

Translation of a letter by RHI REFRACTORIES

**Vendor Evaluation 2004 by RHI REFRACTORIES EUROPA
(your number: 21742)**

Ladies and Gentlemen:

Based on your deliveries/performances to/for RHI Refractories EUROPA (Veitsch-Radex GmbH & Co, Didier-Werke AB, RHI Urmitz GmbH & Co. KG, RHI Refractories Espana S.A., RHI Refractories Nord AB, RHI Dinaris GmbH and/or RHI Refractories UK Ltd.) in the assessment year 2004, you have been rated as A-vendor with a score of 97 points during the annual central vendor evaluation in accordance with the criteria listed below:

100 – 95 points	A-vendor	94 – 85 points	A/B-vendor
84 – 60 points	B-vendor	59 – 0 points	C-vendor

The overall results is based on the assessment of the following individual criteria, with points being given on a scale from 1 (very poor) to 100 (very good):

Price behaviour:	90 points (20% influence on the overall grade)
Service:	95 points (15% influence on the overall grade)
Quality of delivery/performance:	100 points (50% influence on the overall grade)
Delivery reliability:	100 points (15% influence on the overall grade)

All B- and C-vendors are requested to submit a written statement by September 15, 2005 at the latest, indicating which provisions will be taken to improve their assessment by us. In case of a low grade for an individual criterion, we kindly ask you to contact the respective contact person in our purchasing department.

As an environmentally certified company in accordance with ISO 14001:1996, we expect that you will inform us about your activities in the field of environmental protection. Of particular interest for us are your current certificates and licenses.

Please do not hesitate to contact us if you need any further information.

Sincerely yours,

RHI REFRACTORIES

Due to EU Data Protection (GDPR) all personal data of the people involved in the project have been removed.

(Head of purchasing)

(Quality manager central purchasing)