



Dear Valued Customer,

Bralco Metals in La Mirada, California is committed to quality, on-time delivery, and meeting our customer's needs. We believe that quality is one of those attributes that can be continually and proactively improved upon in order to achieve higher levels of customer satisfaction. We realize how important it is to provide our customers the highest level of quality products possible, which is the purpose of this letter.

Bralco Metals is a stocking distributor of metallic raw materials to many different industries including aerospace, defense, energy, transportation, and heavy industry, just to name a few. Each of these industries has their own unique requirements when it comes to purchasing raw materials. In order to help meet those requirements, we have partnered with mills and other established, credible organizations to support your metallic raw material needs and expectations.

Due to the extremely high volume of quotes and purchase orders that we receive on a daily basis, many of which require same day or next day fulfillment and shipment, we are not afforded the time to review your company's detailed and formal Purchase Order Terms and Conditions and/or your broad Supplier Quality Requirements without risking our service and turnaround commitment that you and your company expect from Bralco Metals.

As a way to help mitigate the risks associated with this dilemma Bralco Metals in La Mirada, CA has obtained ISO 9001:2015/AS9120B: 2016 and AS9100D: 2016 certifications. The only area of the standard that is not applicable is section 8.3 Design and Development as we do not have capabilities in this area. If you have additional requirements applicable to raw material that are above and beyond what AS9120/AS9100 encompasses that you desire Bralco to address, please forward them to [jhollar@bralco.com](mailto:jhollar@bralco.com). I will be happy to review them for capability and compliance.

Bralco Metals hopes that you understand our position in this matter. We value our customers and strive to meet their needs and expectations in the fast-paced environment that we operate. For your further reference, below are some typical exceptions and responses that Bralco Metals takes regarding formal Purchase Order Terms and Conditions and/or Supplier Quality Requirements:

#### 1. Purchase Order Terms and Conditions and/or Supplier Quality Requirements

As an AS9120/9100 certified company, Bralco is obligated to review customer submitted Quality and Purchase Order requirements applicable to raw material only for capability and compliance and to respond to our customers with any exceptions, however, it is not always possible to do this on a timely basis without affecting response and delivery times.

#### 2. ITAR requirements

Bralco Metals is a DOD registered company however; we are not actively pursuing ITAR business.



### 3. Calibration

Bralco Metals calibration procedures comply with AS9120/AS9100. Precision measuring tools are calibrated in compliance with applicable portions of ANSI/NCSS Z540-1, ISO 10012, or ISO 17025 by an off-site calibration service provider.

### 4. First Article Inspection per AS 9102 (FAI)

Not applicable to metallic raw material distributors. Bralco performs inspection per an internal procedure that complies with AS 9120/9100.

### 5. REACH and RoHs

It is the responsibility of each manufacturer to register the materials under the listed programs and to provide documentation as proof. Please keep in mind that not all manufacturers comply with this requirement. We can, upon request, provide letters from the manufacturer stating compliance and forward those letters on to the customer.

### 6. Record Retention

Bralco Metals maintains records for 10 years. We do not notify our customers prior to destruction.

### 7. Counterfeit Suspect Materials

Bralco Metals addresses this via our Quality Management System which complies with AS9120/9100, not per AS6174 or AS 5553. Responsible departments have been trained to detect potential counterfeit product. If research determines that Bralco was responsible for shipping counterfeit product, Bralco will pick up at its expense and cover the cost of material (only).

### 8. Flow down of Customer Requirements

Bralco Metals purchases large quantities of metallic raw materials for a wide variety of end uses. Our material is purchased as stock items and not usually manufactured to any one customer's PO requirements. Bralco Metals flows down customer requirements as applicable. In the event that items are custom ordered, customer requirements will be flowed down to the manufacturer.

### 9. Foreign Object Debris (F.O.D.)

Bralco complies with AS9120/9100 only. Bralco does not use a F.O.D. statement on shipping documentation.



10. Cost of Material

If Bralco researches and confirms product supplied is non-conforming, the cost of material (only) will be refunded and picked up from the customer.

11. 24 Hour Notification for Non-Conforming Product Discovered After Delivery

Bralco cannot guarantee notification within 24 hours however every effort will be made to notify the customer in a timely manner.

12. Corrective Action

Bralco responds to corrective actions for major issues or systemic/repeat issues as applicable. Responses are specific to our own internal processes and not per customer supplied corrective actions. Bralco does not agree to any customer incurred charges or administrative/travel fees.

13. Environmental

Bralco does not have an environmental management system (EMS) but does comply with all required state, local and Federal environmental regulations as applicable.

14. Updated Documents

It is the customer's responsibility to send new revisions of documents applicable to raw material to Bralco. References to supplier portals or websites are not accepted.

15. Testing

Additional testing requirements must be clearly written on the purchase order (not abbreviated as a clause number etc.).

16. Late Deliveries

Every effort will be made to notify the customer of late deliveries. Bralco will not be held liable for costs incurred by the customer for late deliveries.

17. Customer Property

Generally Bralco does not utilize customer property, but if by chance it does, it would be handled per AS 9100 and AS 9120.

18. Invoice, Billing, Taxes, Payment, Credit, Claims for Monies, Settlements, Bankruptcy clauses

All inquiries call 714-736-4800 and ask for the Credit department.



#### 19. Laws

Bralco Metals complies with applicable local, state and Federal laws required to operate as a metal distributor in the state of California.

#### 20. Inspection Charges

Bralco does not agree to customer inspection, travel, re-work or removal charges for suspected non-conforming material.

#### 21. Quality Inspections

The Quality department does not inspect all material sold to customers. The Warehouse has an inspection procedure and signs shop travelers as evidence that inspection/acceptance has occurred.

#### 22. Certificate of Conformance

Certificate of Conformances are generated and signed by an authorized employee in the Shipping department (not the Quality department). Bralco's C of C is worded as follows "We certify that this shipment meets the customer purchase order requirements. All test data was furnished to Bralco Metals by our supplier or resulted from tests performed in a recognized testing lab."

#### 23. Mercury Statements

Mercury exclusion statements are listed on the mill test report and not generated by Bralco. Each may be worded differently.

#### 24. Safety Program

Bralco has its own safety program but if required will comply with customer safety requirements when on-site at a customer facility.

#### 25. Material Safety Data Sheets (MSDS)

Material Safety Data Sheets (MSDS) are available upon request and are not sent with each shipment.

#### 26. OEM Clauses

Bralco is certified to AS 9100/9120 and complies with requirements as applicable. Reference notes to customer or OEM clauses and manuals etc. are not accepted. If there is a requirement in relation to raw material order fulfillment (alloy, specification, special testing, size, quantity, lead time etc.) the customer is to clearly communicate it on their purchase order and make it expressly known to their Bralco Sales representative.



### 27. Sampling Plan

Bralco does not perform 100% inspection on metallic raw materials. Sampling and inspection is per EPRI TR-017218-R1, C=0.

### 28. Test Reports

Test reports are verified against the Bralco purchase order to ensure the correct material specifications are documented. Bralco Sales Representatives ensure customer required material specifications appear on test reports. Random sampling is conducted on mill test reports to verify chemical and physical properties in compliance with AS 9100/9120.

### 29. Ozone Depleting Substance Reporting

Ozone depleting substances reporting requirements are not applicable to metal.

### 30. Non-Conforming Material

Disposition for non-conforming material will be provided to the customer after the suspected issue has been properly researched and determined whether or not it conforms to the customer requirements.

### 31. On Time Delivery

Bralco makes every effort to deliver material on time to customers however will not accept financial liabilities, penalties or charges for late deliveries. In addition any missing or incomplete paperwork will be promptly remedied but Bralco does not agree to pay administrative charges when a documentation error occurs.

### 32. Inspection Reports

Bralco's shop traveler has inspection notations recorded on it as applicable. They are available to view on-site only.

### 33. DOD and/or DPAS Rating Codes

Customer is to make any DOD or DPAS ratings obvious and clearly explain the importance of them to your Bralco Sales representative at time of quote to ensure they are correctly flowed down. Listing a code on a purchase order without the aforementioned risks the possibility of the requirement being missed.

### 34. Record Retrieval

Bralco will make every effort to retrieve documents in a timely manner.

### 35. AS 9117 Delegated Release

Bralco does not require suppliers to conform to AS 9117.



36. AS 9145 Requirements for Advance Product Quality Planning and Production Approval Process

Quality planning and production approval process is facilitated utilizing AS 9100 and AS 9120 only.

37. FAA Statement on Shipping Documents

If an FAA statement is a requirement on shipping documentation, please clearly notify your Bralco Sales Representative and give specific instructions as to what is required.

38. Customer Portals

Bralco does not have the staff available to utilize customer portals for quality related issues. The most expeditious and efficient way to communicate is via e-mail. Any exception must be agreed in writing with Bralco.

39. 8D Corrective Action Responses

Due to the simplicity of metal distribution (pull & pack or pull, cut & pack) Bralco does not utilize an 8D corrective action format. Corrective actions are given appropriate research and root cause analysis to put in place an effective fix to non-conformance issues.

40. Warranties

Bralco will entertain claims up to 30 days after receipt of material given the material was stored and handled by the customer in a way to prevent damage.

41. Current Revision of Specifications

Latest specification revisions are current at time of production at the mill.

42. Individual Part Marking

Bralco identifies product with material tags affixed to each bundle or skid. Individual marking is subject to discussions with your Bralco Sales representative at time of quote.

43. Packaging

If damage to the packaging results in damaged product, and is determined by Bralco Metals to be the fault of Bralco Metals, a disposition of return and replacement or scrap and credit will be issued.

Best Regards,

Joshua Hollar  
Export Compliance, Quality Control Manager  
Bralco Metals

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