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1. Introduction

Raval Group includes two sectors:

- **Automotive System** led by **Raval ACS Ltd.:** develop and produce Fuel Tank Venting, Washing (headlamps, cameras, scanners) and Brakes Valves Systems
- **Automotive Structural Parts** led by **Arkal Automotive ACS Ltd.:** develop and produce plastic based products as replacement to metal parts, whilst reducing overall car weight

Raval purchases materials, equipment and services, emphasizing quality, service and price.

Decision-making processes regarding the relationship with suppliers and purchasing is done according to law and **Raval** internal procedures. **Raval** chooses its suppliers fairly while taking into consideration all the relevant information.

Raval considers its suppliers as partners, and collaborates with them on a partnership basis, maintaining mutual trust, quality and reliability.

Raval expects that its suppliers will fulfil at a minimum the next requirements:

- 100% on-time delivery of conforming, defect free products.
- Minimizes the risk of **Raval's** products and their manufacturing processes by implementing the relevant preventive measures.
- Control and monitor products' quality. Level of quality will be reviewed periodically.
- The supplier is fully responsible for products' quality and performances.

Raval, being a public company, is obliged to respect and implement the "Public Companies Law" throughout the organization.

This manual outlines the expectations and criteria that suppliers must meet in order to do business with **Raval Group**.

2. Certification

Raval Group is certified to IATF 16949. All suppliers of **Raval** are advised to work according to this standard or to be certified by it.

All **Raval** suppliers must be certified to **ISO 9001** - the certification must bear the accreditation mark of a recognized IAF MLA member) and comply with the requirements of **IATF 16949, ISO14001 & ISO45001**.

All procedures and documentation given to **Raval** by the supplier will follow the IATF 16949, ISO 14001 & ISO 45001 standards.

Raval reserves the right to perform an audit at the supplier's site to verify compliance of method of work to the required standards. The audit can be made regarding a process and/or a concrete product or of equal / similar objects in relation with the product delivered by the supplier.

The frequency will be defined according to the supplier's performance.

3. Ethical and Sustainable Measures

Raval Group considers its suppliers as partners, and collaborates with them on a partnership basis, maintaining mutual trust and reliability

Raval expects its suppliers to act under the common laws and regulations applicable in the countries where they conduct their activities. The supplier is obliged to binding requirements towards tier n-1 suppliers to pass on standards along the supply chain.

Decision-making processes in **Raval Group**, regarding the relationship with suppliers and purchasing is conducted according to law and **Raval's** internal procedures. Suppliers are chosen fairly, while taking into consideration all the relevant information.

- **Human rights** - Recognizing that our supply chain spans many different regions around the globe, **Raval** is committed to maintaining global working conditions and standards that result in dignified and respectful treatment of all employees within all our global operating locations, as well as those of our

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supply chain. It is therefore **Raval's** expectation that our suppliers will have appropriate policies, procedures and systems in place, to support the following standards:

- a) Human rights (including, but not limited to, ethical recruitment, women's rights, fairness of pay, social benefits, working hours, freedom of association, the rights of minorities and indigenous peoples) should be kept following local laws and internationally accepted standards.
- b) All rights concerning land, forest and water rights must be respected. There shall be no forced evictions.
- c) Child labor shall not be utilized. Underage labor, as defined by local labor law, will not be utilized unless it is part of a government approved training or apprenticeship program.
- d) Any form of forced or compulsory labor is prohibited.
- e) Workers, without fear of reprisal, intimidation or harassment should be able to communicate openly with management regarding working conditions or any grievance.
- f) The supplier shall have a policy for promoting Diversity, Equity, and Inclusion
- g) Personal identifiable information shall be confidential.
- h) No use of security forces (public or private) is permitted.

- **Anti-corruption** - As part of our anti-corruption policy and in accordance with the principles set out in the **Raval Group** Code of Ethics, the supplier commits to comply with anti-corruption provisions. Suppliers are required to follow all applicable laws that prohibit giving of anything of value to any person or entity in order to get an unfair business advantage. All suppliers must follow anti-bribery and anti-corruption laws.

In this context, **Raval** employees are committed not to accept or give favors or gifts, and not to show preferences to related persons and/or colleagues, either personally or professionally.

- **Fair competition** – Raval tends to work with minimum of two sources of supply for every item purchased, in order to maintain fair competition and prevent anti-trust.

Raval will not manufacture nor use unauthorized raw materials and parts, nor use or sell counterfeit raw materials and parts.

- **Conflict of interest** - in cases where supplier is confronted with a risk of a potential or recognized conflict of interest, it undertakes to inform the contact person within **Raval Group** without delay.

- **Business aspects** - The supplier is obliged to ensure that the following business aspects are strictly adhered to:

- ✓ Financial responsibility: assure accurate records
- ✓ Disclosure of information
- ✓ Prevention of any use of counterfeit parts
- ✓ Respect of Intellectual Property rights
- ✓ Respect all export controls and economic sanctions

- **Protection of Health and safety** - **Raval's** suppliers are requested to comply and follow all local legal requirements and regulations concerning Health and Safety, and in this frame to create and maintain a healthy and safe working environment, to prevent health and safety risks and to implement procedures and all the necessary actions to prevent accidents or occupational illness of their employees, sub-contractors and any user of their products.

- **Protection of Environment and air quality** - Optimum environmental protection must be guaranteed during every phase of production, via the implementation of a reuse and recycling policy in every possible area.

Raval expects its suppliers to minimize the violations and damage to the environment resulting from their activities.

GHG emissions - Monitoring and management of environmental and CO2 emissions by managing energy efficiency and optimizing the use of renewable energy.

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Other environmental factors – to be monitored and controlled according to local laws include:

- ✓ Water quality, consumption & management
- ✓ Air pollutions / Air quality
- ✓ Responsible chemical management
- ✓ Noise emissions
- ✓ Soil quality
- ✓ Sustainable resources management
- ✓ Waste reduction

- **Sustainability** – suppliers must respect the following requirements concerning sustainability:

- ✓ Responsible land use and soil quality
- ✓ Protection of biodiversity
- ✓ Avoidance of deforestation

The suppliers are expected to monitor and improve the effectiveness and efficiency of the environmental protection and the potential risks in their processes by reasonable use of natural resources and responsible waste management and chemical management.

Suppliers are expected to supply products that satisfy all current governmental and safety constraints on restricted, toxic and hazardous material; as well as environmental, electrical and electromagnetic considerations applicable to the country of manufacture and sales (IMDS, REACH, RoHS, SVHC Conflict Materials etc.).

Suppliers are obliged to submit their products details to the IMDS system (IMDS no. for Raval is 32072). Suppliers can receive exact instructions for submitting reports on the IMDS site: www.mdssystem.com

4. Supplier Approval

The approval process includes the following steps:

- ☞ All suppliers must complete the Supplier Profile Form, and approve the purchasing agreement and confidentiality agreement.
- ☞ Supplier will review and sign this guideline for approval.
- ☞ Supplier's system will be audited by **Raval**'s representative. The audits will check if the supplier's activities meet the requirements of **Raval**.

Raval will communicate the results of this audit to the supplier. If **Raval** considers corrective actions to be needed, then the supplier must prepare an action plan with detailed steps and timing for scheduled implementation of corrective actions.

5. New Part approval

First samples delivery - PPAP (Production Part Approval Process)

The supplier must submit **PPAP** no later than 4 weeks after receiving order / mold (the latest between them). The file should follow the guideline in the latest edition of "PPAP" AIAG (see **appendix 1**) for approval in the following cases:

PPAP Lev. 03

- New supplier or new product
- Change in production location
- New tool

PPAP Lev 02:

- Engineering changes
- Change in production procedures
- Multi-version tool ⁽¹⁾

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PPAP Lev 01:

- Different color ⁽¹⁾
- Color change
- Revision changes that do not affect the product.

Together with the PPAP submission, the supplier shall submit initial samples produced by production tooling and stable production processes. Initial sampling quantity will follow the attached table (**appendix 2**) and purchasing order.

It is the supplier's responsibility to ensure that parts meet all drawing requirements & material specifications prior to submission.

In the case that the supplier cannot meet the specifications or find that technical definitions do not comply with production technology, the supplier must immediately apply to **Raval**'s quality department.

Samples found to be incorrect in any category will be rejected unless the suppliers obtained prior written waiver from an authorized person (Quality) in **Raval** for all exceptions or deviations.

PPAP files and initial samples will be submitted to **Raval**'s Quality department.

Approval of initial samples does not remove from the supplier the responsibility of complying with all drawings' requirements or specification form.

Only parts officially approved ⁽²⁾ by Raval's Quality can be supplied.

⁽¹⁾PPAP level 3 for one of the versions (according to Raval's instructions) and all other versions – PPAP level 2

⁽²⁾ Official approval = PSW signed by Raval's qualified representative.

6. Advanced Quality Planning (APQP)

Raval Group encourages all suppliers to work according to the Advanced Product Quality Planning with following tools:

- Process Flow Chart
- PFMEA
- Control Plan
- Capability studies
- Process Instructions

Quality Agreement

The supplier is required to fulfil all requirements which are defined in the Quality agreement including capability studies.

- Capability study: A preliminary process capability study (CPK) has to be conducted by the supplier with minimum of **125** parts produced under serial conditions. The results are required as part of the **PPAP** documentation (**appendix 1**)

- In serial production - a preliminary process capability study (CPK), with minimum of 30 parts, has to be conducted by the supplier for every lot.

The limit considered for preliminary process capability is PPK / CPK > 1.67.

In case of a result between 1.33-1.67; the CPK or PPK will be approved only if CP≥2.

All required capabilities will be defined in SC/CC agreement that will be signed prior to PPAP submission.

7. Maintenance and Processes

Maintenance:

The suppliers are completely responsible for the quality of their products.

The supplier must ensure production according to the PPAP parts manufacturing conditions (set-up conditions, controls etc.) unless approved otherwise by **Raval**.

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Maintenance of the production means must be planned and implemented in order to ensure supplied parts' required quality and to minimize unexpected stoppages of working equipment (see Raval Guidelines for suppliers: **Mold Maintenance, Body Mold Maintenance, Injection Suppliers-Lessons Learned**).

Any deviation from the above see below in chapter 10: **Non-Conformities**.

Process:

- **Raval's** owned tools: manufacturing, test, inspection tooling and equipment shall be labelled as **Raval's** property and maintained according to requirements.
- The supplier is committed to produce parts according to last revision of the drawing that he has received from **Raval**.
- In set-up approval and in cases of restart of production line the first produced products have to be destroyed. Parts will be considered good only after stabilization of process.
- Special tests (as defined in the quality agreement) must be performed at least in the beginning and end of each production lot.
- The supplier will measure and keep last set of products from each production lot for at least 24 months (see also chapter 11).

8. Identification & Traceability

Identification of products (cavity no.; catalog no. etc.) will be defined in coordination with **Raval Purchasing** and/or **Engineering**.

For lot traceability, **Raval** requires that the supplier will establish and maintain procedures for identification and connection of the production lots from receipt of raw material through production shipment and supplying of final product. Production lot number should be one-to one for each product, there will not be a repetition of same lot number for two different components. For each parameter that is changed in process (lot of material, mold repair or change in set-up parameters) the production lot should be changed.

Reworked and sorted parts will be marked and separated.

The lot traceability system must permit isolation of suspected products and report of all data concerning its production (materials, production and control).

Raval expects the supplier to provide lot traceability data within 24 hours, based on data that identifies the shipment.

All production records have to be kept by the supplier for at least 15 years (see also **chapter 11**).

9. Shipping purchased products to Raval

Purchase Order: Suppliers are required to confirm **Raval** Purchase orders according to the terms of the Purchase Agreement.

Packaging, labeling & Delivery: see requirements in **appendix 3: Guideline – Logistics Requirements from Suppliers**.

10. Non-Conformities – Complaint Management

Raval is controlling incoming goods.

The initial acceptance does not affect the right of **Raval** to declare a shipment as non-conforming if during serial production a non-conformance arises. The supplier will be notified of any defect (quality, delivery, logistics, design, paperwork etc.) by using the Supplier Non-Conformance Report (NCR).

In this case the supplier is required (see also **appendix 4**):

* **Within 2 working days of receipt of the official complaint** – to submit an initial answer (3D report) including definition of suspected inventory and detailed containment actions (rework, sorting or destruction at his site and at **Raval's** site).

If no answer is received within 2 working days the decision made by **Raval** team will remain final and the supplier will be debited according to **Raval's** General terms of purchase.

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* Within 14 days of receipt of the report –

1. Submit an 8D report including:

- Root cause
- Corrective actions taken with completion dates
- Preventive actions implemented
- Verification / effectiveness of the above
- Definition of clean point

2. In case it is required – to send replacement parts and/or credit note upon closure of complaint.

Raval will debit the supplier for all internal and external costs associated with the Non-Conformance Report.

In the event that the supplier is unable to meet the quality, delivery, specification, drawing, etc., he may request a deviation approval.

The supplier request for deviation must be submitted to the **Raval** quality department and be approved by it.

11. Data & products Retention

- All information and records relating to **Raval** products, e.g., testing results, PPAP, traceability data, should be retained for a period of 15 years.
- PPAP samples will be kept for 15 years.
- Production samples (first off parts) will be kept for at least 24 months after end of production.

Raval reserve the right to receive records and or products' samples upon request.

12. Confidentiality

Suppliers will respect the confidentiality of all information received from **Raval** (non-public financial and technical data), and will not divulge this to a third party without a written permission. The supplier will be responsible towards **Raval Group** for enforcing this clause in respect to any third or subsequent party.

The supplier will be responsible to manage Information Security process in all activities connected to **Raval** products.

13. Change Management

In general, the suppliers are not authorized to perform any modification in **Raval** products without getting a preliminary approval from **Raval's** Quality.

All suppliers shall notify **Raval** in writing about any change in its production method.

All the relevant information will be shared with **Raval** before the first production series.

PPAP should be submitted accordingly (according to details in **chapter 5**).

14. Suppliers' Evaluation

Suppliers' performances will be periodically evaluated by **Raval** according to the following subjects:

- Quality of supplied products - PPM
- Complaints: quantity & reaction
- PPAP submission (timing & quality)
- Audits' results
- Supplied parts: quantity, timing, documentation
- Consequences of non-conformities: air transportation, lines stoppage
- Flexibility
- Commercial relations

15. Warranty

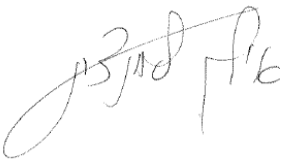
The supplier is responsible for all warranty claims and associated costs (internal, external, consequential, etc.). The supplier must meet all of **Raval** and its customer’s warranty requirements.

16. Responsibility of Raval

- ☞ **Raval** will hand over all the required specifications for each supplied part.
- ☞ **Raval** will hand over a list of contacts for discussion and mutual understanding of requirements
- ☞ **Raval** will supply forecasts for production and orders for delivery as agreed at the negotiation stage
- ☞ The terms of this agreement are valid for all **Raval Group** sites.
- ☞ The supplier’s confirmation of **Raval**’s purchase orders constitutes an acceptance of these terms.

The requirements in this manual are valid for all Raval Group sites' products that are supplied by the supplier, unless otherwise agreed in writing.

If you have any question regarding this Supplier Manual, please contact the Purchasing Department in Raval ACS.



Ilan Levenchuk
Head of Purchasing & Logistics
Raval Group



Avital Ben Hanan
VP Quality

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Dear supplier,
Your signature confirms understanding and agreeing with the above requirements and attached appendices.

Name: _____	Signature: _____
Title: _____	Company: _____
Date: _____	

Appendix 1: PPAP Submission levels

Level 1	Warrant only (and for designated appearance items, an Appearance Approval Report) submitted to the customer
Level 2	Warrant with product samples and limited supporting data submitted to the customer
Level 3	Warrant with product samples and complete supporting data submitted to the customer.
Level 4	Warrant and other requirements as defined by the customer.
Level 5	Warrant with product samples and complete supporting data reviewed at the organization's manufacturing location.

Retention/Submission Requirements Table 4.2						
(Normative)						
[NOTE: Table 4.2 lists submission and retention requirements. Mandatory and applicable requirements for a PPAP record are defined in the PPAP manual and by the customer.]						
Requirement	Submission Level					
	Level 1	Level 2	Level 3	Level 4	Level 5	
1. Design Record	R	S	S	*	R	
- for proprietary components/details	R	R	R	*	R	
- for all other components/details	R	S	S	*	R	
2. Engineering Change Documents, if any	R	S	S	*	R	
3. Customer Engineering approval, if required	R	R	S	*	R	
4. Design FMEA	R	R	S	*	R	
5. Process Flow Diagrams	R	R	S	*	R	
6. Process FMEA	R	R	S	*	R	
7. Control Plan	R	R	S	*	R	
8. Measurement System Analysis Studies	R	R	S	*	R	
* 9. Dimensional Results	R	S	S	*	R	
10. Material, Performance Test Results	R	S	S	*	R	
11. Initial Process Studies	R	R	S	*	R	
12. Qualified Laboratory Documentation	R	S	S	*	R	
13. Appearance Approval Report (AAR), if applicable	S	S	S	*	R	
14. Sample Product	R	S	S	*	R	
15. Master Sample	R	R	R	*	R	
16. Checking Aids	R	R	R	*	R	
17. Records of Compliance	R	R	S	*	R	
With Customer-Specific Requirements						
18. Part Submission Warrant (PSW)	S	S	S	S	R	
Bulk Material Checklist (see 4.1 above)	S	S	S	S	R	
S = The organization shall submit to the customer and retain a copy of records or documentation items at appropriate locations.						
R = The organization shall retain at appropriate locations and make available to the customer upon request.						
* = The organization shall retain at appropriate locations and submit to the customer upon request.						

(*) Dimensional report – only dimensions marked with ellipse in the drawing.

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Appendix 2: PPAP Samples Quantity

	Injected parts	Other purchased parts (rubber, metal)	Springs
quantity of samples for PPAP	5 sets	5 sets ⁽³⁾	60 parts
	In case of 1 cavity - 10 parts		
Quantity of parts for capability analysis (CPK/PPK)	Minimum of 125 parts separated to cavities (at least 30 parts per cavity). In case of a diameter - minimum and maximum should be done separately	125 parts for each cavity ⁽⁴⁾ in case of diameter - minimum and maximum should be done separately	125 parts

⁽³⁾ In cases of more than 50 cavities – 1 set

⁽⁴⁾ In case of more than 50 cavities – 125 parts (make sure to sample all cavities).

Appendix 3: Logistics requirements from suppliers

A. Loading Unit:

- Goods must be packed according to Raval packaging instruction, including an unused nylon bag inside the carton.
- Pallet cannot be higher than 1 meter
- In preference pallets should be sized 1.000 x 1.200 X 1.150 mm, over 250 Kg, the pallet should be labeled "heavy pallet"
- Pallets have to be wrapped one by one (nylon stretch width of 23 micron, 20 wraps)
- Wrap used must be transparent, no dark wrap accepted
- Pallets can be manipulated on both sides
- Pallets can be stacked on the transport but quality of the carton must be chosen accordingly
 - o Carton (2 layers cartons)
 - o No damaged, or pressed carton will be accepted
- Goods shall never exceed the width of the pallet



- Pallets have to be properly wrapped to assure the boxes are not moving during the transport but avoiding any damage on them.
- If possible each layer on the pallet must be completed. In case of uncompleted layer on the pallet it must be always placed on upper position.
- Not more than one item per pallet
- If more than one Batch N# per item, boxes from the same Batch number has to be regrouped and labeled accordingly.

Example:

Layer 1	Batch 1	Batch 1	Batch 1
Layer 2	Batch 2	Batch 2	Batch 2
Layer 3	Batch 3	Batch 3	Batch 3



Layer 1	Batch 2	Batch 1	Batch 3
Layer 2	Batch 1	Batch 3	Batch 2
Layer 3	Batch 3	Batch 1	Batch 2



B. Label Specification

B.1 Position on packaging:

- * **PALLET BOX**
Label shall be located on the middle of the narrow side
- * **BOX OR CARTON**
Label shall be located on the top right corner of the small side visible around the pallet

B.2 Label Sizes:

Standard size

PALLET LABEL

0	102.5	130.5	205
ADVICE NOTE NO. 1633374 			
37.5	PART NO. 741115 	PURCHASE ORDER NO. 1324473 	
75	QUANTITY 200 	DESCRIPTION ROV FLANGE 123	
91		SUPPLIER NAME SH ANKOL MARKETING	
107.5	LOT NO. A12345ff 	SUPPLIER AREA	
150			

Carton Label

0	102	153	204
CATALOG NO. 741115 			
30	QUANTITY 1300 	PART DESCRIPTION Roll over valve	
44		PRODUCTION DATE 2021-09-13	COUNTRY OF ORIGIN Made in Israel
58		SUPPLIER NAME SH ANKOL MARKETING	
72	LOT NO. 7125670000 	SUPPLIER AREA	
102			

B.3 Technical specifications

B.3.1 Label Material

The label must be made of a white material (paper, synthetic) with black prints, no color printing is accepted. The label should be impervious to smearing, a coated paper label is the best.

B.3.2 Fonts

All characters on the label, including titles, shall be written in:
ARIAL NARROW CAPITAL AND BOLD or equivalent characters to ensure perfect readability.
 The use of color characters or italics is prohibited.

B.3.3 Data block titles

The title given for each data or data area shall be used.
 The title is placed on 1 line, at the top left of the data area.
 The font size chosen is size 8 (3.44 mm, 0.135 "high).

B.3.4 1D Barcode

The Barcode type used is Code 128, according to ISO / IEC 15416.
 Print quality should be in accordance with ISO / IEC 15417
 All bar coded areas are printed left justified.

Quiet Zone - Begin and end margins (quiet zones) must be at least 6.4 mm so that no line or similar makes the decoding of the bar code impossible.



B.3.5 2D Barcode

The type of 2D barcode retained by RAVAL Group is the data matrix.
 The barcode grouping the main information
 In the Encoded 2D Barcode data shall include: Catalog No., Lot No., Quantity, Advice note No., PO No.

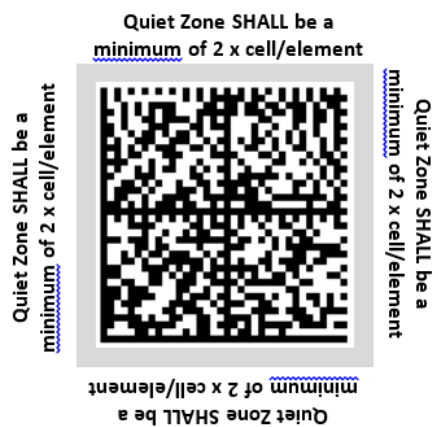
2D data matrix structure:

The format for each bar code-element is: Start character, Identifier (Data Identifier), Data characters and Separate character as below:

RLG01P Catalog No. #H Lot No. #Q Quantity #N Advice Note No. #O Purchase order No.
 RLG01– Start character
 P/H/Q/N/O- Identifiers as define below
 # - Separator

Technical specifications:

Data Matrix barcodes should maintain square shape.
To allow for the best possible imager performance, the largest practical size element/cell dimension that fits within the available area shall be used.
Quite space must be provided around the entire perimeter of the barcode to help scanning.
The quite zone should be 2 times the symbology cell dimension.
For space constraints: barcode size changes must be agreed by Raval and supplier



B.4 Pallet Label Data specification

#	Title	Identifier (2D BARCODE)	Description	In 2D Barcode	Label Text	Label Barcode	Data Type (**)	Example
1	Advice note number	N	Delivery number from supplier	Y	Arial,28 Max length: 20	H:13, Module Width 0.33	S	1633374
2	2D barcode	N,P, Q,H, O	N- Advice note number P- Catalog number Q-Quantity H-Lot NO. O-Purchase order number			Find below	S	
3	Catalog number	P	Part number of customer	Y	Arial,28 Max length:15	H:13, Module Width 0.33	S	741115
4	Quantity	Q	Quantity in Pallet	Y	Arial,28 Max length:11	H:13, Module Width 0.33	N	200
5	Lot number	H	Supplier Lot number	Y	Arial,28 Max length:20	H:13, Module Width 0.33	S	A12345ff
6	Purchase order number	O	Raval Purchase Order number	Y	Arial,18 Max length:10	H:13, Module Width 0.33	N	1324473
7	Description		Item description of customer		Arial,28 Max length:17	H:13, Module Width 0.33	S	ROV FLANGE 123
8	Supplier name		Name of Supplier		Arial,18 Max length:10		S	SH ANKOL MARKETING
9	Supplier Area		Free text for supplier					

****Data type** can be String/Numeric/Date

Pallet label example

1

ADVICE NOTE NO.

1633374



2



3 PART NO. 741115 	6 PURCHASE ORDER NO. 1324473 
---	--

4 QUANTITY 200 	7 DESCRIPTION ROV FLANGE 123
	8 SUPPLIER NAME SH ANKOL MARKETING
5 LOT NO. A12345ff 	9 SUPPLIER AREA

2D barcode example: RLG01P741115 #HA12345ff#Q200#N1633374#O1324473

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B.5 Carton/Box Label Data specification

#	Title	Identifier	Description	Label Text	Label Barcode	Data Type (**)	Example
1	Catalog number	P	Costumer item number	Arial,28 Max length: 15	H:13, Module Width 0.33	S	741115
2	Quantity	Q	Quantity per carton	Arial,28 Max length:11	H:13, Module Width 0.33	N	1300
3	Lot number	H	Supplier Lot number	Arial,28 Max length:20	H:13, Module Width 0.33	S	7125670000
4	Part Description		Costumer's item description	Arial,18 Max length:17	Non	S	Roll Over Valve
5	Production Date		Production Date (supplier)	Arial,12 Max length:10	Non	D	2021-02-07
6	Country of origin		Made in country	Arial,12 Max length:12	Non	S	Made in Israel
7	Supplier name		Name of Supplier	Arial,18 Max length:17	Non	S	SH ANKOL MARKETING
8	Supplier Area		Free text for supplier				
9	2D barcode	P,Q,H	P- Catalog number Q- Quantity H- Lot number		Find below	S	

** Data type can be String/Numeric/Date

Carton/Box label example

CATALOG NO. 1 741115 		9 	
2 QUANTITY 1300 	PART DESCRIPTION Roll over valve 4		
	PRODUCTION DATE 5 2021-09-13	COUNTRY OF ORIGIN 6 Made in Israel	
	SUPPLIER NAME 7 SH ANKOL MARKETING		
3 LOT NO. 7125670000 	SUPPLIER AREA 8		

2D barcode example: **RLG01P741115 #HA12345ff#Q200**

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C. Delivery Note / Packing List:

The packing list must contain:

- Delivery note number - **NEEDS BARCODE**
- Raval's item number
- Item description – Raval's description
- Batch number
- Quantity of parts per batch number
- Quantity of parts per packaging unit (per box)
- Quantity of parts per handling unit (pallet)
- Total quantity of parts
- Number of pallets
- Number of boxes
- Number of the Raval purchase order – **NEEDS BARCODE**
- Gross weight
- Net weight

The delivery note must be typewritten (no note by hand)

Packing list must be sent with the goods.

D. Raw material certificate

Raw material certificate (COA) should be included on each delivery

E. Safety requirements

- Max weight acceptable per packaging unit (per box) is 15kg
- Pallets have to be in good condition. No damaged pallets acceptable due to the risk of personal injuries or damages on the goods. Pallets have to be adapted to the weight of the goods.
- Pallets have to be marked with IPPC stamp according to standard ISPM15 regulation
- Merchandise must always arrive stacked on a pallet



- No foreign objects on the deliveries due to the risk of personal injuries or damages on the goods.
- Break-off blade cutters is not allowed to be used to prepare Raval deliveries. Only retractable, no break-off blades allowed



- Any risk of dangerous objects (susceptible of human injuries) inside the boxes/pallets has to be immediately communicated.

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Appendix 4: Steps for complaint management:

1. Send email/3D recognizing the complaint within 48 hr.
2. Define immediate containment action.
 - 2.1 Confirmation of sorting in Raval / Confirmation of return of goods to supplier
 - 2.2 Stock review of suspicious inventories (from the suspicions lot and from other lots)
 - 2.3 Rejection of inventory at the supplier (supplier's responsibility)
 - 2.4 Stop deliveries on the way to Raval, if it is not possible need to update Raval on additional suspicious inventories on the way.
 - 2.5 If the products are approved by Raval for the specific lot or quantity, the systems must be internally updated by the supplier so that no additional defective lot / quantity is delivered to Raval before receiving written/official approval.
3. Request NOK samples
4. Investigation to define root cause – use fishbone & 5W methods.
5. Sending complete 8D to Raval including root cause, corrective action and breakpoint within 14 days.
6. Monitoring of corrective action.
7. Sorting handling - If sorting is performed:
 - 7.1 Required to change lot number.
 - 7.2 Completion of quantities per carton (instead of the NOK parts rejected) to the same number required in the carton and from the same lot only.
8. After receiving defective products from Raval it is required to send Raval a credit note.
9. Shipping replacement parts according to open orders from Raval.

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Revisions' control

Rev 01	New procedure
Rev 02	Updating document
Rev 03	Add Appendix: Suppliers of Assembly lines and devices
Rev 04	- II General Information: changes in defining CPK requirements - III Advanced Quality etc...: change "PPAP 4th addition" to "latest addition of PPAP". - Change "authorized person" to quality (instead of purchasing / engineering - Delete detailing of "PPAP file" - VII – Delete "Part Handling Specifications" - Adding revision control
Rev 05	- updating "ISO9001-2008" II d – Adding PPK & CMK - V – Adding "(for each parameter that is changed...)"
Rev 06	Updates in all procedure
Rev 07	- General Update of document - Adding appendix 2 & 3
Rev 08	- Changes in: P.#1;2 – Introduction; Certification & Sustainability - P.#2 – Supplier approval - P.#3 – Quality & Processes: Maintenance - New : P.#5 - Data & products retention - P.#6 - Notification of Change - General – reference to IATF16949.
Rev 09	Update formatting
Rev 10	Adding: - Remark in Appendix 3 - Anti-Corruption Measures (Appendix 2)
Rev11	Updates in: - Packaging, Labeling and Shipping Documents (p. 5) - Confidentiality (p. 6) - Approvals Adding: appendix 5
Rev12	Changing OSHAS18001 to ISO45001 Adding reference to Raval guidelines in Quality and Processes (p.4)
Rev13	Add appendix 6
Rev14	Overall changes and updates in the manual.
Rev15	Updates in appendix 4 (B. Label specifications)
Rev16 (05/2023)	"Sustainability" moved from appendix 1 to chapter #3 & was updated Add reference to all appendices in supplier obligation by signing (page7).
Rev17	Updates in chapters: 3; 5; 12; 14
Rev 17a & 17B	Updates in chapter 3