier is still required to submit an SPCR for approval before proceeding with implementation.

## Request for Engineering Change and/or Print Changes – ECR (TEAM F-8.3.6-01)

Suppliers must contact their designated TEAM Industries QA representative for all proposed engineering design changes.

To formally request a design change, Suppliers are required to submit an ECR using TEAM F-8.3.6-01. Upon review, TEAM Industries will provide feedback through the ECR form, including:

- Specific testing or validation requirements
- Final disposition indicating approval or rejection of the proposed change

Important: All approved engineering design changes will require a resubmission of the PPAP documentation.

## Deviation for Temporary Feature or Process Change – Deviation Request (TEAM F-8.7-01)

Suppliers must obtain prior written approval from TEAM Industries before shipping any parts that deviate from approved specifications or processes. Approval must be documented using **TEAM F-8.7-01**.

Types of Deviations:

- Feature Deviations: Any departure from the latest released and approved design record.
- Process Deviations: Any variation from the approved production process as defined in the latest PPAP, including the use of rework processes.

Identification and Documentation:

Each lot of deviated parts must be clearly identified. A copy of the approved deviation document must be attached to each container or box shipped to TEAM Industries.

Note: Approval of a deviation does not release the Supplier from liability. Suppliers remain fully responsible for the quality and performance of deviated parts, just as they would for parts produced under normal conditions.

**The following details clarify what changes require TEAM notification and approval prior to implementation.**



Process Change: Suppliers must notify TEAM Industries and obtain prior approval for any changes involving:

- Production methods
- Testing or inspection methods
- Equipment or tooling
- Techniques used in manufacturing or quality control

To initiate the approval process, Suppliers must submit a SPCR using **TEAM F-8.3.6-02**. Suppliers are required to provide evidence that the proposed change delivers results that are equal to or better than those achieved by the previously approved method, equipment, or technique, in accordance with TEAM Industries engineering requirements.

Note: TEAM Industries may require resubmission of specific PPAP elements as part of the approval process for qualifying changes.

Manufacturing

Location Change:

Notification and approval are required when production tooling and/or equipment is transferred to a different plant site, between buildings or facilities, or moved to a different location within the same plant. SPCR Form (**TEAM F-8.3.6-02**) submission and approval required. TEAM may require certain PPAP elements to be resubmitted for a qualifying event. Unless there are environmental concerns for which to account for environmentally sensitive processes, the movement of equipment that is designed for mobility, i.e., on wheels with quick disconnect, does not require notification when moved within a single facility.

Material Source or

Composition Changes:

Suppliers must notify TEAM Industries and obtain prior approval for any changes involving:

- Acquisition of an approved material from a new source
- Use of a different material, whether in bulk or component form

These changes may impact product performance, appearance, or compliance with TEAM specifications.

Required Forms Based on Change Type:

- Permanent source changes submit a SPCR using **TEAM F-8.3.6-02**.
- Temporary source or material composition changes submit a Deviation Request using **TEAM F-8.7-01**.
- Permanent material composition changes submit an Engineering Change Request (ECR) using **TEAM F-8.3.6-01**.

TEAM Industries may require resubmission of applicable PPAP elements depending on the nature and impact of the change.

Tooling Change  
Or Modification:

Notification and approval are required prior to upgrade, replacement, rearrangement, or modification to tools, dies, molds, patterns, etc., whether they are new or existing tooling or equipment. This includes upgrades that involve reconstruction and/or modification of a tool or machine or to increase the capacity, performance, or change an existing function. Rearrangement is an activity that changes the sequence of product/process flow from what was documented in the process flow diagram provided in the latest approved PPAP. This is not meant to be confused with normal maintenance, repair, or replacement of parts.



Notification and approval are required prior to production resuming after tooling has been inactive for twelve months or more. For changes and modifications which do not affect part geometry or performance, SPCR Form **(TEAM F-8.3.6-02)** submission and approval are required. For changes and modifications which affect part geometry or performance, ECR Form **(TEAM F-8.3.6-01)** submission and approval are required. TEAM may require certain PPAP elements to be resubmitted for a qualifying event.

Sub-Supplier Changes: Notification and approval are required for any change of sub-supplier for parts, materials, or services. Suppliers maintain responsibility for the approval of those subcontracted and sub-supplied parts, materials, and services. SPCR Form **(TEAM F-8.3.6-02)** submission and approval required for process or sourcing related changes which do not affect part design. ECR Form **(TEAM F-8.3.6-01)** submission and approval are required for process, part, or material related changes which do affect part design. TEAM may require certain PPAP elements to be resubmitted for a qualifying event.

Warehousing Changes: Notification and approval are required for changes to storage, labeling and/or preservation of product, as well as any changes related to safety stock agreements between Suppliers and TEAM. SPCR Form **(TEAM F-8.3.6-02)** submission and approval required. TEAM may require certain PPAP elements to be resubmitted for a qualifying event.

Packaging Changes: Notification and approval are required for changes to container and box dimensions and weights, product quantities per unit, and packaging, dunnage or other materials being used for the storage and shipment of goods to TEAM. Packaging Approval Data Sheet **(TEAM F-8.4.1-03)** submission and approval required. TEAM may require certain PPAP elements to be resubmitted for a qualifying event.

Delivery Method Changes: Notification and approval are required for any change for in-bound freight to TEAM that is outside of previous arrangements. Notify respective TEAM Commodity Manager for approval/direction.

## 2.5 Management of Sub-Suppliers

When Suppliers choose to outsource any process, it is the Supplier's responsibility to ensure process control is maintained. Requirements for notification and approval are outlined in **Section 2.4 Management of Change**.

It is the Supplier's responsibility to provide TEAM with evidence of sub-supplier control, including process reviews and audit results, upon request. TEAM reserves the right to audit Suppliers and sub-suppliers' procedures, processes, and minimum process requirements at any time.

## 2.6 Nonconforming Material



TEAM Industries requires that all products comply fully with the applicable drawings, specifications, and purchase order requirements. Any product that does not meet these criteria is classified as Nonconforming Material.

If a nonconformance is identified at TEAM, the Supplier will be notified. Suppliers are expected to take all necessary actions to prevent disruption to TEAM Industries' or its Customers' production schedules due to Nonconforming Material.

Nonconforming Material discovered at TEAM may be addressed through one of the following methods:

- The Supplier sending personnel on-site to conduct sorting or rework activities.
- The Supplier contracting a third-party service to provide on-site sorting or rework.
- The return of product to the Supplier for sorting or rework via RMA/RGA
- TEAM Industries performing sort or rework on behalf of the Supplier. The Supplier will be billed through TEAM's cost recovery process (See Section 2.8 for Cost Recovery Details)
- Scrapping at TEAM or returned for scrapping at the Supplier's expense via RMA/RGA.

Replacement parts and shipping arrangements must be determined based on the scheduled production requirements of TEAM Industries.

If a Supplier identifies a nonconformance prior to reaching TEAM, it is at the Supplier's discretion to scrap the parts or to submit a deviation request to TEAM. A deviation request must be approved by TEAM in order to ship or rework Nonconforming Material. See Deviation Request (**TEAM F-8.7-01**).

## 2.7 Corrective Actions

When an incident occurs involving product quality, on-time delivery, or failure to meet a system requirement, TEAM Industries may require a written Corrective Action Report from the Supplier.

TEAM supports the use of the 6-D Corrective Action process (**TEAM F-10.2-01**) for addressing such issues.

The Corrective Action Report must be submitted to the appropriate TEAM Supplier Quality Representative at the requesting facility within the following timeframes:

- Short-Term Response: A Containment Plan must be submitted within 24 hours of notification.
- Long-Term Response: A completed report, including Root Cause Analysis, must be submitted within 15 business days or per customer requirements.
  - If additional time is needed, an extension must be requested at least 2 business days before the due date.
  - Even if full corrective actions require more time to implement and verify, the report through Root Cause Analysis is still expected within the 15-day window.

Note: In certain cases, TEAM may require a faster turnaround. If so, the issuing facility will communicate the specific due date for the Corrective Action Report.

For guidance on initiating and completing the Corrective Action Report, contact your TEAM Supplier Quality Representative. Other corrective action formats may be acceptable if they include, at a minimum:

1. Clear Problem Statement
2. Containment Plan
3. Root Cause Analysis
4. Short-Term and Long-Term Corrective Actions
5. Dates of Implementation
6. Verification of Corrective Action Effectiveness



## 2.8 Cost Recovery

TEAM Industries reserves the right to recover costs incurred due to the receipt of Nonconforming Material and/or delivery-related issues, which may result in, but are not limited to:

- Production line shutdowns
- Sorting, rework, or elevated inspection activities
- Value-added losses (including materials damaged during processing)
- Tooling damage caused by Nonconforming Material
- Customer-assessed costs or penalties
- Special transportation or expedited shipping charges
- Additional inspections required to verify corrective action effectiveness
- Overtime incurred to recover lost production time

Standard Cost Recovery Rates:

- Sorting/Rework by TEAM: \$120 per hour
- Incident Fee: \$250 per new issue occurrence and for each clean point infraction (i.e., broken containment)

All cost recovery charges will be documented and invoiced using the Supplier Debit Invoice (**TEAM F-8.4.1-01**).

*Note: Rates are current as of the publication date of this revision and are subject to change as needed to reflect the labor and overhead costs associated with managing Nonconforming Material or inadequate Supplier performance.*

## 2.9 Quality Verification Labels

Following any delivery of Nonconforming Material or the issuance of a Corrective Action by TEAM Industries, Suppliers are required to clearly identify subsequent shipments to confirm product compliance. Specifically, the next two shipments or one month's worth of shipments, (whichever is greater) must be marked as defect-free by applying the TEAM Quality Verification Label (**TEAM F-8.4.2-03**) to each container of certified product.

The label must meet the following requirements:

- Printed in color
- Sized at 8.5" x 11"
- Fully completed with all required details, signature, and date

## 2.10 Tooling /Gauging

This section covers tooling and gauging purchased or provided by TEAM for use by the Supplier in manufacturing parts for TEAM. This includes, but is not limited to tooling, dies, fixtures, gauges, jigs, patterns, cavities, and molds.

The Supplier is responsible for maintaining all TEAM-supplied tooling and gauging in good working condition throughout its expected service life to ensure uninterrupted production. This includes regular maintenance and calibration.



If any tooling or gauging requires major repair or replacement, the Supplier must notify TEAM and obtain written approval before proceeding. Any modifications or changes made to TEAM-supplied tooling or gauging, whether reimbursed or not, shall remain the property of TEAM.

When TEAM issues a purchase order for TEAM-owned tooling or gauging, the Supplier will receive a request to identify the item as property of either TEAM or TEAM's Customer. This request will include a designated Tool Identification Number.

#### Identification Guidelines:

- Identification must be permanently affixed to the tool or gauge, either via a metal tag, stamping, or etching directly onto the body or base.
- Lettering must be clearly legible to the unaided eye and no smaller than 1/8" in height.
- For small tools where tagging or stamping is impractical, exceptions may be granted with TEAM's approval.

#### Required Markings:

- TEAM Owned Tooling: Must be marked with "Property of: TEAM Ind." and assigned Tool Identification Number.
- Customer Owned Tooling: Must be marked with "Property of: Customer Name" and assigned Tool Identification Number.

Photo Documentation: Photo records of all tooling and gauging must be submitted with the PPAP for any new or modified tooling. Each record must include:

1. A full image of the tool or gauge with the identification marking visible.
2. A close-up image showing the identification tag or marking clearly and legibly.

Supplier shall ensure that all tooling/gauging owned by TEAM Industries or its Customers, wherever located, is not subject to any lien or other encumbrance that would prevent or interfere with TEAM's ability to take possession of such tooling.

### **2.10.1 Management of Tool Life**

When a tool has an expected life span, the Supplier is responsible to report the status of the tool life to TEAM on a quarterly basis. If expected tool life is to be exceeded, the Supplier is required to obtain, in advance, permission from TEAM utilizing a Deviation Request (**TEAM F-8.7-01**) form. This applies to Die Cast tools, Press tools, Molds, etc. If permission is granted to exceed tool life expectancy, extra consideration must be given to ensure product is in conformance to print specifications.

### **2.10.2 Production to Service**

Suppliers are responsible to identify, verify and protect TEAM tooling. Suppliers must notify TEAM of tooling that has been lost, damaged or become otherwise unsuitable for use.

When TEAM Customers change a product from Current Production to Obsolete, TEAM expects Suppliers to hold non-production tooling for our Customers to allow TEAM to produce service parts. The amount of time this tooling shall be held will vary from Customer to Customer. When able, TEAM will relay the requirements to Suppliers at the time of the product obsolescence.



TEAM expects Suppliers to notify the procurement department before scrapping any TEAM Tooling and of any repairs to tooling (except for routine tool maintenance).

## 2.11 Cleanliness/Preservation

All parts must meet the cleanliness standards defined during the RFQ/APQP process. Parts must be free from any contaminants, including tight, loose, or flaking particles that could be dislodged or negatively affect the performance of the final product.

This includes, but is not limited to:

- Carbon deposits
- Rust
- Cleaning media
- Machining chips
- Grinding dust
- Shot-peening media
- Any other foreign matter

Note: The use of kerosene on TEAM parts is strictly prohibited.

## 3. Shipping, Delivery and Trade Compliance

### 3.1 Packaging

TEAM expects Suppliers to package product in a manner that will protect it from damage and/or deterioration while in transit to TEAM and during transport and storage within the TEAM facility. Specific packaging arrangements are made at the time of product launch and should be identified on the Quote – Purchase Order documents. Aluminum bracing is NOT acceptable on any wooden crates or pallets, steel is acceptable.

- Components with sensitive surfaces must be packed with protective material.
- ESD (Electrostatic Discharge) protection and VCI (Vapor Corrosion Inhibitor) must be used when appropriate.
- Moisture Resistant Adhesive (MRA) is recommended for all corrugated shipping overseas.

Extra attention must be given to the strength of packaging as it relates to the use of air freight. Suppliers are required to propose and gain approval for part packaging on a per-part basis via mutually executed Packaging Approval Data Sheet (**TEAM F-8.4.1-03**). TEAM will send this form to Suppliers for population at Production Level Part Award notification, and Suppliers are expected to populate, sign and submit the form as soon as complete information is available. The goal is to ensure early visibility and opportunity for optimization of packaging during APQP activities and well in advance of PQR/PPAP submissions. A copy of the mutually executed Packaging Approval Data Sheet shall be included in PPAP package submission to TEAM. Any exceptions to this requirement will be noted on a case-by-case basis.

When distances and other factors make it economically feasible, TEAM prefers the use of reusable (returnable) packaging.

If the package is intended to be moved by hand, it must meet the following requirements:

- 40 lb. (18.2 kg) maximum weight
- 20 in. (50.8 cm) maximum length
- 20 in. (50.8 cm) maximum width



14 in. (35.6 cm) maximum height

Total palletized weight must not exceed 1000 kg.

Exceptions for current product must be discussed with Purchasing. After the initial approval, if a change to the packaging is required or desired, TEAM's Packaging Approval Data Sheet (**TEAM F-8.4.1-03**) should be submitted.

TEAM supplied packaging shall be used exclusively for TEAM product and may not be used for any other purpose.

Partial trays shall be limited to the top layer, with less than full quantity noted.

Any unsuitable, lost, or damaged product shall be recorded and reported.

Where TEAM specifies that scrap parts must be returned, the Supplier must clearly identify scrap parts. Red or fluorescent orange paint is preferred but tagging is acceptable. Keep scrap parts separate from good parts and package in separate containers.

The Supplier must communicate the TEAM Supplier Packaging Requirements to all appropriate personnel including sub-suppliers.

All susceptible parts will be treated with rust inhibitor which will prevent the formation and accumulation of rust for a minimum of 30-day storage period from the date it is received at the TEAM facility. Safety Data Sheets (SDS) must be supplied and kept current for all products supplied to TEAM Industries.

It may be necessary to take extra precautions during times of extreme cold or high humidity when moisture, rust and corrosion problems tend to increase.

### **3.2 Shipping, Shipping Documents**

Advanced Shipping Notice should be sent via e-mail to the respective Buyer at the receiving TEAM facility at the time of shipment. The following Advanced Shipping Notice information is required:

- List of part numbers with revision level
- Quantity of each part number
- Purchase Order Number(s)
- Number of containers
- Carrier and tracking number

If your business is currently unable to comply with this requirement, please contact your TEAM buyer.

Packing Slip must be furnished with all shipments, and include the following:

- TEAM Purchase Order number
- Part number and Revision level
- Quantity in each box and Total Quantity
- Quantities of scrap parts must be recorded on separate Packing Slips or as a separate line on the Packing Slip
- Packing Slip must have a reference number for tracking purposes
- Date of manufacture

The master/barcode label should be shown on two adjacent sides for identification and loading.

Each container shall identify its contents by Part Number, Revision, Quantity, Material Code / Heat Code (where applicable), PO number, and Bar-coded Material ID Tags.



When required by TEAM to send material certificate copies electronically, please use the below email addresses for the associated ship-to plant. Please contact your Supply Chain Representative with any questions.

TEAM Park Rapids [prcertdoc@team-ind.com](mailto:prcertdoc@team-ind.com)  
TEAM Audubon [auduboncert@team-ind.com](mailto:auduboncert@team-ind.com)  
TEAM Cambridge [cambridgecert@team-ind.com](mailto:cambridgecert@team-ind.com)  
TEAM Andrews [andrewscert@team-ind.com](mailto:andrewscert@team-ind.com)

### 3.3 Shipping Instructions

All shipments must follow the standard method of conveyance specified below. Any exceptions require prior written authorization from TEAM.

#### Important Notes:

- Unauthorized deviations from the designated routing may result in excess freight charges, which will be debited to your company.
- If container space is booked but the shipment misses the cutoff date, TEAM reserves the right to charge the Supplier for the cost of unused container space.

TEAM Purchase Order number and Point of Contact must be listed in the reference section of shipping information.

Method of Shipment	Route VIA	Notes/Account information
Parcel Ground Shipment (under 125 lbs)	UPS Ground	Andrews: E959Y8 Audubon: 550183 Bagley: 560096 Cambridge: 556436 Detroit Lakes: 1E05E5 Park Rapids: 558E57 Rogers: Y725R6 Ramos Arizpe, MX: Y1275e
International Parcel Air Shipment (under 150 lbs)	UPS Worldwide	Same as above
LTL-Less than Truckload (126-10,500 lbs.)	CH Robinson (800)-891-0004 <a href="mailto:team-ind@chrobinson.com">team-ind@chrobinson.com</a>	Contact 1 day in advance of Ship date
Truckload (shipments +10,500 lbs) *Van, Temp, Flatbed, Expedited	CH Robinson (800)-891-0004 <a href="mailto:team-ind@chrobinson.com">team-ind@chrobinson.com</a>	Contact 2 days in advance for standard Service



Ocean (LCL, AIR, CL)	Expeditors International	MSP office – (651)683-9922
TEAM Truck - Minnesota Metro Area Shippers please contact TEAM Distribution to schedule a pickup - 763-689-6839 or email <a href="mailto:distribution@team-ind.com">distribution@team-ind.com</a> for routing.		

To ensure that you are following TEAM shipping guidelines review these supporting documents.

- **C.H. Robinson General Handling Procedure for all Domestic Freight**
- **Expeditors Booking Guidelines for all Import Freight.**

#### **Shipping Requirements for TEAM Diversified de México S. De R.L. de C.V.**

All shipments to TEAM Diversified de México S. De R.L. de C.V. must include the following documentation:

- Commercial Invoice & Packing Slip
- Original Certificate of Origin as applicable
- MSDS, Quality Certificates, Material Specification Sheets, Etc., as applicable.

A legible copy of all required documentation must be:

- Affixed to the shipment, and
- Emailed to the Purchase Order issuer

Failure to comply may result in delays or non-acceptance of the shipment.

Ultimate Consignee: TEAM Diversified de México S. De R.L. De C.V.  
Ave. Logistica No. 1500  
Col. Ramos Arizpe Industrial Park  
Ramos Arizpe, Coahuila Cp.25904 Mexico  
Phone: +52 (844) 150 0500  
TAX ID / RFC #: TDM 120423 7Y9

#### **Shipments via UPS:**

Please follow the example below for booking shipments to TEAM Diversified de México via UPS:

- Transportation must be billed to TEAM Bagley account 560096.
- Duty and Tax must be billed to TEAM Ramos Arizpe account Y1275E.
- Ship to attention of requestor

#### **Shipments via C.H. Robinson:**

Ship To: TEAM Diversified de Mexico S. DE R.L. DE C.V.  
c/o Logy Trade  
301 Crossroads Ave.  
Laredo, TX 78045  
(956) 723-0400

#### **3.4 Bar Code Labeling**

All incoming products will be bar-coded. Barcodes must be the 3 of 9 (Code 39) type and must be of a size and clarity that assures error free readability – a 4"x6" label is preferred. Each box must have its own barcode label reflecting only the quantity within that box. Suppliers must send a sample label to TEAM for approval prior to use, and with each PPAP submission.

#### **Minimum Required Barcode Information:**

- Part Number and Revision Level



- Material Traceability
  - TEAM Industries requires systems for tracing material through all manufacturing processes and back to the parent material. This is accomplished through Material Traceability Lot ID#.
  - Please limit Material Traceability Lot ID#s to one shift's production or heat-treat lot. Keep in mind, this number is to provide traceability back to the origin of a defect such that product may be isolated. This information is used in the event of a quality issue for investigation and containment purposes. It is in the best interest of the Supplier to keep thorough and accurate records as this can reduce the amount of material in question when quality issues arise.
- Quantity per container
- Ship Date *or* Manufacturing Date
- Purchase Order Number
- Packing Slip Number

The following information will also be required on the bar code label, but is not required to be in barcode form:

- Supplier
- Destination
- Description of Part
- Unit of Measurement (U/M)
- Country of Origin (COO) – 2 letter country abbreviation

NOTE:

- Bar Codes may not contain any of the following special characters: " `` \* ~ ' % { } | \_
- A space is also not allowed, dashes are permitted in non-numeric fields, and only numeric is allowed in the quantity field.
- Field identifiers are not allowed. Example: Q128 for “Quantity of 128” -- the “Q” is not allowed.
- Field titles and locations must be in the exact format and location as the sample below.

**SAMPLE BARCODE BELOW**

PART NO 285150		REV LEVEL E	MATERIAL TRACEABILITY 13568
QUANTITY 128	DESCRIPTION Gear, Helical 48T		
	SUPPLIER ABC Gears	U/M EA	
PURCHASE ORDER NO 111041	DEST TEAM Industries	SHIP DATE 09/09/99 	
COUNTRY OF ORIGIN US	PACKING SLIP NO 68749 		

The top three fields, PART NO, REV LEVEL, and MATERIAL TRACEABILITY, must be in these exact positions across the top of the bar code label.

The remaining fields are preferred (but not required) to be in these positions.

“Ship date” **or**  
“Manufacturing date”  
MM/DD/YY

### 3.5 Trade Compliance

All international shipments to TEAM Industries must be accompanied by the following documentation:

- Commercial Invoice or Customs (Pro Forma) Invoice
- Packing List
- Bill of Lading
- Any additional documentation as required by U.S. Customs



Unless confirmed otherwise by the Buyer, these documents must be emailed to the assigned Buyer prior to the shipment's arrival at the U.S. port of entry.

At a minimum, the invoice and packing list must include the following details:

- Supplier/Seller/Shipper name and address
- Buyer/Purchaser name and address
- TEAM Industries as the consignee.
- Name of Manufacturer
- TEAM Purchase Order number
- TEAM Part number, Revision, and Description
- Country of Origin
- Quantity per item and unit of measure
- Unit price, total price per item, and total value of shipment
- Currency
- Shipping terms
- Net and Gross weight of each item and total shipment
- Number of packages and type of packaging, including package quantities, weights, and dimensions.
- Final delivery address
- Supplier invoice/packing list number and date

## **Product Information Requests**

Material Suppliers may be required to provide trade compliance documentation, including but not limited to:

- USMCA Certificates of Origin
- Country of Origin Certificates
- Other documentation necessary for TEAM Industries to meet customs requirements or claim preferential duty treatment under applicable trade programs

Suppliers are responsible for promptly notifying TEAM Industries of any changes to the country of origin for supplied materials.

When such information is required, TEAM's Trade Compliance Department will send the appropriate forms via email. It is the Supplier's responsibility to ensure all submitted information is accurate and complete. If there is any uncertainty regarding the requested or provided information, Suppliers are advised to consult their legal counsel or a licensed customs broker.

## **Country of Origin Marking Requirements**

All imported products—or their packaging—must be clearly marked with the country of origin. The marking must meet the following criteria:

- Written in English
- Conspicuous and easily visible
- Legible and easy to read
- Indelible and not easily removed
- Durable enough to withstand normal handling and distribution

These requirements ensure compliance with U.S. Customs regulations and facilitate proper identification throughout the supply chain.

## **Wood Packaging Requirements**



All solid wood packaging material must comply with ISPM 15 requirements and be properly identified with an IPPC certification mark. It is preferred that any packaging containing wood be made exclusively from processed wood material such as plywood, oriented strand board, fiberboard, pressboard, cardboard, etc.

### **Importer Security Filing (ISF) Requirements**

The Importer Security Filing rule requires electronic filing of certain information for all cargo arriving in the United States by vessel. All Suppliers shipping via sea must provide the required data elements to TEAM Industries' appointed customs broker in a timely manner to ensure the Importer Security Filing is submitted to U.S. Customs within the requisite timeframe.

### **Sending Samples**

When sending samples, all information required for customs clearance must be stated on the invoice, including the value of the items, even if provided at no cost. In this case, Suppliers must provide the customs value of the item and indicate on the invoice, "Samples with no commercial value; value for Customs purposes only."



#### 4. TEAM Plant Contact Information

**TEAM Andrews**

3750 Airport Rd  
Andrews, NC 28901  
(828)835-4000

**TEAM Cambridge**

625 Second Avenue SE  
Cambridge, MN 55008  
(763)689-1333

**TEAM Diversified de Mexico**

S. De R.L. De C.V.  
Ave. Logistica No. 1500  
Col. Ramos Arizpe Industrial Park  
Ramos Arizpe, Coahuila Cp.25904  
Mexico

Phone: +52(844)150 0500

**TEAM Audubon**

500 Robin Street  
Audubon, MN 56511  
(218)439-6186

**TEAM Detroit Lakes**

1551 Richwood Road  
Detroit Lakes, MN 56502  
(218)846-9111

**TEAM Bagley**

105 Park Avenue NW  
Bagley, MN 56621  
(218)694-3550

**TEAM Park Rapids**

501 Industrial Park Road  
Park Rapids, MN 56470  
(218)237-4666

**TEAM Distribution**

22000 Industrial Blvd. #200  
Rogers, MN 55374  
(763)689-6839

This document serves as a supplement to, and does not override or modify, the Terms and Conditions of Purchase. Any exceptions to the requirements outlined herein must be explicitly defined within those Terms and Conditions. Suppliers are expected to comply with all applicable statutory and regulatory requirements.



## **2025 Supplier Acknowledgement of Receipt**

Please complete and sign the section below, along with the documents listed, and return them within 30 days of receipt to your Commodity Manager or email them to [supplychain@team-ind.com](mailto:supplychain@team-ind.com).

By signing, you confirm both receipt of the TEAM Supplier Policy Manual and your company's commitment to comply with its requirements.

These documents can be found in the supporting documents that arrived with the agreement or at <https://www.team-ind.com/supplying-team/>

- Mutual Non-Disclosure Agreement
- Risk Resiliency Index

### **TEAM Supplier Policy Manual - Acknowledgement of Receipt**

Received By (Signature): \_\_\_\_\_

Received By (Printed Name): \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_