PROCESSING RULES / GUIDELINES

1. OBSERVATION REPORTS:
- o Observation reports are filled out and either uploaded to the website or emailed directly to the customer every time a coil is handled or processed at OPP
- o OPP will do our best to make sure that the customer is receiving accurate information each and every time a coil is handled. However, OPP will not be held responsible for un noted mill related defects

2. MATERIAL STORAGE:
- o Please note that any pickled material stored at OPP may experience storage rust during humid weather or if there is a long period of time between processing and shipping
- o This will affect the O.D. / I.D. lap and possibly the edges. We highly recommend that customers ship material out ASAP to prevent any type of storage rust
- o If the customer knows the material is going to be stored for an extended period of time they can request a full shrink wrapping be done at the time of processing. Please contact your Inside Sales Representative for details

3. REPICKLE AGREEMENT:
- o All customers that request to repickle a coil must have an authorized representative sign off on our "Repickle Agreement" stating that they are aware of the issues that arise during the repickle process prior to processing the coil
- o The authorized representative will only have to sign off on the repickle agreement the first time and it will be used for all repickles in the future. It is the responsibility of the authorized representative to make sure that all parties within their facility are aware of the issues that may arise during the repickle process
- o Repickling is subject to coil review prior to acceptance

4. LEVELING AGREEMENT:
- o All customers that request to level a coil must have an authorized representative sign off on our "Leveling Agreement" stating that they know what information must be provided on each customer PO
- o If the customer is unable to provide the required information on every PO OPP will process at best effort only

PROCESSING RULES / GUIDELINES (cont'd)

Ohio Pickling & Processing strongly believes that excellent communication is the key to customer satisfaction. This policy is only meant to help improve the communication between our companies and let all parties involved understand what is expected of one another. This document is not intended to put blame on Ohio Pickling & Processing and it is not meant to place all responsibility on the customer.

If agreed upon by both OPP & the customer, changes can be made to this document in order to improve our

Processing and it is not meant to place all responsibility on the customer.

If agreed upon by both OPP & the customer, changes can be made to this document in order to improve our communication. If OPP makes any changes to this document all customers will be notified of the change. Please take a minute to review all of the items listed above. If there are not any immediate issues please have an authorized representative sign below stating that they received a copy of this on behalf of your company. Signing below does not make you responsible for all issues listed above, it is just to ensure that your company has received a copy.

Please direct all questions regarding this document to the Quality Manager at OPP.

We truly appreciate all of your business and we look forward to working with you in the future.

Best regards,

Ohio Pickling & Processing Management

Company name: _____

Customer Rep (printed): _____

Customer Rep (sign): _____