



Quality Assurance Statement

Resinex / Ravago Distribution Center NV

Resinex Quality Statement

Resinex sales offices and Ravago Distribution Center NV receive many enquiries every year about our Quality Management System and these enquiries often require an immediate response.

We recognize the importance of these questionnaires for our customers and the management team responsible for quality within our organization has prepared a Quality Statement that answers the most frequently asked questions.

We assure you that quality has a high priority which is well embedded in our company culture. To us, long-term solid relationships with our customers and industrial partners provide the best measure for quality.

Supported by ISO certifications, Ravago constantly tries to raise the bar on the quality level by implementing corrective and preventive actions where needed while stringent controls carried out.

As you will read, Ravago's approach towards quality is comprehensive and systematic which enables continuous quality improvement.

We thank you in advance for your understanding and stay at your disposal for any further information at quality@ravago.com. We will be pleased to answer all your enquiries.

Yours sincerely,

Quality department

Index

Resinex Quality Statement	1
Standard Business Details.....	3
List of legal entities under ISO 9001 scope.....	4
Ravago, a small introduction.....	5
Ravago's journey.....	5
Fact and figures.....	5
Vision	6
Mission	6
Values	7
Resinex	8
Resinex History	9
Geography today.....	10
Markets / industries	11
Shared services.....	11
Product Portfolio.....	12
Quality & Safety.....	13
Sustainability is the name of our game	13
Quality objectives	14
Service requirements.....	14
Customer focus	15
Continuous improvement.....	15
Customer property.....	16
Preservation of Product	16
Identification and Traceability	16
Frequently Asked Questions.....	16
Quality Policy.....	18
Ravago Group.....	19
Current certifications	20

Standard Business Details

Company Name:	Resinex / Ravago Distribution Center NV
Address of HQ:	Moerenstraat 85A 2370 Arendonk
Country:	Belgium
Tel:	+32 (0) 14 67 25 11
E-mail:	info@ravago.com
Website:	www.ravago.com www.resinex.com
Nature of Business:	To provide distribution services of plastics, rubber, elastomers and additives including technical support.
Commercial Director:	Alessio Patanè
CFO:	Michiel Allaerts
Head of Operations:	Herwig del Favero
Number of employees:	420
Company established:	1988

List of legal entities under ISO 9001 scope

For contact information regarding a specific Resinex office, please consult our website's contact page <https://www.resinex.com/>

Company Name	Country
Resinex Austria	Austria
Resinex Baltics	Estonia, Latvia, Lithuania
Resinex Belgium	Belgium
Resinex Bosnia	Bosnia and Herzegovina
Resinex Bulgaria	Bulgaria
Resinex Croatia	Croatia
Resinex Czech Republic	Czech Republic & Slovakia
Resinex Denmark	Denmark
Resinex France	France
Resinex Germany GmbH	Germany
Resinex Hellas	Greece
Resinex Hungary	Hungary
Resinex Italy	Italy
Resinex Macedonia	Macedonia
Resinex Netherlands	The Netherlands
Resinex Poland sp zoo	Poland
Resinex Portugal	Portugal
Resinex Romania srl	Romania
Resinex Serbia	Serbia
Resinex Slovenia	Slovenia
Resinex Spain	Spain
Resinex Switzerland AG	Switzerland
Resinex UK Ltd	United Kingdom

Ravago, a small introduction

Ravago provides a superior distribution, resale, compounding and recycling service for plastic raw materials serving sophisticated functions that improve the sustainable quality of our life.

Ravago's journey

Raf Van Gorp founded Ravago in 1961 when he had the opportunity to buy the premises of a dynamite company in Arendonk, Belgium. This enabled him to work out the luminous idea he had: recycling production waste from the plastics producing petrochemical companies. From there, Ravago grew into a comprehensive service provider to the petrochemical industry, constantly pushing the boundaries of plastics applications and bringing the (re)use of plastics to a next level, with sustainability continuously in our mind. Over the years, the ambition of global expansion and market leadership in polymer and chemical distribution, recycling and compounding, and building materials, became a reality.

Fact and figures

Today, the Ravago group represents over **7,800,000 metric tons of annual polymer sales** serving more than **56,000 active customers** through **325+ locations** across more than **60+ countries** worldwide.

Ravago's production competence consists of **50+ facilities** of which 25 recycling and compounding plants in North America, Europe, Asia and Africa with a combined annual capacity of over 955,000 metric tons; 16 production plants in Europe that are offering finished product solutions for the building sector and 9 plants and 9 application laboratories for our Chemicals & Life Ingredients business.

This all would not have been possible without the help of our **10,000 employees**.



volume
7.8 mln MT



average sales
order size
< 10 MT



10,000+
employees

*More than 30% are
dedicated sales*



325+
locations

*Across 60+
countries*



56,000+
customers

*Large loyal
customer base*



52,000+
product
references

Diverse portfolio

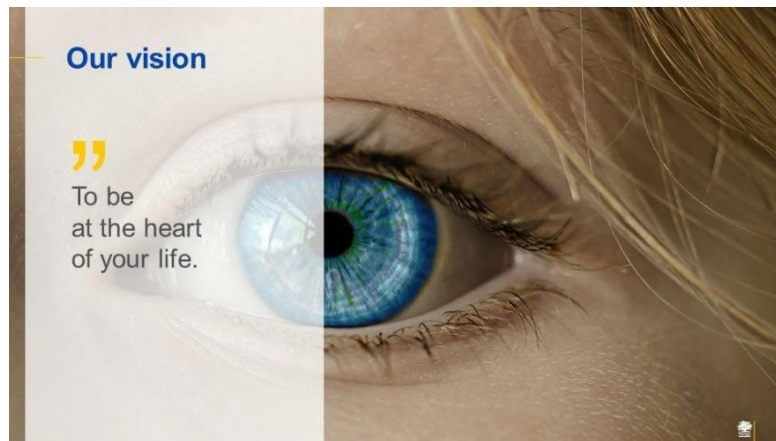
Vision

Many products in our day-to-day surroundings that improve our quality of life are made possible thanks to the materials and services that Ravago provides.

Ravago will therefore invest in and develop businesses that have a noticeable presence in, and a positive impact on as many people as possible.

We constantly aspire to have a positive impact at every stage of people's lives.

That is why our vision is 'to be at the heart of your life'.



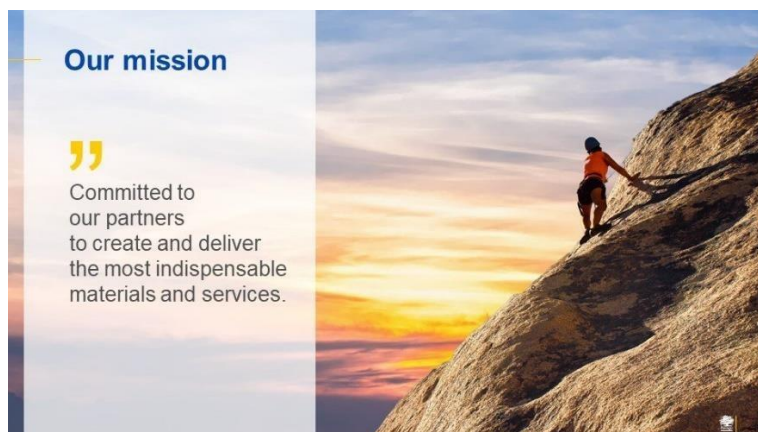
Mission

In each role in the company, we put our partners first, as we believe they are key in what we do. We are a one stop shop for our partner's needs.

We offer a broad range of materials and a state-of-the-art infrastructure for distribution through efficient supply chain, technical expertise and financial support.

Our mission truly is to be 'committed to our partners to create and deliver the most indispensable materials and services'.

We also commit to invest in our people and create a safe and inspiring professional environment where they can thrive by growing, feeling good and by learning.



Values

During its evolution, Ravago has always put relentless emphasis on its values:

Human focus

Professionalism

Entrepreneurship

Humility

These are not just buzzwords, but the company's core principles that define who we are, what we stand for, and how we want to be perceived.

For us, staying loyal to who we are is crucial. Not only because this was Raf Van Gorp's vision for the company, but because it has proven to be the foundation of Ravago's success, and because it will define our future.



Resinex

Resinex is a PAN-European distribution company with a leading position in the plastics and rubbers distribution market in the whole of Europe and Turkey.

Our Mission & Vision

We're here to provide easy access to the best expertise, service and materials that will give our customers the right solution to meet their manufacturing needs and our suppliers an insightful and trusted channel to market.

We strive to be a responsible business partner, committed to transforming the plastic and rubber raw material buying experience.

Our people, portfolio, and platform are the knowledge, choice, and service that create a reliable and seamless end to end customer supply solution.

Reliability of high-quality in-time deliveries

- Centralized warehousing and purchasing from our pan European suppliers
- Local warehousing and storage with fast delivery service with the most cost-effective deliveries from 25 kg up to full truckloads
- Continuity of supply via contracted supply partnerships with the best in class suppliers

High quality of materials

- A broad portfolio of branded and industrial quality recycled materials ranging from commodities (PP, PE, PS) to engineering thermoplastics (PA, ABS, PC, POM) to specialty materials (TPE, PPS, LCP , PA46, PA12, PEI, PVC) and a full range of synthetic and natural rubbers
- Multi-level quality control in proprietary Ravago manufacturing plants

Guarantee in serving customer needs

Local sales offices with passionate and professional staff for our customers.

Technical support and development including processing optimization advice, polymer selection, tailor made compounds and mold flow support.

Material development according to the customer and application's specific requirements to ensure optimal characteristics and costs.

Our digital platform facilitates the process for our customers to receive information, such as order status, documents, etc. This means that our customers can access their information 24/7!

Over the years, we have been very successful in growing the company. We decided to merge all initiatives working on process improvements, ways of working, how to set-up our distribution network and IT solutions under one governance.

Resinex History

Originally founded in 1988 to distribute the polypropylene plastics for Shell in Belgium, Resinex quickly grew by adding new customers and broadening its supplier base.

Over the years, a comprehensive sales, logistics and purchasing structure has been set up, to distribute branded raw materials in partnership with the world's leading petrochemical companies.

By taking over companies with market experience and starting up companies with enthusiastic, dynamic and technical people we succeeded in growing our company with the needs of the customer and the supplier in mind.

Geography today

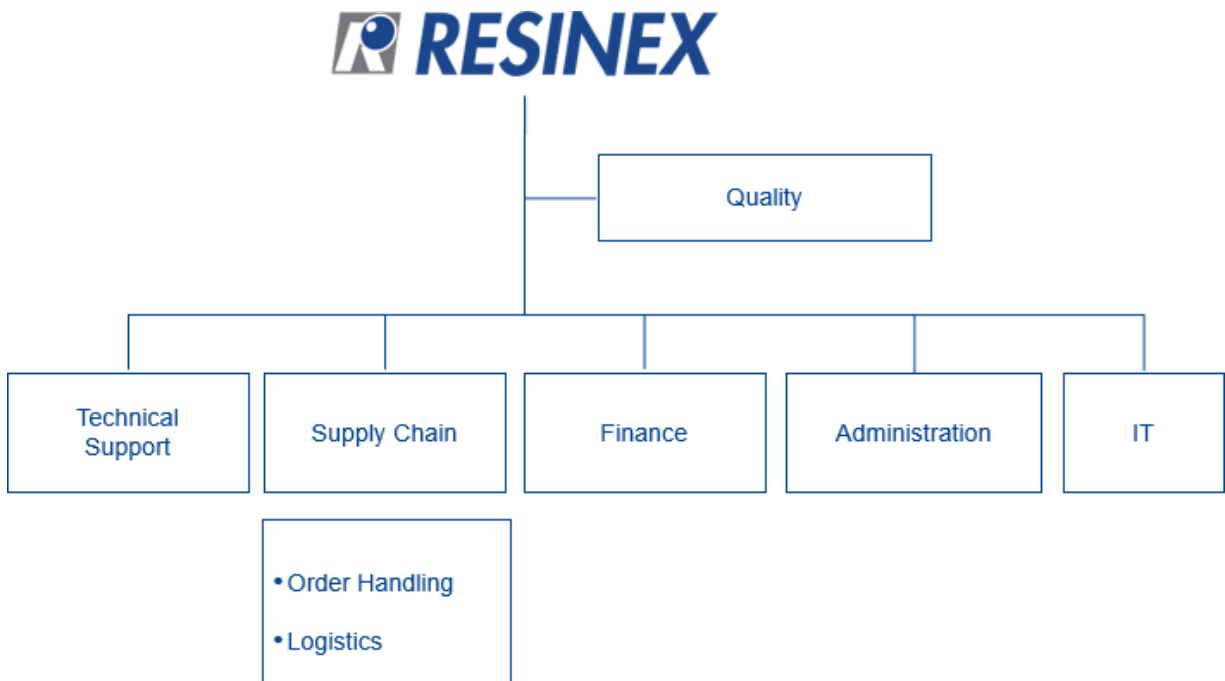
- Offices and warehouses in most countries in Western Europe, East-Central Europe and Turkey
- Supplier contracts covering distribution in larger, preferably PAN-European geographical areas
- European Product Managers, responsible for suppliers, stocks, product portfolios, business development throughout Europe
- European Technical Service Team, specialized in specific products, processing methods and markets
- Product specialists
- Uniform service across Europe
- Full service to cross border accounts



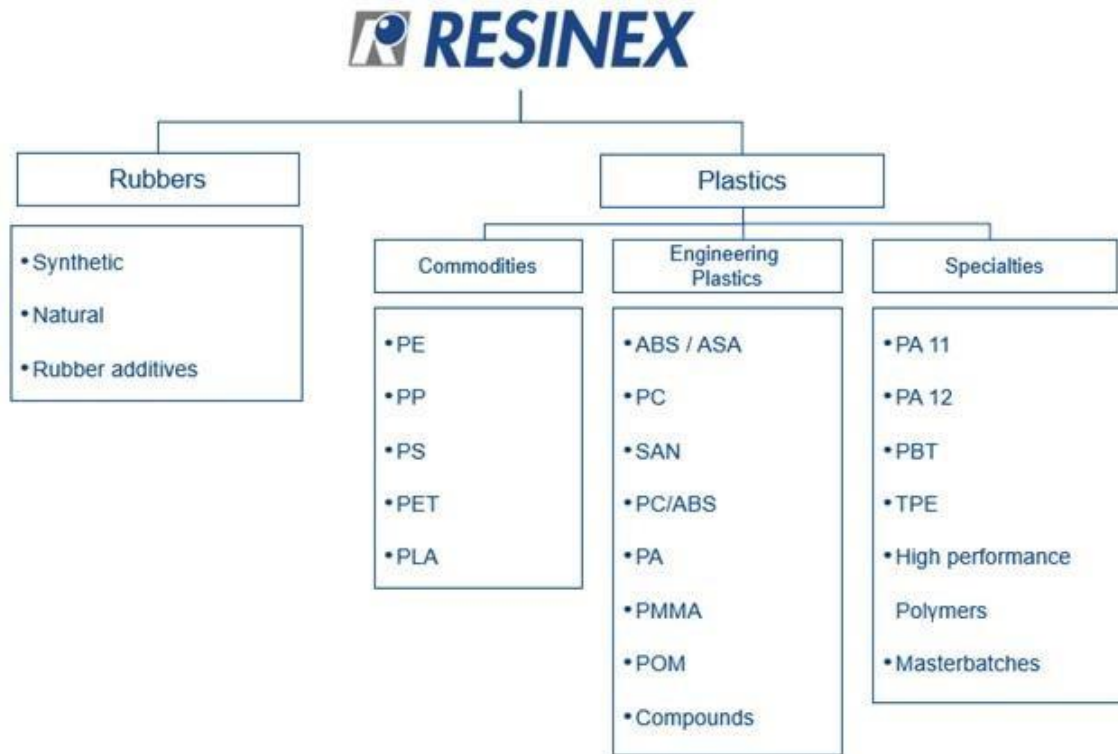
Markets / industries



Shared services



Product Portfolio



Ravago Distribution offers a comprehensive product portfolio of basic raw materials and specialties for a wide range of applications, such as paints, asphalt, construction, adhesives, textile, care distribution (home care, I & I cleaning, personal care), lubricant polymers, water treatment and life sciences (food, feed, pharma).

Quality & Safety

Quality is a topic that is often taken for granted, but at Ravago, nothing goes unchallenged. Quality has a high priority which is well embedded in our company culture. To us, long-term solid relationships with our customers and industrial partners provide the best measure for quality. Supported by ISO certifications, Ravago constantly tries to raise the bar on the quality level by implementing corrective and preventive actions where needed while stringent controls are carried out. As part of our quality focus, we have developed our Quality Management System in line with the latest ISO 9001 standards and have implemented it at the majority of sales offices, warehouses and production plants. This ensures that our approach towards quality is comprehensive and systematic which enables continuous quality improvement.

Sustainability is the name of our game

Plastics contribute directly or indirectly to a more sustainable world. Plastics allow for lightweight transportation, thus reducing transportation costs while preventing emissions of millions of tons of CO₂ greenhouse gas. Plastic packaging protects a wide variety of goods from being damaged and extends the shelf life of food by retarding spoilage, with this becoming more and more important given the increasing number of mouths to feed around the globe. At the same time, plastics production processes are highly efficient, reducing the amount of production waste and resource consumption to an absolute minimum. Furthermore, plastics enable the production of renewable energy. They are for instance used as components in solar panels and wind turbine blades.

As an internationally active company, we are fully aware of our responsibilities and we will, as we have always done, actively contribute to increased recycling rates by continuously increasing our capacity and investing in emerging recycling technologies.

Our sustainability principles are recycling excellence, environmental footprint and social impact.

For more information, don't hesitate to go on our website <https://www.ravago.com/sustainability>

Quality objectives

The Quality Objectives are set by the Management Team in agreement with the Quality Department. The Quality Objectives fit in with the general Business Objectives, which are also set or reviewed on a yearly basis.

The quality objectives are part of following scope :

1. **Service improvement**
2. **Cost reduction**
3. **Training of people**
4. **Process optimization**
5. **Image improvement & communication**

Service requirements

The organization has determined the following product requirements as appropriate and aims to deliver these requirements according to customers' specifications :

1. Supplying the correct product specification (grade & color)
2. Supplying the correct quantity
3. Supplying product in correct packaging
4. Ensuring all orders are accompanied with the correct documentation
5. Ensuring material is dry upon delivery to the customer
6. Providing products at the correct price
7. Ensuring orders are delivered at the correct time & date
8. Ensuring orders are delivered to the correct address
9. Ensuring customer specific requirements are met
10. Providing technical support

Customer focus

Ravago Distribution strives to provide services to meet customer and partner requirements. Our Business plan describes the nature of the relationships with customers and partners.

To increase understanding of the priorities, needs and expectations of our customers and establish plans and activities to meet those needs, we have implemented a Customer Relationship Management process. This process includes maintaining on-going, constructive dialogue with customers, the measurement of customer satisfaction and managing customer complaints.

The measurement of Customer Satisfaction is accomplished through a formal, periodic assessment of customer's perceptions of the services provided.

References for customer satisfaction are the following documents:

- The ratings from the customers itself
- Customer complaints
- Sales visits on the CRM database
- Yearly customer satisfaction survey

Continuous improvement

The Quality department measures Ravago Distribution' performance versus the Quality objectives by analyzing the performance data in the ERP system and setting up a comprehensive dashboard.

We have set up a CAPA (Corrective Actions & Preventive Actions) process with following objectives:

- To achieve continuous improvement by utilizing the PDCA (Plan – Do – Check – Act) approach.
- To determine actions needed to eliminate the causes of non-conformities.
- To analyze a non-conformity in the process based on historical information and then implement actions to prevent the problem from reoccurring.
- To improve the effectiveness and the efficiency of the system at any levels.

Customer property

Customer property is cared for, identified, verified, protected and safeguarded using the stock damages, stock corrections and goods issue procedures. Under customer property we can understand formulas for certain product grades, specific raw material or confidential information.

Preservation of Product

The condition of all our products is well-maintained by using the correct storage conditions. Product conformity is preserved during internal processing, warehousing and delivery using the Stock Damages, Stock Corrections and Goods Issue procedures.

Identification and Traceability

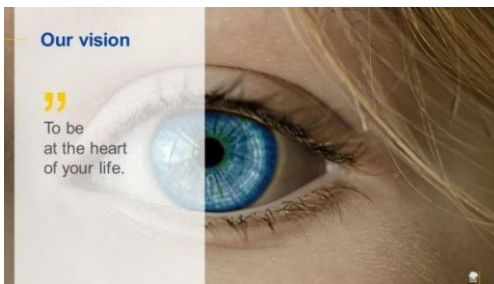
Product is identified via producer lot number traceability, grade and color code throughout product realization, and this unique code is controlled and recorded in our ERP through all the processes. In addition of that, our main suppliers are able to give their internal traceability tests. Traceability tests can be provided under request.

Frequently Asked Questions

	Yes	No	By our suppliers
Did your company obtain ISO 9001?	x		
Does your company intend to obtain ISO 14001 in the near future?		x	
Does your company intend to obtain Ecovadis in the near future?	X		
Is there a chart showing the organization?	x		
Do you have a formal Quality Manual?		x	
Are procedures available defining functions from receipt of order to dispatch of product?	x		
Is there a system for ensuring use and control of latest issue specifications?	x		
Are suppliers and sub-contractors assessed for quality capability?	x		

Are written process instructions available at workstations?	x		
Is work subject to audit and inspection other than by the operator?	x		
Are records maintained and stored to prevent damage, deterioration and ensure easy retrieval?	x		
Does your company have an environmental policy?	x		
Is there any part of your service which is sub-contracted?	x		
Will you supply certificates of analysis or a Certificate of Conformity if required?	x		
Would you be prepared to receive a visit from our Quality Assurance representative and provide access to your quality Assurance System?		x	
Would you allow our customers access to your facilities?	x		
Are materials/items fully traceable?	x		
An inspection/test plan is developed for each product			x
A containment procedure is in place and sources of contamination are identified and controlled to prevent contamination			x
Incoming material inspection and testing			x
Do you have a pest control system implemented ?	x		
Technical information, food approvals, heavy metals , REACH... available ?			x
Are you applying special conditions in case of Force Majeure Plan?	x		x
Is Resinex part of the Operation Clean Sweep (OCS) program?	x		
Effectiveness of trainings is measured and documented ?	x		
Does your company comply with the GDPR regulation ?	x		

Quality Policy



Scope

This policy applies to all Resinex entities and Ravago Distribution Center NV.

Policy

- Satisfied customers are the basis upon which our company has been built and we have the ambition to continuously improve our Customer Service to be an expanding, sustainable and profitable business.
- The CRM, Customer Relationship Management, is put in place to ensure we have a detailed and structured overview of all the background information and customer requirements.
- Through centralized Supply Chain activities, we want to optimize costs, increase operational efficiency and create a more effective relationship with our suppliers.
- The consolidation of administrative functions within the Ravago Group such as invoice handling, reporting, IT management, Legal and Human Resources leads to cost savings and improve the operational efficiency.
- Quality objectives are based on the overall commercial and service objectives of the business. These objectives are set once per year and will be routinely reviewed to ensure they reflect the evolving needs of our company and to continue satisfy our customers' requirements as they are our main focus.
- We also commit to invest in our people and create a safe and inspiring professional environment where employees can thrive by growing, feeling good and by learning. Our human focus involves a respectful and thoughtful approach towards people, both internally and externally. Every single employee contributes to create a trusted, safe and collaborative environment that incorporates ethical behavior, caring for each other's well-being, and respect for all aspects of diversity. The personal approach toward employees and other stakeholders enables the long-term relationships on which our company is built.
- In each role in our company, we put our partners first, as we believe they are key in what we do. We are a one stop shop for our partner's needs.
- We are committed to continually improve the effectiveness of our Quality Management System in compliance with the ISO 9001:2015 standard by conducting regular audits. All members of the organization are to recognize their responsibilities towards Quality and to implement the service level to a standard which accomplishes the company mission.
- The Quality Policy is communicated and available for all employees in the company. Additionally, it is periodically reviewed to satisfy the business requirements.
- Our company complies with local and national laws, as well as with statutory and industry regulatory requirements.

Ravago Group

Resinex and Ravago Distribution Center NV are subsidiaries of the Ravago Group, the number one global service provider to the plastics and rubber industry.

Resinex group is certified in compliance with the ISO 9001, and our main central warehouse is, additionally, certified with ISO 14001 certificate.

Moreover, multiple entities of the Ravago Group are certified in compliance with the ISO 9001, ISO 14001, ISO 50001, ISO 27001 or IATF Standards.

Current certifications

Following Resinex companies are under multisite certificate since 2019, working on a global Quality Management System

Certificate BE13/223575259.26

Resinex Belgium NV

Moerenstraat 85A, 2370 Arendonk, Belgium

Has been assessed under the management system of the certified organisation defined in the main certificate BE13/223575259 as meeting the requirements of

ISO 9001:2015

For the following activities

To provide distribution services of plastics, rubber, elastomers and additives including technical support.

This certificate is valid from 10 October 2022 until 09 October 2025 and remains valid subject to satisfactory surveillance audits.

Issue 1.

The validity of this certificate depends on the validity of the main certificate.

Authorised by
Pieter Weterings
Certification Manager

SGS Belgium NV
SGS House Noordlaan 87 2030 Antwerp Belgium
t +32 (0)3 545-48-48 - www.sgs.com



Accreditation Number
9942291
EN ISO 9001:2015

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Page 1 / 1

Certificate BE13/223575259

The management system of

Ravago Distribution Center NV

Moerenstraat 85A, 2370 Arendonk, Belgium
has been assessed and certified as meeting the requirements of
ISO 9001:2015

For the following activities
To provide distribution services of plastics, rubber, elastomers and additives including technical support.

This certificate is valid from 16 December 2022 until 09 October 2025 and remains valid subject to satisfactory surveillance audits.

Issue 8. Certified since 10 October 2013
Certified activities performed by additional sites are listed on subsequent pages.



Authorised by
Pieter Weterings
Certification Manager

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Page 1 / 3

Certificate BE13/223575259, continued

Ravago Distribution Center NV



ISO 9001:2015

Issue 8
Sites
Resinex Belgium NV Moerenstraat 85A, 2370 Arendonk, Belgium
Resinex Austria GmbH Lerchenstraße 9, Allhaming, 4511, Austria
Resinex Germany GmbH Gernsheimer Straße 1, Zwingenberg, 64673, Germany
Resinex Switzerland AG Kantonsstrasse 14, Freienbach, 8807, Switzerland
Resinex Slovenia d.o.o. Vojkov Drevored 14, Ilirska Bistrica, 6250, Slovenia
Resinex Netherlands BV Leeuwenbrug 105B, Deventer, 7411TH, The Netherlands
Resinex Bulgaria Ltd. 12 Obelsko Shosse Str., Sofia, 1360, Bulgaria
Resinex Croatia d.o.o. Kreše Golika 5, Zagreb, 10090, Croatia
Resinex Bosnia d.o.o. Trg Jevrejskih stradanja bb, Gradiska, 78400, Bosnia and Herzegovina
UAB Resinex Baltics Ozo g. 12A-1, Vilnius, 08200, Lithuania
Resinex Czech Republic s.r.o. Údolní 212/1, Praha 4 - Braník, 147 00, Czech Republic



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Page 2 / 3

Certificate BE13/223575259, continued

Ravago Distribution Center NV



ISO 9001:2015

Resinex Danmark A/S Kirke Vaerloesevej 38, 1st, Vaerloese, 3500, Denmark
Resinex France SAS Z.I. Pré Luquain – 2 Impasse Formay, Montréal la Cluse, 01460, France
Resinex Hungary KFT Hengermalom utca 47/A, Budapest, 1117, Hungary
Resinex Italy Srl Via Baraccone 5, Mornico Al Serio (BG), 24050, Italy
Resinex Macedonia LLC Str. 1616 no. 54-6, Skopje, 1000, Macedonia
Resinex Poland Sp. z o.o. Powązkowska Street 44C, 01-797 Warsaw, Poland
Resinex Portugal, Unipessoal LDA. Avenida da Liberdade 615, 1º, Braga, 4710-251, Portugal
Resinex Romania S.R.L. Str. Capitan Vijelie, nr.4, parter - Sector 5, Bucuresti, 050672, Romania
Resinex Srbija d.o.o. Cara Dusana 205a, Belgrade, 11080, Serbia
Resinex UK Ltd. 11 The Valley Centre, Gordon Road, HP13 6EQ High Wycombe, United Kingdom
Resinex Hellas SA 115 Neratziotissis str., Marousi Athens, 15124, Greece
Resinex Spain SL Ctra. Alcover s/n, Vilallonga del Camp, 43141, Spain



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Page 3 / 3

Certificate BE22/00000069

The management system of

Ravago Logistic Center NV (RLC NV)

Gerard Mercatorstraat 90, Lommel, 3920, Belgium

has been assessed and certified as meeting the requirements of
ISO 9001:2015

For the following activities

Warehousing and handling of plastics, rubbers and chemicals.

This certificate is valid from 21 November 2022 until 20 November 2025 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 21 November 2022

Authorised by
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Certification Manager

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Page 1 / 1

This is a translation of the certificate BE22/00000084

The management system of

Ravago Logistic Terneuzen BV

Savoyardsweg 5, 4542 PM Hoek, Netherlands

has been assessed and certified as meeting the requirements of
ISO 9001:2015

For the following activities

Silo-and packed storage, packing - activities and value added logistics services. Transportation and forwarding.



This certificate is valid from 22 November 2022 until 21 November 2025 and remains valid subject to satisfactory surveillance audits.

Issue 1. Certified since 22 November 2022

Certified activities performed by additional sites are listed on subsequent pages.



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Page 1 / 2