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### Distributor responsibilities

The distributor is the contact person between the customer (end user) and Rousseau Metal Inc ("Rousseau"). The distributor is active during the entire sales process, which means:

#### 1. Beginning of the project

In addition to promoting the product, the distributor is responsible for completing the survey, in order to obtain the relevant information to evaluate the project. This includes the standard specifications to be met, as well as obtaining permits, if required. He can give an opinion on the feasibility of the project based on the admissible criteria. See document # S72

#### 2. Presentation of the project

Based on Rousseau's information and on personal experience, the distributor will present the project to the customer.

#### 3. Legal authorization

The distributor will assist (if needed) the customer in obtaining the required authorizations and approvals relative to multi-level installations (including high-rise and deck-over).

#### 4. Getting the order

The distributor will advise Rousseau and place the order. He will inform us of any relevant information related to the project. The distributor will be responsible for the coordination between: installer/customer/Rousseau.

#### 5. Delivery and installation

In the transmission of information, Rousseau's responsibility is limited to the distributor, who will take charge of all other steps. The distributor is responsible for transmitting the technical information to the customer and to the installer according to Rousseau's instructions.

The distributor must inform the end user of their responsibility in ensuring the proper display of the system's characteristics at easily visible locations.

#### NOTE :

During the preparation of a shelving quote (high rise, deck-over, two-level ...), Rousseau will evaluate with a good level of confidence, the total capacity of the shelving installation and the exact number of braces (i.e. : back braces). It must be understood that the performance of this type of installation is linked directly to seismic risks. For example, our shelving capacities may be reduced in order to take the seismic charges into consideration.

It should be noted that the Rousseau evaluation is to be used as preliminary information only. As mentioned on our quotation documents, it is the customer's responsibility to obtain all required authorizations and to get the proposed shelving installation approved by the appropriate person in the installation region (i.e. : engineering firm).

See reverse \*

## Qualification questionnaire

Name: \_\_\_\_\_

1. Do you have contact or access to the following suppliers:

Stair/staircase and handrails	<input type="radio"/> yes	<input type="radio"/> no
Guard-rails	<input type="radio"/> yes	<input type="radio"/> no
Mezzanine flooring	<input type="radio"/> yes	<input type="radio"/> no
  
2. Have you previously installed the following?

High-rise (99" high and over shelving without floor)	<input type="radio"/> yes	<input type="radio"/> no
Two-level shelving with floor	<input type="radio"/> yes	<input type="radio"/> no
Deck over shelving	<input type="radio"/> yes	<input type="radio"/> no
  
3. If you have previously done installations, mention a few.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. How long have you been selling two-level shelving or high-rise ?

<input type="radio"/> less than a year
<input type="radio"/> 1 to 5 years
<input type="radio"/> 5 years and +
  
5. Do you currently work with an installation crew ?  yes  no
  
6. Is the installation crew part of your company ?  yes  no
  
7. If so, do you have insurance coverage for this kind of activity ?

<input type="radio"/> yes	<input type="radio"/> no
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8. Do you always obtain insurance proof when you subcontract with an installation crew?

<input type="radio"/> yes	<input type="radio"/> no
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9. For each shelving project, who analyzes and makes the proposals?

<input type="radio"/> my company
<input type="radio"/> external consultants
<input type="radio"/> other, specify _____
  
10. Concerning the SPIDER™ shelving, were you sufficiently informed or trained by a Rousseau Metal representative to allow you to carry out shelving projects?

<input type="radio"/> yes	<input type="radio"/> no
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11. Would you like to receive additional information or training on the subject?

<input type="radio"/> yes	<input type="radio"/> no
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Signature: \_\_\_\_\_ date: \_\_\_\_\_

Company name: \_\_\_\_\_