



GIBRALTAR SUPPLIER HANDBOOK

GIBRALTAR

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1 General Information

1.1 About the Gibraltar Supplier Handbook

The purpose of the Gibraltar Supplier Handbook (available for download at [Gibraltar Supplier Documents](#)) is to communicate the expectations of the company to its suppliers. It is a guideline document not a binding contract.

The Gibraltar Supply Chain team engages in actions to develop consistent, quality, and cost-effective relationships with all suppliers.

The Gibraltar Supplier Handbook will serve as a reference for suppliers during the onboarding process as well as after the onboarding process has been completed.

Scope of the Gibraltar Supplier Handbook:

- 1.1.1 Communicate expectations; it states the company's expectations for quality, delivery, pricing, and compliance. This helps to ensure that suppliers are aware of what Gibraltar requires of them and that they can meet those requirements.
- 1.1.2 Build relationships; by providing clear and concise information, the company can show its commitment to collaborating with suppliers in a mutually beneficial way.
- 1.1.3 Improve the quality of the products that the company receives from its suppliers; by setting clear standards and providing feedback, Gibraltar can help suppliers to improve their processes and products.
- 1.1.4 Reduce costs by collaborating with suppliers to improve efficiency and reduce waste.
- 1.1.5 Mitigate risks and improve compliance; it will ensure that the company complies with all applicable laws and regulations. By requiring suppliers to comply with certain standards, Gibraltar can help to protect itself from liability.
- 1.1.6 Do business the right way; it promotes corporate social responsibility and high ethical standards when interacting with all supply chain partners.

Benefits of the Gibraltar Supplier Handbook are: Increased transparency, Improved efficiency, Reduced risk, Higher quality, and Sustainable partnerships.

1.2 About Gibraltar

WE ARE THE MAKERS. More than 50 years proud. Since 1972, Gibraltar has been advancing the art and science of making.

As a global leader in creating more sustainable ways to grow food, harness renewable energy, build global infrastructure and work and live with greater ease and comfort, we are driven by deeply held values and a spirit of excellence that extends from our offices to our manufacturing floors and beyond.

With an eye to create and advance smart, meaningful solutions, our teams, and leaders strive every day to deliver on the inspiration of our promise: “To make life better for our customers and for the world.”

WE ADVANCE THE ART AND SCIENCE OF MAKING AND CELEBRATE THE PEOPLE THAT MAKE LIFE BETTER

Gibraltar values, business segments, teams, leadership, corporate social responsibilities, and more information at [Gibraltar Website](#).

2 Supplier Code of Conduct

Gibraltar expects Suppliers/Vendors and any subcontractors, secondary suppliers, other third parties, and employees in business agreements with the supplier must also comply with the standards presented in this guide, as well as the Gibraltar Supplier Code of Conduct found at [Gibraltar Supplier Code of Conduct](#).

3 Compliance

Gibraltar suppliers will be subject to this compliance section as applicable.

3.1 [Conflict Minerals](#)

3.1.1 Conflict Minerals Policy located on Gibraltar’s website at [Gibraltar Conflict Minerals Policy](#).

3.2 [Import/Export](#)

Gibraltar’s suppliers are expected to comply with all relevant international trade control regulations.

3.3 [Anti-Corruption Compliance Policy](#)

Suppliers can find the Anti-Corruption Compliance Policy on Gibraltar’s website here: [Gibraltar Anti-Corruption Compliance Policy](#).

3.4 [Per- and Polyfluoroalkyl Substances \(PFAS\)](#)

Gibraltar’s suppliers are expected to comply with PFAS regulations as applicable based on products risks, PFAS definition and/or report requirements by country/states.

PFAS, including those identified by the U.S. Toxic Substances Control Act (TSCA) Inventory, the EU Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) Registry, and the Organization for Economic Co-operation and Development (OECD) Global Database of PFAS.

PFAS are a large and complex group of human-made chemicals used in a variety of products for their unique properties and have been a subject of environmental and health concerns due to their persistence in the environment and potential health risks.

3.5 Regulatory Supplier Compliance Workstream

Suppliers shall comply with legislation or regulation that is applicable, due to location, involvement in any international agreements, or any other forms or judicial boundaries, in effect now or as hereafter amended. This includes proper product reporting and/or labeling, including, but not limited to the Conflict Mineral Policy, PFAS, California (CA) Proposition 65 (Prop 65) requirements, California Air Resource Board (CARB), Uyghur Forced Labor Prevention Act UFLPA, others.

Regulatory Supplier Compliance Workstream

Product Compliance				
<ul style="list-style-type: none"> ▶ Proposition 65 ▶ REACH SVHC ▶ REACH Restrictions ▶ TSCA Restrictions ▶ TSCA PFAS Identification 	<ul style="list-style-type: none"> ▶ EU Waste Framework (SCIP) ▶ EU RoHS ▶ Persistent Organic Pollutants (POP) ▶ China RoHS ▶ Toxics in Packaging ▶ Korea RoHS 	<ul style="list-style-type: none"> ▶ DFARS ▶ EU Medical Device Regulation ▶ Low Halogen ▶ EU Biocides 	<ul style="list-style-type: none"> ▶ AD-DSL (IPC-1754) ▶ Food & Water Contact Materials ▶ Montreal Protocol ▶ EU Ship Recycling Regulation (IHM) ▶ Custom DSL 	<ul style="list-style-type: none"> ▶ Children's Safe Products Act ▶ Customer Product Safety Improvement Act ▶ Full Material Disclosure ▶ Global Automotive Substance List ▶ Recycled Content
Trade Compliance			Supplier Management	
<ul style="list-style-type: none"> ▶ USMCA Country of Origin ▶ Country of Origin ▶ Trade Classification & Origin 			<ul style="list-style-type: none"> ▶ Supplier Qualification ▶ C-TPAT – U.S. Importers 	
Environmental, Social & Corporate Governance			ESG Solution	
<ul style="list-style-type: none"> ▶ GHG Emissions ▶ Human Trafficking & Slavery ▶ Bill S-211 (Canadian Forced Labor Act) ▶ Conflict Minerals ▶ Extended Minerals ▶ Uyghur Forced Labor Protection Act ▶ German Supply Chain Due Diligence Act ▶ Anti-Bribery Anti-Corruption 			<ul style="list-style-type: none"> ▶ Information Security ▶ Labour Standards Assurance System ▶ NIST 800-171 ▶ Supplier Diversity ▶ Enhanced Supplier Screening 	
			<ul style="list-style-type: none"> ▶ Climate Impact ▶ Resource Use ▶ Biodiversity ▶ Product Stewardship ▶ Human Trafficking & Slavery ▶ Labor Rights 	
			<ul style="list-style-type: none"> ▶ Human Rights ▶ Diversity & Inclusion ▶ Organizational Commitment ▶ Resiliency ▶ Data Protection & Privacy 	

4 Supplier Onboarding, Performance and Risk Management

4.1 Supplier Selection & Qualification

The Gibraltar supplier selection & qualification process is based on an array of factors which may include but not limited to:

- a) Capability
- b) Quality Assurance
- c) Delivery
- d) Customer Service
- e) Total Cost of Ownership
- f) Design & Development
- g) Manufacturing
- h) Strict adherence to ethics and legal compliance
- i) Business management and communication

The process of supplier qualification ensures that Gibraltar's suppliers have documented and effective systems in place to produce consistent, quality products or services that meet all specifications and requirements.

4.2 Non-Disclosure / Confidentiality Agreement (NDA)

Gibraltar's suppliers may sign a confidentiality agreement to protect confidential and proprietary information owned by Gibraltar, per request.

Information received from Gibraltar (including pricing, specifications, drawings, others) must be kept confidential and not disclosed to third parties, and depending on the level of engagement, certain suppliers may require signing an NDA as a condition to doing business with Gibraltar.

4.3 Supplier Insurance requirements

To protect Gibraltar and Gibraltar's customers, we require all suppliers to maintain the following minimum insurance coverages:

- a) Commercial General Liability (CGL) insurance with a minimum limit of \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
- b) Workers' Compensation insurance, statutory, if the supplier has any employees.
- c) Business Auto Liability insurance with a minimum limit of \$1,000,000 combined single limit for all owned, hired, or non-owned vehicles if the supplier will be using vehicles to transport goods or services to Gibraltar facilities and/or Gibraltar's customers locations.
- d) Professional Liability insurance only if the supplier provides professional services to Gibraltar or a Gibraltar business. Minimum coverage of \$3,000,000. Additionally, the supplier's insurance policy must name Gibraltar Industries as an additional insured and the insurance must be primary and non-contributory over any insurance carried by Gibraltar.

The supplier must provide a certificate of insurance evidencing the required coverages. The certificate must be current and must be renewed annually.

We reserve the right to audit the supplier's insurance coverage at any time. If the supplier's coverage is not in compliance with our requirements, we may terminate the supplier's contract.

4.4 Supplier Performance

4.4.1 Supplier Scorecard (Definition)

The supplier scorecard is a process and reporting tool intended to provide an assessment of the supplier relationship between the supplier, and Gibraltar.

Each quarter, the business units' supply chain management will evaluate selected suppliers and share the results with the corporate commodity manager, who will then share them with the suppliers. Follow-up actions could result from unsatisfactory supplier scores.

4.4.2 Supplier Scorecard (Methodology)

Selected suppliers will participate in a Gibraltar scorecard and quarterly review process.

Gibraltar's goal with this process is to ensure the company and our suppliers succeed together. Each Gibraltar location will assess suppliers quarterly and provide information to the corporate commodity manager to review with suppliers' partners.

4.4.3 Scoring

Selected suppliers will receive a weighted (issued quarterly) score based on:

- Quality (50 points) based on Supplier Corrective Action Request (SCAR) and Quantity of Parts Rejected compared to the Quantity of Parts Received.
- Delivery (50 points) based on Number of Receipts delivered on time and the total number of receipts.
- The work sheet will calculate the score for Quality and Delivery then transferred to the "Overall Rating" worksheet for a max of 100 points.

4.4.4 Root-Cause Countermeasures (RCCM)

Failure to meet Gibraltar's performance requirements will result in formal corrective action.

4.5 Supplier Business Review

4.5.1 Gibraltar expects participation by select suppliers' stakeholders in regular business review meetings with Gibraltar representatives to maintain alignment and build supplier relationships.

4.5.2 Business review meetings may be at the supplier site, during which appropriate topics will be included for discussion such as an example of supplier performance feedback (scorecards if available), Gibraltar supply chain goals, products, supplier quality, and others.

4.5.3 Standard Account Review/Performance Measurements may include:

- Average days to pay.
- Days of inventory through supply chain

- Timing of purchase orders
 - Raw steel
 - Coated steel
 - Finished goods.
- Options for automatic inventory status/PO status

4.6 Supplier Development

- Gibraltar Supplier Lifecycle Management (SLM) is an integrated approach that considers business and quality needs of each Gibraltar business units.
- SLM supports and guides the business relationship from initial supplier discovery through qualification and onboarding to ongoing evaluation.
- A planned and measured approach to managing suppliers is essential to recognize suppliers as a prime source of value to the organization.
- If selected, suppliers' representatives are expected to participate collaboratively to minimize systemwide costs while satisfying service level requirements, developing two-way, mutually beneficial relationships with strategic suppliers' partners.

5 Visitor and Supplier Safety Policy

Visitors include suppliers, customers, contractors, past employees, potential employees, friends/family, others. **All visitors must review and adhere to the local facility safety policies.**

Failure to comply with these requirements will result in removal from Gibraltar facility – temporarily or permanently, and/or termination of business relations with the offending party.

6 Accounts Payable

6.1 Payment Terms

Would otherwise be negotiated and effectively falls into the category of “unless otherwise agreed upon” as part of a supply agreement, standard payment terms for all of Gibraltar’ business units are Net 120 Days from date of invoice.

6.2 Invoicing

The preferred method of supplier invoice submission is via email in .jpeg, .pdf, or .tiff format. All invoices shall include a PO (Purchase Order) Number as a reference. Deviation from these preferred methods could result in delay of payment.

7 Shipping and Receiving

7.1 Receiving Hours of Operation

Each facility operates with independent schedules.

Typically, all locations receive shipments from Monday – Friday, 8:00 am to 3:00 pm, or by appointment.

Shipping hours should be verified with the Gibraltar Business Units you are working with.

7.2 Preferred Carriers

Gibraltar Business Units work independently and have various approaches for selecting carriers. Gibraltar recommends collaborating with an individual buyer to determine preferred carriers.

If Gibraltar is responsible for freight costs, only Gibraltar-contracted carriers can be used. Invoices from non-contracted carriers will be rejected and the supplier could be liable for charges. Gibraltar does not accept “Prepay and Add” billing unless a Gibraltar buyer approves in advance.

For international shipments and customs requirements, please engage the Gibraltar buyer and corporate supply chain lead.

7.3 Freight Terms

The supplier is responsible for confirming the freight terms of the PO before proceeding with any shipment arrangements outlined in these instructions.

Freight terms must be listed on Gibraltar PO. If the supplier needs any clarification regarding the freight terms or routing, they will contact the Gibraltar buyer shown on the purchase order. The supplier will account for appropriate lead-time to ensure the PO is delivered by the PO due date.

7.3.1 Prepaid / Delivery at Place (DAP), Delivery Duty Paid (DDP) or Delivery Duty Unpaid (DDU)

The supplier is responsible for the transportation routing and freight charges to the Gibraltar facility dock. If DDP is in place, the supplier also pays customs charges.

7.3.2 Third Party

The freight billing address determines the responsible party for shipment routing. If Gibraltar is the responsible billing address, contact Third Party representative or the buyer for routing.

7.3.3 Collect/Ex Works

Gibraltar is responsible for the transportation routing and freight charges from the supplier dock.

All carriers that are billing Gibraltar are required to submit invoices to the approved Gibraltar freight payment service provider.

7.4 Routing Instructions for Truckload & Less-than-Truckload Routing

Gibraltar uses contracted carriers for Less than Truckload (LTL) freight shipping and bids truckload and flatbed traffic on a spot-buy basis. Gibraltar may contract and assign high volume lanes. Gibraltar will instruct supplier representative on which Third Party Logistic Partner (3PL) or carrier to contact to tender freight.

7.4.1 Routing Response

Routing requests received by 12pm ET will be routed by 5pm ET. Routing requests received after 12pm ET will be returned by 12pm ET the following business day. Regular business hours for shipping routing are 8am - 5pm ET.

7.4.2 Bill of Lading

A Gibraltar-contracted carrier, or 3PL will provide an emailed bill of lading (pdf document) which will contain the shipping date and carrier name. Suppliers must provide a bill of lading to drivers for signature when picking up a shipment.

- For less-than-truckload shipments, the Progressive Number (PRO) number will be preassigned to this load. Fold the bill of lading in half and use it as a pallet label. Do not use carrier PRO stickers in place of the preassigned PRO number.
- If a facility does not use 3PL, the supplier and carrier must produce a BOL for the shipment.

7.4.3 Primary Reference & Questions

When contacting any 3PL or carrier for changes, status requests, or any other questions, please use the Load ID reference.

7.5 Routing Instructions for Parcel / Small Pack

The Gibraltar Business Units PO must have the carrier's name and account number, if it does not then contact the Gibraltar buyer immediately.

7.6 Ground Expediting

For expedited freight, contact Gibraltar buyer immediately for authorization and instructions to arrange the expedite.

8 Quality Management System

8.1 Country of Origin Requirement

Gibraltar requires all materials sold and/or shipped to Gibraltar to be certified to country of origin. Material certifications for metals (steel, bronze, brass, aluminum, others.) and metal products must state the country of origin within the documents.

Gibraltar requires Mill Test Reports (MTR's) for all metals and metal components as applicable per American Society for Testing and Materials (ASTM) standards.

8.2 Certification of Conformance (CoC's)

Certifications and Certificates of Conformance (CoC's) must be sent by supplier representatives, for each shipment to the applicable Gibraltar Business Units.

Electronic documents are acceptable, within the proper timing to complete the receiving process properly.

8.3 Non-Conforming Material

Non-conforming material is identified, documented, and quarantined by Gibraltar's quality team.

Non-conforming material is found through receiving inspection, production line rejects, and/or customer returns. If it is determined that the supplier is responsible for non-conforming material, then Gibraltar will issue an NCR (non-conformity report).

We expect that our suppliers respond promptly to Gibraltar Material Board Review (MBR) including product disposition, containment, and action plans to mitigate the risk of the nonconformity and prevent recurrence. Suppliers are responsible for all costs associated with non-conformance. (Including value add services performed at Gibraltar Business Units).

8.4 Supplier Corrective Action Report

Gibraltar will issue a request for a Supplier Corrective Action Report (SCAR) to the supplier stemming from an NCR when it finds non-conforming materials, components, assemblies, others.

The supplier must acknowledge receipt of a SCAR request and communicate to the buyer and the quality department their immediate containment actions.

Gibraltar requires an update of the containment action, including confirmation that the supplier has identified all suspect products. The supplier must submit a SCAR within 10 days (about one and a half weeks) unless a written extension is requested. This report must include a root cause analysis and define permanent corrective action plan (s).

8.5 Third Party Inspection

Gibraltar requires access to supplier facilities for any required contractual/regulatory inspection prior to shipment by Gibraltar or appropriate government agency.

8.6 Audits

Gibraltar reserves the right to audit supplier facilities, processes, components, materials, and finished goods. These same rights extend to all supplier subcontractors that provide material/components that go into Gibraltar products. Suppliers must notify Gibraltar of organization or process changes to determine if an on-site assessment is necessary.

Audit schedule and agendas will be properly communicated to synchronize dates/times and scope of each audit between all the parties involved.

9 Appendix

9.1 Acronyms

3PL - Third Party Logistic Partner.

AISC (American Institute of Steel Construction) - American Institute of Steel Construction.

ASTM – American Society for Testing and Materials.

CA Prop 65 – California Proposition 65.

CARB – California Air Resource Board.

CGL - Commercial General Liability.

CoC's - Certificates of Conformance.

DDP - Delivery Duty Paid.

DDU - Delivery Duty Unpaid.

LTL - Less than Truckload.

MBR - Material Board Review.

MTR – Material Test Report.

NCR - Non-conformity report.

NDA - Non-Disclosure / Confidentiality Agreement.

OECD - Organization for Economic Co-operation and Development

PFAS – Per – and Polyfluoroalkyl Substances.

PO - Purchase Orders.

PRO - Progressive Number.

QMS - Quality Management System.

RCCM – Root-Cause Countermeasures

REACH - Registration, Evaluation, Authorization and Restriction of Chemicals

SCAR - Supplier Corrective Action Report.

SLM - Supplier Lifecycle Management.

TSCA - U.S. Toxic Substances Control Act.

UFLPA – Uyghur Forced Labor Prevention Act.

9.2 Terms, Definitions & References

Corrective Action. An action taken to identify and eliminate the root cause of an existing nonconformance, thereby preventing recurrence.

Documentation (Documented). Material that provides information or evidence. Documentation includes written instructions, drawings, diagrams, charts, photographs, electronic media, specifications, and references to or excerpts from appropriate technical standards and codes.

Documented Procedure. A procedure that is established, documented, implemented, and maintained. The documentation provides information about how to perform an activity or process consistently.

Documentation must contain:

- a) The purpose of the procedure
- b) Process definition that includes steps required for completion.
- c) Assignment of responsibility for performance
- d) Assignment of responsibility for review, revision, and/or approval of the procedure
- e) Identification of records that are generated.
- f) For inspection and testing, frequency, and documentation of the activities.

Drawings. This refers to shop drawings. In the context of Special Process requirements for detailing, refer to AISC terms and definitions.

Supplier. The firm selling a product or providing a service to Gibraltar.

Nonconformance. An attribute of a product, process, or system that fails to meet defined requirements.

Preventive Action. An action taken to identify and eliminate the root cause of a potential Nonconformance, thereby preventing it from occurring.

Professional Services. Encompass any business, department, or individual whose core output is providing expertise or a service, rather than a tangible product, to help individuals, companies, or organizations achieve their goals. Some professional services, such as legal services, logistics, accounting and bookkeeping, project management, marketing, consulting, including Digital Marketing, Content marketing, Event management.

Purchasing Documents. The documents issued by the customer define requirements for purchased products or services.

Quality Assurance (QA). The planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given needs.

Quality Audit. A systematic, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Quality Control (QC). The operational techniques and the activities that sustain a quality of product or services that will satisfy given needs; also, the use of such techniques and activities.

Quality Manual. A document stating the quality policy and describing the Quality Management System (QMS).

Quality Management System. A system to establish policy, goals, plans and resources to direct and control an organization regarding quality.

RFI. A documented request for information or clarification, typically in relation to quality requirements.

Special Process. A process that Gibraltar has identified as requiring validation to ensure that outputs conform to specification and are therefore subject to special process requirements. Examples of special processes include welding, painting, galvanizing, detailing, and non-destructive evaluation.

Specifications. Written requirements, typically referenced by purchasing documents or drawings.

9.3 Document Version Log

Revision	Explanation of Changes	Approved By
Rev. 0 Sep 18 2023	Original Release	Sebastian Borowik Gibraltar Corporate Vice President of Supply Chain
Rev. 1 Dec 23 2024	<p>Revision 1 - The following sections had been updated:</p> <ul style="list-style-type: none"> ✓ Section 1 General Information – Added clarification on the scope. ✓ Section 3 Compliance – Added PFAS regulation and Regulatory Supplier Compliance Workstream ✓ Section 4 <ul style="list-style-type: none"> • 4.4 Supplier Performance – 4.4.3 Scoring – Added explanation on Quality and Delivery scoring. • 4.5 Supplier Business Review – Added 4.5.3 Standard Account Review/Performance Measurements ✓ Section 6 Accounts Payable – 6.1 Payment Terms paragraph updated. ✓ Section 8 – Quality Management Systems <ul style="list-style-type: none"> • 8.1 Country of Origin Requirement – Added reference to ASTM standard as applicable. • 8.2 Certification of Conformance (C of C's) – removed hours requirements to each shipment as applicable – added electronic documents acceptable. • 8.3 Non-Conformance Material – added explanation about Gibraltar Material Board Review. • 8.4 Supplier Corrective Action Request (SCAR) – removed hours requirements – added extension request written communication. 	Sebastian Borowik Gibraltar Corporate Vice President of Supply Chain

	<ul style="list-style-type: none"> 8.6 Supplier Audits – added explanation for audit planning. 	
Rev. 2 Dec 30 2025	<ul style="list-style-type: none"> ✓ Section 4 <ul style="list-style-type: none"> 4.3 Supplier Insurance requirements - to list Gibraltar as additionally insured only if the supplier provides professional services ✓ Section 7 <ul style="list-style-type: none"> 7.1 Receiving Hours of Operation – added guidance to verify shipping hours by Gibraltar Business Units. 7.5 Routing Instructions for Parce/Small Pack – added guidance to sear for Purchase Order by Gibraltar Business Units. ✓ Section 8 <ul style="list-style-type: none"> 8.3. Non-Conforming Material – added value services performed at Gibraltar Business Units. ✓ Section 9 <ul style="list-style-type: none"> 9.2 Terms, Definitions & References – added Professional Services definition 	<p>Sebastian Borowik Gibraltar Corporate Vice President of Supply Chain</p>

Gibraltar Headquarters

3556 Lake Shore Road

P O Box 2028

Buffalo, NY 14219-0228

716-826-6500

www.gibraltar1.com

GIBRALTAR