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## **1. Quality system, examination and review**

### **1.1. Quality System Review**

1.1.1. The supplier must maintain a quality management system in accordance with ISO9001:2015 or AS9100D (AS9120 for distributors). The supplier shall comply with the applicable requirements of this agreement and Bental's customer requirements as they appear in the special requirements.

1.1.2. Bental conducts supplier evaluations including scores for adherence to schedule, quantitative conformity, quality, quarterly evaluations by the Quality Manager, and analysis of fault reports and corrective actions. Supplier scores will influence Bental's conduct, including demands for the supplier to implement a quality plan.

### **1.1.3. Right of Access**

1.1.3.1. The supplier agrees to allow Bental personnel and/or its representative, with prior coordination, to witness or access any facilities and records related to the order and provide information related to Bental's orders.

### **1.1.4. Subcontractors**

1.1.4.1.1. As a rule, the ordered work shall be performed by the supplier. Transfer of work to another supplier is prohibited without prior written approval from Bental.

1.1.4.2. The supplier is responsible for cascading all quality and other relevant requirements to its subcontractors as stipulated in Bental's documents (requirements in this document and/or drawings and/or order attachments). Special process requirements must be performed by a NADCAP certified supplier if applicable.

### **1.1.5. Source Inspection and Acceptance at Bental**

1.1.5.1. Parts manufactured according to Bental's drawings/specifications will be inspected and approved by the supplier and, if necessary, by Bental at acceptance inspection at Bental or at the source.

1.1.5.2. For source inspection by Bental - machined parts:

1.1.5.2.1. Upon completion of production and inspection, the supplier will send an email requesting an inspector from Bental. The email must include inspection reports COC, COA, and COT.

1.1.5.2.2. The manufacturer shall provide Bental's inspector with inspection and measurement equipment upon request.

1.1.5.2.3. Before source inspection, the manufacturer will ensure that the entire lot intended for supply is presented for inspection in its final packaging.

1.1.5.2.4. Unpackaged and/or uninspected goods by the manufacturer will not be submitted for inspection and will not be inspected.

1.1.5.3. Final Acceptance

1.1.5.3.1. All ordered items will comply with all dimensions and other specifications required in the order documents (drawing, purchase specification, order attachments).

1.1.5.3.2. Bental's approval of the parts' compliance constitutes a condition for supply acceptance and payment.

1.1.5.3.3. Verification activities by Bental or its representatives do not relieve the supplier of its responsibility for products and services meeting the order requirements.

1.1.5.4. Sample Size for Inspection by Supplier and Bental

1.1.5.4.1. Unless otherwise specified in the drawing or special-order requirements, sampling will be performed per Zero Acceptance Number Sampling Plans – Squeglia, in its latest edition:  
C=0; AQL 2.5%.

### **1.1.6. How to perform the tests**

1.1.6.1. See table in Appendix A

- 1.1.6.2. In the measurement reports attached to the order (COT) delivered to Bental, the measurement results will be shown in minimum and maximum values. It is forbidden to present average results of the measurements received.
- 1.1.7. Ship to stock (STS)
- 1.1.7.1. Certification will be given to a specific item supplied by a certain supplier and found to be in order during Bental's acceptance inspection, at least in 3 consecutive shipments and provided that the supplier's security and control system has been approved as reliable by Bental (certified supplier / quality review).
- 1.1.7.2. The approval will be suspended/removed in the event that a malfunction/abnormality is discovered in the part that will be supplied by STS, from this stage the supply will be without STS and will undergo an acceptance test by Bental.
- 1.1.8. First Article Inspection (FAI)
- 1.1.8.1. Before starting serial production for the first time, or if two years or more have passed since the last serial production, FAI will be conducted by the supplier according to AS9102.
- 1.1.8.2. The FAI report will reflect findings of the produced items, including all characteristics of the item/product, measurement means, and numerical results.
- 1.1.8.3. FAI reports should be submitted using Bental's forms or supplier's FAI forms (per AS9102 if AS9100 certified).
- 1.1.8.4. A significant change in the product or production technology, or a subcontractor change, requires a supplemental FAI - Delta FAI.
- 1.1.8.5. Bental's approval of a complete and supplemental FAI is a condition for continued supplies.

## **2. Technical Requirements**

### **2.1. Foreign Object Debris/Damage (FOD)**

- 2.1.1. The supplier will define and implement actions to prevent entrapment of foreign objects in the product and its packaging.

### **2.2. Traceability**

- 2.2.1. Unless otherwise specified, items and their documents, including production documents not transferred to Bental, will be identified in a way that ensures traceability between parts/materials and relevant production records and order documents.
- 2.2.2. Identification of each item using a serial number will be carried out according to a special requirement in the drawing or order and its appendices.
- 2.2.3. Multiplying serial numbers - forbidden.

### **2.3. Changes in Production Processes or Subcontractors**

- 2.3.1. Generally, no changes to the product or production process are allowed after FAI without Bental's prior written approval.

### **2.4. Inappropriate product control**

- 2.4.1. The supplier will monitor any non-conforming product that is discovered in its facilities and will not ship a non-conforming part, unless it has submitted to Bental a request for deviation approval (DA) on Bental's deviation approval form (QF 11.0-05) and has received prior written approval from Bental's quality manager or someone on his behalf.
- 2.4.2. The supplier will classify the level of deviation according to the following criteria:
- 2.4.2.1. Critical deviation - deviation that affects the performance of the product or has a safety risk
- 2.4.2.2. Major deviation- an exception that affects the suitability of the product for use in Bental (exceeds the acceptance criteria in ordering a drawing/or specification)
- 2.4.2.3. Minor deviation - an exception that does not affect the acceptance criteria shown in the order-drawing and/or specification
- 2.4.3. Items supplied in accordance with an exception approval, will be packaged separately, in a way that allows identification. Also, the deviation will be clearly marked in the audit reports. Along with the parts, the approval of Bental's quality manager or someone on his behalf for the supply of the non-standard items will be attached.

2.5. Packaging

- 2.5.1. If there is no express requirement for the method of packaging in the drawing or in the order or in its other appendices, the packaging will be carried out in such a way as to prevent the items and/or the internal parts from being damaged during production and storage at the supplier's and during their transport by any means of transportation to and/or in Israel and during their storage at Bental.
- 2.5.2. The parts will be packed in a way that prevents corrosion and mechanical damage, including the use of materials to prevent and protect against corrosion: lubrication, moisture absorbents, anti-corrosion packaging (VCI), etc.
- 2.5.3. Electronic and electromechanical components shall be supplied in intact and original packaging or anti-static (ESD protected) packaging.
- 2.5.4. If the items have been rolled / repackaged, this must be noted on the roll. If the packaging is not original, ensure protection against physical damage and protection against static electricity / ESD damage according to MIL-STD-1686.
- 2.5.5. Printed circuits - will be packed in a vacuum package or another that includes closure and absorbs moisture.
- 2.5.6. Integrated circuits - each circuit will be packed in a shielded ESD bag or equivalent.
- 2.5.7. Each package will be marked with a sticker with the description of the product, the supplier's SKU and the cargo's SKU as relevant, the supplier's name, quantity and order number.
- 2.5.8. Each shipment will be accompanied by examination reports and other documents required in the order and/or in this document, depending on the type of product, a delivery certificate or an invoice (which includes the order number, SKU and ID).

2.6. Raw Materials

- 2.6.1. Each batch of raw material purchased by the supplier, whether for ballast or for the manufacture of parts, must be accompanied by documentation verifying the properties of the batch in relation to an accepted standard.
- 2.6.2. Documentation of raw material: a COT/COA certificate of the original manufacturer or of a recognized and agreed upon laboratory must be sent on the burden.
- 2.6.3. The raw material must be supplied from one mass (Single Heat Number / Single Melt).  
If more than one mass is purchased:
  - 2.6.3.1. the production must be separated according to different groups and make sure he receives both pieces of material separately and identified, emphasizing the COT/COA documents.
  - 2.6.3.2. Delivered the different groups separately.
- 2.6.4. Special requirements, for raw material, that appear in the order or in its other appendices: Materials intended for items belonging to products for customers under certain burdens will only be purchased from suppliers/manufacturers approved by these customers - see the order.
- 2.6.5. The raw material for the production of the items must conform to the definition in Bental drawing, including international standards, thermal processes/treatments (hardening, aging), etc.  
If the raw material is purchased in a different thermal state than required in the drawing and undergoes additional treatment to adapt it to the requirement, the COT/COA package of the material will include, in addition to what is specified in the records section (2.10. below), also the additional thermal treatment certificates.
- 2.6.6. The compliance of the material with the standard shall be indicated in the documentation, including the edition of the standard.

2.7. Special storage conditions

- 2.7.1. If the storage of the item requires certain conditions (temperature, humidity, etc.), the supplier must state this explicitly.
- 2.7.2. The special storage conditions will be detailed in the documents provided with the items (COC or another technical document). And as such will be noted on the packaging.

2.8. Limited Shelf-Life Items

- 2.8.1. The remaining life / shelf life of an item with a limited life, when it arrives at Bental, will be at least 50% of its life from the date of its manufacture (total length).
- 2.8.2. The production date (Date Code) of electronic and electrical components will be no more than 18 months before the date of its arrival at Bental.
- 2.8.3. The production date and recommended shelf life (alternative: expiration date) or Date Code, depending on the type of item, will be detailed in the documents provided with the items (in the COC or other technical document). and will be noted on the packaging.
- 2.9. Electronic Components and Electronic Circuit Boards
  - 2.9.1. PCB
    - 2.9.1.1. Must meet the requirements of the IPC-A-600, IPC6012 standards. The rating/class is defined in the drawing or order and its appendices. If the rating is Class 3, coupons (Cross Cut) will be provided in addition to the exam reports.
    - 2.9.1.2. The supplier must make a metallographic section and check it. The cut and its inspection report must be attached to the shipment. In addition, coupons must be attached to the PCB.
  - 2.10. Circuit Boards
    - 2.10.1. The Circuit Boards will be manufactured according to JSTD001. The exam according to IPC-A-610 standards. The rating / Class is defined in the drawing or in the order and its appendices.
    - 2.10.2. The supplier must make a metallographic cut for the printed PCB and check it, the cut and the items/report must be attached to the shipment.
    - 2.10.3. Unless otherwise specified in the order and/or in its other appendices, electronic cards will be marked with stickers that include: production batch or serial number (as defined in the drawing or in the order and its appendices), the manufacturer's serial number. (or of Bental, for a Bental item) and the manufacturer's product edition (or of Bental, for a Bental item), 3 letters or a full name to identify the contractor (for a Bental item).
  - 2.11. processes
    - 2.11.1. Processes such as heat treatment, coatings and painting, must be performed only by subcontractors approved by Bental or by the end customer mentioned in the body of the order.
    - 2.11.2. To the extent that there are special requirements of burdened customers such as carrying out a process at a NADCAP certified supplier, these will be defined in the order, in the special requirements.

The supplier will transfer these special requirements to its subcontractors, who perform processes, as part of the performance of the work for Bental.
    - 2.11.3. Upon request, in the drawing or order or its appendices, a process to release hydrogen embrittlement or heat treatment during production or at the end - the treatment report and the graph with the parts will be provided.
    - 2.11.4. Samples ("coupons") and their transfer to Bental: In the case that appears in the order or in the drawing or in this document, a demand for samples, for testing raw material or thermal processes or coatings/paint, etc., samples will be prepared and tested in double quantity. After the tests are done, one model will be delivered to Bental, with the items. The other will be kept by the supplier.

The duration of saving the models as shown in 10.1.
  - 2.12. Documentation
    - 2.12.1. Certificates of conformity and actual tests: (COC COA/COT).
    - 2.12.2. Each shipment must be accompanied by a COC (Certificate of Conformance) certificate from the original manufacturer confirming that the product was manufactured in accordance with its relevant procedures and that it complies with the requirements of the specification / catalog / purchase order.
    - 2.12.3. In addition, for raw material or items manufactured according to specification / drawing, actual test certificates must be attached: a test report (Certificate of Test) COT and/or an analysis report for raw material COA (Certificate of Analysis).

- 2.12.3.1. For raw materials and items produced from raw material purchased by the supplier, an original COA of the material manufacturer must be attached.
- 2.12.3.2. Items manufactured according to specification/drawing must be accompanied by a COT which will list the results of the test and include, if necessary, numerical results in addition to the required value (incorrect, v marking, etc.).  
This is in addition to the COA for the material as mentioned above, as applicable.
- 2.12.3.3. Compliance with the standard/specification/drawing will be indicated in the documentation, including the edition of the standard/specification/documentation.
- 2.13. Records
- 2.13.1. If there is no other requirement, indicated in the order or its appendices, the record keeping period will be at least 10 years from the last delivery within the order.
- 2.14. Training, certification and awareness
- 2.14.1. The production and inspection operations carried out by the supplier will be carried out by employees with appropriate competence in accordance with the requirements of the standards applicable to the order.
- 2.14.2. The quality inspectors and production workers in whose work the quality of vision is important (such as: painter, coating workers), must have normal vision that includes visual acuity, depth of vision and correct color diagnosis. Compliance with this requirement will be checked by a qualified person (optometrist/ophthalmologist) at least once every two years (unless otherwise required by a relevant standard).
- 2.14.3. The supplier will make sure that the employees who perform activities related to the customer are aware of their contribution to adapting the product to the requirements, their contribution to product safety and the importance of ethical behavior.
- 2.15. Avoiding and reducing the purchase of counterfeit components and items
- 2.15.1. In order to reduce the risk of supplying counterfeit electronic components, materials or items, the supplier must apply the applicable requirements of AS5553 (for components) and/or AS6174 (for materials or items).
- 2.15.2. The supplier will verify procurement from approved sources only and will maintain the supply traceability and documentation from the manufacturer until the items are delivered to Bental.
- 2.15.3. If the supplier has identified counterfeit / suspected counterfeit items or components that are regularly supplied to Bental, the supplier will report the incident to Bental immediately.
- 2.16. Calibration
- 2.16.1. The measuring and testing equipment will be calibrated by an ISO 17025 certified laboratory for the calibration subject applicable to the calibrated equipment.
- 2.16.2. Calibration/verification reports shall bear the logo of the accreditation body certifying the laboratory.
- 3. The order**
- 3.1. The supplier undertakes to perform the work in an excellent professional manner, of high professional quality and in accordance with the terms of the order.
- 3.2. The supplier must perform a contractual survey for the order upon receipt of the request for a quote and flood Bental with questions and problems that have arisen in order to be able to place the order.
- 3.3. After the confirmation of the order, Bental will refer only to point DA that is not related to the content.
- 4. The quality of the items and the quality of the service**
- 4.1. The goods and/or services will be provided to Bental and will be of the type, quality, nature, dimensions, types of material, description and processing, all in accordance with what is detailed in the order and/or its appendices, in the special and general requirements (this document) and, unless otherwise stated, will be of the best material quality and excellent professional workmanship.

- 4.2. If an official standard, a temporary standard or a guiding standard is established for each item, the goods and/or services and/or work will meet the requirements of the standard.
- 4.3. The supplier confirms and undertakes that the goods and/or the work components supplied in accordance with the order will be new and will not be renewed or repaired.

## 5. Definitions

- 5.1. "Order" - the order form and all documents attached to it as appendices (specification, diagram, drawing and/or any other document), these general conditions as well as any document to which the order form or these general conditions or the appendices refer.
- 5.2. "General conditions" – the quality and procurement conditions detailed in this document.
- 5.3. "Special conditions" - quality conditions, procurement and other conditions unique to a particular order, detailed in the order form or in its appendices: specification, drawing, work content, etc.
- 5.4. "Bental" - Bental Industries Ltd. (privacy number 511911760).
- 5.5. "Supplier" - the entity, person or corporation, as specified in the order form, to whom the order is directed and who has undertaken to perform the work as defined below.
- 5.6. "Subcontractor" - a person or corporation that supplies goods and/or items to a supplier and/or performs services for him, as part of placing an order under burden by the supplier.
- 5.7. "Work" - the supply of the goods and/or the performance of the services in accordance with the order.
- 5.8. "Goods" or "items" - products and/or materials purchased by Bental, as specified in the order.
- 5.9. "Services" - the obligations and/or actions that the supplier must perform in accordance with the order, with the exception of planning and/or development and/or production of the goods or items as defined above.

Approved by:

Bental:

Supplier:

Date:

Date:

- Validity - when uploading an edition to the document will be sent to the supplier for re-signature.

Best regards,

Neta Raz- Purchasing Department Manager

Aviv Ochayon - Deputy CEO, VP Engineering & Quality Assurance

measure type	Screwing gauge	Mechanical altimeter	Digital altimeter	Triobor	caliber	micrometer	CMM	exact pin
Diameter:								
Exact diameter (microns)			Testing in two lower and upper levels in each level are tested in two levels at 90 degrees from test to test				Testing in two levels <b>lower</b> and upper, at least 6 points in each level	
Diameter with a tolerance of hundredths			Testing in two lower and upper levels in each level are tested in two levels at 90 degrees from test to test	Testing in two places on the lower and upper level of the part		Testing in two places on the diameter with a change of 90 degrees between them	Testing in two levels <b>lower</b> and upper, at least 6 points in each level	
External Diameter			Testing in two lower and upper levels in each level are tested in two levels at 90 degrees from test to test		Testing in two places on the diameter with a change of 90 degrees between them	Testing in two places on the diameter with a change of 90 degrees between them	Testing in two levels <b>lower</b> and upper, at least 6 points in each level	
Internal Diameter			Testing in two lower and upper levels in each level are tested in two levels at 90 degrees from test to test	Testing in two places on the lower and upper level of the part	Testing in two places on the diameter with a change of 90 degrees between them			
Linear:								
Exact of measure (macaron)			✓	✓			✓	
Measure with tolerance hundredths		✓	✓	✓			✓	
Screwing:								
NO-GO gauge	NO-GO entered no more than a turn and a half							
Screwing diameter test								✓

\*All measuring devices must be calibrated according to ISO 17025

ON	Description of situation	Mode of action
1	<p><b>The production certifications were not included in the order appendices</b> Do not produce with attachments from a previous order</p>	<ul style="list-style-type: none"> <li>You have to contact the procurement at Bental to complete the production approvals.</li> <li>After completing the documentation, the supplier must perform a configuration compatibility check of all documents with the requirements in the order.</li> <li>Gap between drawing and model - drawing! required to fly a flag.</li> </ul>
2	<p><b>In Bental's order, an FAI line appears for a previously supplied item</b> The FAI requirement appears in the order when it is a new item for the supplier or if two years have passed since the last production date or if there has been a change in the item.</p>	<ul style="list-style-type: none"> <li>If the item was previously supplied, it is required to present previous FAI documentation.</li> <li>Make sure that there have been no changes since the previous delivery. If there have been any changes, fill in the FAI delta.</li> <li>If there have been no changes and two years have passed since the previous production, Bental will examine the requirement and give the supplier a decision on how to act.</li> </ul>
3	<p><b>The STS certificate for the item appears in the order</b> Certification will be given to a specific item supplied by a specific supplier and found to be in good condition during Bental's acceptance inspection, in 3 consecutive shipments</p>	<ul style="list-style-type: none"> <li>Provided that the supplier's quality assurance and quality control system has been approved as reliable by Bental (certified supplier / quality review).</li> <li>Certification will be suspended/removed in the event that a malfunction/abnormality is discovered in the portion supplied by STS, from this stage the supply will be without STS and will undergo an acceptance examination by Bental.</li> </ul>
4	<p><b>Questions and clarifications for producing an item</b></p>	<ul style="list-style-type: none"> <li>The supplier must conduct a contract survey for the order upon receipt of a request for a quote and inform Bental of the questions and problems that have arisen and any changes required so that he can place the order. (Questions about the method of measurement - to the QC manager. Questions regarding how to perform and comply with the drawing requirements - to the product engineer)</li> <li>Any approval received from Bental before signing the order - must be documented and the supplier must require an updated drawing/model with the change.</li> <li>After confirmation of the order, Bental will refer only to DA that is not related to the design.</li> </ul>
5	<p><b>Exception approval request</b></p>	<ul style="list-style-type: none"> <li>An application for an exception approval (DA) must be submitted to Bental on the Bental exception approval form ((QF 11.0-05) and receive prior written approval from Bental's quality manager or someone on his behalf.</li> </ul>
6	<p><b>Sending items marked as STS</b></p>	<ul style="list-style-type: none"> <li>There is no need to open a invite for an audit.</li> </ul>
7	<p><b>Receipt inspection at the supplier by Bental</b> Items are manufactured by machining</p>	<ul style="list-style-type: none"> <li>Upon completion of production and testing, the supplier will send an e-mail requesting to invite an examiner on behalf of Bental. The COC+ COA and COT examination reports must be attached to the e-mail.</li> <li>Before examining the receipt at the source, the manufacturer will make sure that the entire portion intended for delivery at that time is presented to the examiner for inspection when it is packed in its final packaging.</li> <li>Goods item that have not yet been examined by the manufacturer will not be submitted for examination and will not be tested.</li> </ul>
8	<p><b>Supplier evaluation</b> Including: OTD, quantitative adjustment, quality and packaging</p>	<ul style="list-style-type: none"> <li>Supplier scores are of great importance in contracting with Bental.</li> <li>We expect the vendor to score 95% or higher in quality and OTD.</li> <li>A supplier whose score is less than 82 (Low Performance) is required to submit a plan to Bental's quality manager. Corrects/prevents similar cases from happening again.</li> </ul>