

GENERAL QUALITY GUIDELINE FOR SUPPLIERS

Of REINHOLD KELLER GmbH based in Kleinheubach, Germany

Effective: 20.07.2023

This guideline is part of our general terms and conditions of purchase and thereby legally binding. The following descriptions of quality are the minimum specifications to be met. This guideline is applicable to all suppliers of REINHOLD KELLER GmbH and its subsidiaries. Deviations, alterations and special arrangements have to be agreed upon and approved in writing.

We reserve the right to impose additional product specifications that extend beyond these requirements.

Please confirm the receipt of this guideline within one calendar week and forward it to your appropriate operating division.

Please use the appropriate form on page 8 for the acknowledgement of receipt.

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1 GENERAL REQUIREMENTS

The following requirements and advices for quality are not solely based on general knowledge, experience and know-how but also to forward our general goal to provide our customers with consistently high quality products. These have to be delivered on schedule.

A collaboration on a fair basis is a crucial criteria to meet our clients' demands for a delivery in due time. To meet the challenges of project business, it is essential that you provide fast and precise responses to inquiries, ongoing technical support and professional complaint processing. If not already in place, introduction of a quality management system should be aspired.

Suppliers must ensure that the right amount of flawless articles only are shipped to REINHOLD KELLER or its subsidiaries. Furthermore, proper packaging* has to be used and environmental aspects* have to be considered. High quality surface finish, rigidity, dimensional accuracy, safety and compliance of all relevant norms and regulations must be guaranteed. Manuals, care-, maintenance-, or cleaning instructions have to be included in the delivery.

* Packaging: see Packaging Guideline

* Environmental aspects: see Environmental Guideline for suppliers

2 METAL

2.1 Materials

All used materials have to match the specifications from the drawing as well as the information of the order. If there are contradictory specifications, which were not agreed upon beforehand, or information is missing, this has to be reconciled with REINHOLD KELLER. Specialized traders respectively producers have to report any errors they detect (safety, quality, profitability) and ideally present a suggestion for improvement.

2.2 Workmanship

2.2.1 Drilling/countersinking/milling/bending

Drilling/milling has to be accomplished with the proper tool that is suitable for the respective material. This applies equally for countersinking. The results have to be clean, flat and dimensionally correct. All edges must be deburred to minimise risk of injury.

In areas that are reachable by end users, all edges have to be deburred extra carefully, so that there is no risk of injury and they don't feel sharp anymore. This way, complaints can be avoided.

2.2.2 Welded joints

Welding has to be executed as per the specifications from the drawing and order information. Rigidity has always to be ensured. Appropriate procedures are to be selected according to the current state of technology. In case of missing, wrong or contradictory information in the drawing about welding technology, weld symbols or type of weldseam, please contact us to clarify.

2.2.3 Surfaces

Surface textures have to be **clean and even** according to the specifications from the drawing and order information. Parts that will be coated must be prepared beforehand so that the coating will have a flawless finish (no scratches, dents, print marks, cracks, bubbles, inclusions, shiny spots, nibs, etc.). **Galvanized** parts have to be reworked, so that there are no nibs or thick spots. Parts without any coating, priming, or other surface finish have to be clean and free of oil, grease or wax (as long as this complies with all recognized rules of technology).

On Powder-coated parts, it is imperative, that you use the coating specified by the drawing or order information. Powder-coatings have to be executed as per the specifications of the manufacturer. Make sure that the coating thickness is even and neither too thin, nor too thick. Baking temperatures have to be selected as to the manufacturers' specifications. Proper heat treating must be ensured. Adhesion has to be on a very high level. Cross cutting tests as per ISO 2409 have to yield results of 0 up to 1. Quality control checks on part of the manufacturer have to be done prior to shipping.

On metals that are not corrosion-resistant and will not receive any kind of coating or **priming** as per the drawing or order information, a chemical **corrosion protection** has to be mandatorily applied (e.g. KTL coating), if not explicitly stated otherwise. Exceptions are excluded with prior consultation with REINHOLD KELLER company.

2.3 Dimensional deviations

In general, tolerances as specified by the drawing apply. **If there are no tolerances specified, dimensional deviations have to meet ISO 2768 m, K.**

Limiting sizes always have to be complied to mandatorily.

3 WOOD/WOOD-BASED MATERIAL/LAMINATE

3.1 Particleboard/fibreboard/laminate

Particle- and fibreboards have to meet the ordered quality levels and the specifications of the norms. They may not deviate in length, width, depth or thickness from what is specified in the order. Should there be any deviations, these have to be reported immediately after receipt of order. Warped or swollen boards may not be shipped. Wood based material has to be stored, packaged and shipped according to its resilience.

Surfaces have to be flawless. The same decors and colours may not deviate from each other. No scratches, dents, bubbles, inclusions, or any other flaws must be on the boards. The boards have to be clean, as any dirt, sawdust or other impurities between boards will cause scratches and dents. Quality control checks on part of the supplier have to be executed prior to shipping.

Any coating on the boards may not flake off, discolour or scratch during normal use in its intended purpose. If a supplier or manufacturer suspects that an article is not suited for the intended use, he has to indicate to REINHOLD KELLER that this article is unsuited and should suggest a proper alternative.

Certificates of fire protection of respective goods have to be sent to REINHOLD KELLER as well as included in the delivery.

3.2 Glued laminated timber/veneer/multilayer boards

These goods have to be delivered as in 3.1 specified regarding quality and compliance of norms.

The bonding of the layers has to be perfect and suited for its intended purpose. Veneered surfaces have to be processed according to the state of the art. Open joints and fibres that stick out may not be present.

3.3 Solid wood

Solid wood and its products have to be delivered with the dampness appropriate for interior constructions. There may be no cracks, knots, pitch pockets, or other typical defects. Pest or fungal infections may not be present. Proper processing has to be executed as to the general rules of the woodworking craft and industry.

3.4 Furniture and other wood products

These have to be rugged, steadfast, durable, functional and safe. It has to be guaranteed, that there is no risk of injury due to

- Sharp edges
- Cracks
- Splinters

It has to be ensured, that there are no errors in static or construction like insufficient rigidity or steadfastness or that there are any other dangers originating from the product.

Norms and regulations by law have to be complied with. Optical defects like sapwood in visible parts must be avoided. The wood used for construction of the furniture has to convey coherent picture. This also applies to the surface finish. In case of furniture made from panel material, special care has to be taken so that the edges are not damaged and the surfaces are flawless.

3.5 Shells from plywood/seats

(Seating-)Shells have to be processed in such a way so that it is impossible for cracks to form inbetween individual layers or that layers can separate from each other. Defective goods may not be delivered to REINHOLD KELLER, its subsidiaries or any subcontractor. Quality and durability checks by the manufacturer have to be documented and performed continuously via random samples from each batch.

Specified dimensions have to be met to ensure further processing and smooth assembly.

Visible surfaces have to be even and flawless unless otherwise specified. Preinstalled bushings have to be installed properly so they do not come loose during assembly or intended use (e.g. on shells and frames for benches). Consistently high quality is imperative! Especially in relation to product safety.

3.6 Furniture designed for outdoor use

These have to be permanently weather-resistant and UV-resistant. Cracks, discolorations or flaking off may not occur due to weather exposure.

4 PLASTICS

Products constructed from plastic have to meet the requirements for which they are intended. Manufacturers and distributors have to ensure, that the used materials can withstand the stress of its intended purpose. Glued joints have to be free of bubbles, solid and durable. There may be no sharp edges on areas that can be reached by the consumer. Surfaces (especially acrylic glass) have to be protected from getting scratched (e.g. with protective foils). Manufacturers and distributors have to ensure, that only flawless goods are shipped. Defective goods (e.g. scratched, warped, dented, dimensional deviations) may not be delivered and REINHOLD KELLER has to be contacted immediately. Storage and shipping options of temperature sensitive plastics must be chosen, so that the goods are not damaged or affected in any way and retain their original characteristics.

5 STONE/ARTIFICIAL STONE

Goods have to be delivered in perfect condition and with all the necessary processing steps already performed (if not specifically stated otherwise). Accessory necessary for further processing or installation has to be enclosed with the delivery. Reworking at REINHOLD KELLER or the construction site is seldom possible. Risk of postponements is thereby higher than normal.

To enable reasonable processing and installation, dimensions have to be absolutely correct. Specified dimensions have to be met and checked prior to delivery. Suitable measuring equipment must be used to obtain accurate results.

For shipping, the goods have to be properly protected and stabilized in packaging. It is important to ensure, that no hairline cracks or other defects can form during shipping. These defects which are almost undetectable from our side and might just unveil during use.

6 FURNITURE AND OTHER GOODS MADE FROM FABRIC, LEATHER AND IMITATION LEATHER

All goods whose production is based on a drawing provided by REINHOLD KELLER have to comply with this drawing and specified materials. Manufacturers may not deviate autonomously from the specified materials. To ensure smooth installation of upholstery parts combined with frames, the specified dimensions and especially limiting sizes have to be complied with. This applies also to any other specifications such as the types of seams. Those are often specific demands from our customers.

The processing of the materials has to be executed to high quality standards and in compliance with the current state of technology and science. Any necessary auxiliary materials have to match the quality of the product. They may not cause defects later, such as penetration of fabrics by glue, brittle spots, discolorations or loose joints and seams.

7. GLASS, ACRYLIC GLASS AND ADHESIVE FOIL

7.1 Glass/acrylic glass

Products made from glass and acrylic glass for in- or outdoor use have to meet the respective requirements. Specific properties and fields of application have to be forwarded to REINHOLD KELLER.

To ensure smooth further processing and installation, it is very important to comply with the specified dimensions. Stated limiting sizes have to be regarded and checked prior to shipping. Suitable measuring equipment must be used to obtain accurate results.

It is important that there are no tensions in the glass, as these may result in fracturing. During material selection, it is imperative, that no glass with warps, inclusions, surface blemishes or other defects is used. Mirrors may not show any distortions in the reflection. Decors which are placed on the inner side of a panel have to be exactly positioned and dimensioned. Oftentimes several panels are installed next to each other to form a larger picture.

All positions and dimensions of drilling and countersinking have to be executed precisely as specified in the drawing. The same is true for general dimensions, as reworking later on is seldom possible. Quality checks during processing and before shipping have to be executed by the manufacturer. Suitable measuring equipment must be used to obtain accurate results. If there are any deviations, REINHOLD KELLER has to be informed.

7.2 Stickers, adhesive labels, adhesive foil

Adhesive foils/labels and stickers have to be suited for their intended base material. The product has to withstand cleaning procedures which are common for the respective base material.

Dimensions specified in our drawing or order information have to be met. It is imperative that the adhesive foils, labels or stickers are delivered in complete or are already attached to their base material. If there are any contradictory, false or missing information from REINHOLD KELLER, please contact us immediately.

8 ELECTRICAL APPLIANCES

Certificates, regulations and labelling of electrical devices is strictly regulated by law and has to be complied with. In the event of failure to comply, we reserve the right to take legal action and will invoice all additional costs if necessary.

CONFIRMATION FOR RECEPTION THE PACKAGING INSTRUCTIONS

We hereby acknowledge receipt of the packaging instructions.

Supplier

Place, Date

Signature supplier