



Information for External Providers – Terms and Conditions

1. MSR's purchase orders clearly define the requirements for the products or services to be provided by external providers.
2. For certain products or services, MSR may identify requirements needed to approve the product or service. The requirements may relate to: approval of the product or service itself; methods, processes or equipment needed to meet the approval requirements; release of the products or services to MSR; and competence and qualifications of persons preparing or delivering the product or service.
3. Communications and interactions between MSR and the external providers will be appropriate to the nature of any issues arising between MSR and the external providers.
4. MSR monitors the performance of external providers and takes measures to ensure satisfactory performance of the external providers.
5. MSR reserves the right to carry out verification or validation activities that MSR or its customer may intend to perform at the external providers' location.