

Supplier Quality Manual

SUPPLY CHAIN & PRODUCTION

WKI Work Instruction

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**Supply Goods and
Services**

QMS Collection Level 2:

Supplier Management


EXECUTIVE SUMMARY

The purpose of this document is to provide Reaction Engines (RE) Quality assurance expectations to suppliers and to create common level of understanding between RE and its suppliers. Also, there is some guidance on the quality and documentation requirements for the suppliers in doubt of any unclear requirement.

It also explains the supplier management, supplier performance and new supplier selection criteria process at RE. All suppliers are expected to comply with the stated requirements herein.

KEYWORDS:

Quality; Inspection; Supplier management

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CHANGE LOG

VERSION	DESCRIPTION	DATE
1.0	First Issue of Document	14/06/2022
2.0	Addition of AS9100 requirements in section 2.1.1 about Quality Plan, FAIR in section 2.1.1, DFAIR requirements in 2.1.8, new section of Awareness in 2.1.10, addition of flow down of customer requirements in 2.7	25/10/2022
3.0	Addition of section 2.10 Prevention of Counterfeit Parts. Applied grammar changes mainly in the Logistic sections 2.6 & 6.	21/11/2023
4.0	Update with new Sections 2.5 & 2.6 Quality & Inspection level Requirements	29/02/2024

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1 INTRODUCTION

The Supplier Quality Manual is applicable to suppliers' providing products and services to RE that are intended for incorporation into the organisation's own products and services. These suppliers must review and understand the requirements of this document and are accountable for implementation, where required, within their organisation. Suppliers are also responsible for the flow down of requirements to their sub-tier suppliers.

1.1 SCOPE

Comply with BS/EN/ISO 9001 latest revision as a minimum standard.

This document establishes product assurance requirements for all the suppliers ordered under the governing purchase order, referencing this document, to assure that such products or services conform to the required levels of quality and reliability. It should be noted that the products and services ordered are intended for use across various industries. that require high level of quality and Reliability. In accepting the order, the seller agrees to be bound by the requirements mentioned in this document and must comply with the required provisions in all aspects. Therefore, RE must be immediately notified if there are any deviations from this manual or applicable legal requirements.

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2 GENERAL REQUIREMENTS

Suppliers must adhere to following requirements,

2.1 PURCHASE ORDER REQUIREMENTS, INTERPRETATION AND CONTRACT REVIEW

The Reaction Engines Ltd. (RE) Purchase order (PO) will specify all the requirements for the supplier to review and understand. Requirements will be defined by Quality Levels (QL) and Inspection levels (IL) on the PO. Any additional requirements will be listed on the PO.

Each QL and IL details the list of documents and inspection requirements for the respective PO. All suppliers must comply with the Quality requirements mentioned on the RE Purchase order. Supplier must notify beforehand if they cannot comply with any of the mentioned requirements.

In addition to above, a Quality Plan (QP) may also be requested to the supplier prior to manufacturing. The sole purpose of the QP is to be proactive by ensuring control over the manufacturing processes at the supplier end. Quality plans must be agreed with RE prior to manufacturing.

2.2 DRAWING REQUIREMENTS

It is the supplier's responsibility to comply with all the drawing requirements, including Key dimensions mentioned in the hexagonal box as 'K', and notes. Any documents or procedures mentioned in the notes should be requested if not available.

i.e. 

Drawings created by RE Design Engineers are in accordance with BS8888 standard.

2.3 DOCUMENTATION

Any documentation requested on the PO must be sent either physically alongside the parts or electronically to the following email address in advance of receipt,

SQdocuments@reactionengines.co.uk. This email address is also mentioned in a statement in red colour font on the PO.

2.4 INSPECTION RECORDS/REPORTS

All the deliveries not meeting the specified requirements will result in a Non-conformance and a Root cause analysis may be requested by the RE SQA Engineer.

- I. Each feature on the drawing must be "ballooned" or "marked" to link with the respective parameters on the inspection results (including print notes, standard tolerance notes and specifications, and anything else Relevant to the design of the part).
- II. Dimensional report should be clearly typed and must contain the following details:

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- Inspector name
 - Signature/Stamp
 - Date of Inspection
 - Equipment/Instrument used
 - Drawing number and issue number
 - Purchase order number
 - Batch number
- III. An inspection report should be supplied as a separate document linked to the “Marked up” or “ballooned” drawing. Dimensions or parameters marked or handwritten on the drawing may not be accepted.
- IV. Even for trial parts, suppliers must provide a Dimensional report, if requested on the PO.
- V. An Inspection report template is also available for suppliers. This template can be provided to suppliers upon request to the RE SQA Engineer.

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2.5 DEFINITION OF QUALITY AND INSPECTION LEVELS

The tables below give a summary of both Inspection and QA levels:

Inspection Level	Packaging Condition and Quantity	Visual Check	Documents attached per QA Level	Sample Inspection per Drawing or Purchase Order	Minimum % batch KEY dims (Or per PO or drawing)	If no KEY dims are specified, measure all:	Full FOI on each batch	Inspection Jigs (if applicable)	Inspection form required	Ballooned drawing with all dimensions marked
Level 0										
Level 1	✓									
Level 2	✓	✓	✓							
Level 3	✓	✓	✓	✓						
Level 4	✓	✓	✓		10%	Limit tolerances <= +/-0.2mm		✓	Standard inspection form	
Level 5	✓	✓	✓		100%	All GTOL	✓	✓	Standard inspection form	
Level 6	✓	✓	✓		10%	All GTOL	✓	✓	AS9102 Form 3	✓
Level 7	✓	✓	✓				✓	✓	FAIR AS9102 Forms 1,2 and 3	✓

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2.6 QA DOCUMENTATION LEVELS

QA Level	Type	Packing List	Certificate of Conformance	Mill Certificate	Calibration Certificate	Inspection Report (see Inspection Level)	Quality Plan & Process Certificates of Conformance	Welding Docs per Drawing	Declaration of Conformity (CE Marking)	Test reports and analysis certificates	Requirements of BS EN 10204 Section 3.1
QA0	Service										
QA0.5	COTS	✓									
QA1	COTS	✓	✓								
QA1.1	Trial	✓				✓					
QA1.2	Calibrated Equipment	✓			✓						
QA1.5	Raw Material	✓	✓	✓							
QA2	Designed / Machined	✓	✓	✓		✓					
QA2.5	Designed / Machined (Quality Plan)	✓	✓	✓		✓	✓				
QA3	Fabricated	✓	✓	✓		✓		✓			
QA3.5	Fabricated (Quality Plan)	✓	✓	✓		✓	✓	✓			
QA4	Ext. Designed & Manufactured	✓	✓	✓		✓	✓	✓	✓		
QA4.5	Ext. Designed & Manufactured (CE marked)	✓	✓	✓		✓	✓	✓	✓		✓
QA5	Pressure Vessel	✓	✓	✓		✓	✓	✓	✓	✓	
QA5.5	Pressure Vessel (CE marked)	✓	✓	✓		✓	✓	✓	✓	✓	✓

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2.7 FIRST ARTICLE INSPECTION REPORT (FAIR)

A First Article Inspection report (FAIR) is an inspection report produced for the first off of the batch. A FAIR must comply with AS9102 latest revision standard requirements. It may be requested by RE depending on the criticality and type of product. A FAIR must provide the below details as a minimum:

- All detail parts listed in Form 1 – AS9102
- Special processes involved if any on Form 2 – AS9102
- All drawing parameters ballooned and listed in Form 3 – AS9102
- Tooling used (if any)
- Inspection instrument with calibration status
- Signed and approved by Authorised Quality Inspector

A Delta First Article Inspection Report (DFAIR) may be required in case of significant changes happened in the manufacturing process, change in location, etc. The changes are detailed in 2.10 for reference. It should be noted that the changes related to the product such as dimensional change or material change must be approved by the RE design Engineer prior to manufacturing.

2.8 CONDITION OF SUPPLY

As a general requirement, it is expected that all the parts delivered should comply with the following requirements unless specified on the drawing,

- **Free from defect**

Any parameter (e.g., scratches, surface roughness, etc.) on physical part(s) not complying with the drawing requirements is a defect.

- **Undamaged parts**

“Damage marks” from Tooling, poor packaging, or any other foreign object damage may result in the part(s) not being accepted.

- **Undamaged packaging on arrival**

Packaging is expected to be robust enough to protect the part(s) against the environment it might experience whilst in transit, i.e., impact damage and temperature extremities. Damaged packaging affecting the part(s) directly or indirectly may result in the consignment being rejected. Further information can be found in section 6 Logistics, Packaging and Documentation.

2.9 TRACEABILITY

Comply with BS/EN/ISO 9001 latest revision as a minimum standard.

All direct parts supplied to RE should be traceable to the raw material (e.g., Mill certificate) unless specified otherwise on the RE PO.

Similarly, all the inspection records should be traceable to the Inspection instrument used and its calibration record.

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Suppliers must add RE Purchase order number and item numbers on the despatch documents.

Supplier must be able to provide all traceable documentation upon request from RE.

2.10 SIGNIFICANT CHANGES

Any changes that may affect the quality of the product or services RE has requested must be communicated to the RE Quality Assurance and Supply Chain Department. An approval may be required prior to proceeding with processing a RE order. Examples of reportable changes include but are not limited to:

- Change in the ownership
- Change in the facility location
- Change of production line / tooling / machinery
- Change of certification status, i.e., suspension, revocation, voluntarily surrendered
- Change to Quality or Manufacturing leadership
- Changes to process or sub-contractors

All the above-mentioned changes must be informed to the RE representative and all the RE products manufactured after the changes may require a DFAIR to be submitted with the product (depending on the change) as detailed in 2.7. For any queries related to DFAIR, supplier should contact RE SQE before shipping the product.

2.11 PRODUCT SAFETY

Products delivered must meet all applicable UK regulations.

- Free from any burrs or sharp edges
- Free from any dirt or contamination
- Free from coolant fluids & oils

2.12 PREVENTION OF COUNTERFEIT PARTS

The Supplier shall document a counterfeit parts prevention process and ensure it includes a mechanism for reporting counterfeit and/or suspected counterfeit parts to the RE Purchasing contact as soon as possible but not later than within 24 hours of discovery.

2.13 AWARENESS

It is the Supplier's responsibility to flow down the awareness to their employees and sub-tier suppliers about their contribution to the product and service conformity, their contribution to the product safety and the importance of ethical behaviour.

This may be in the form of training to the employees. It is important for the employees to understand the criticality of work they are performing, the impact on the quality and safety of the product.

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3 SUPPLIER SELECTION AND QUALIFICATION

Suppliers are selected strategically based on the capabilities, certification, and location. This includes RE's own due-diligence checks.

3.1 SELECTION CRITERIA

Suppliers are either required to fill out the Supplier evaluation questionnaire or RE Quality personnel may request for an on-site audit at supplier's facilities depending on the criticality of the part(s) procured or Quality level of certification.

3.2 MINIMUM QMS REQUIREMENTS

Minimum supplier requirements should be BS/EN/ISO 9001 latest revision or above to qualify for the RE Approved Supplier List (ASL). By exception, a supplier may be on the RE ASL if they do not hold BE/EN/ISO 9001 latest revision certificate, but they must implement and maintain a quality management system that is independently assessed and certified by a Certification Body. The Certification Body must be accredited by a recognised national Accreditation Body to provide audit and certification of Quality Management Systems and will include the following elements:

- Contract / Purchase Order Review
- Purchasing of material
- Sub-contracting
- Process compliance
- Control of Non-conforming Product
- Control of Manufacturing Processes
- Identification and Traceability
- Training requirements & matrix
- Records
- Internal Audit

The Supplier must notify RE of any status changes to the QMS.

3.3 SUPPLIER ASSESSMENT

RE will assess a Supplier's QMS either by the means of a desk top evaluation or conduct an on-site assessment of a supplier regardless of the Supplier's Quality Certification Status. As a result, findings found from the assessment may be issued and discussed with the supplier. It is the supplier's responsibility to provide corrective actions to all the findings in an agreed timeframe. There will be further on-site visit/s to review the corrective action for all findings raised in the initial assessment, and to verify these have been implemented successfully.

These on-site assessments could include evaluations of:

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- I. Product or Process capability – To determine the supplier's ability to meet RE requirements for complex and critical parts or project.
- II. Their business and manufacturing operations – to determine whether the supplier has financial resources, capacity, and other business resources to meet RE volume requirements and continuous supply.

3.4 NON-CONFORMANCE RESOLUTION

All products supplied to RE shall be:

- fit for purpose
- specified quality
- meet RE requirements (drawing, specification, instructions, descriptions, etc.)
- free from defects
- delivered on time

Any non-conforming product or material identified either at RE Goods Inwards, through RE inspection or in production will be quarantined and an NCR will be raised against the part or material. A notification will be sent out by the RE SQA Engineer to the appropriate supplier who will be expected to investigate the issue and provide a suitable Root cause and corrective action consistent with the 8D methodology. A blank template can be found in the RE supplier area of the company website.

A containment action, if any, should be provided by the supplier within 48 hours after receiving the NCR notification.

Parts may be rejected or scrapped at RE end if the supplier does not respond to the non-conformance.

Where a supplier identifies a product that does not meet the RE drawing or specification requirements during or post-production, then RE Buyer and SQA personnel must be informed immediately, and the product should not be despatched without prior approval. A concession or waiver should be raised and forwarded to RE Buyer and SQA personnel. Once supplier has received a formal disposition, they should follow the instructions accordingly with the product. The Concession and waiver process is detailed in the following topic.

3.5 CONCESSION, WAIVER PROCESS

The Supplier is responsible for ensuring that they comply with the requirements and specifications detailed on any Specifications, Drawings, POs, or Statement of Works Relating to the work that is being undertaken.

As such, at any time that there is a deviation from these requirements (whether unforeseen, or agreed in advance), it is the supplier's responsibility to ensure that they request and receive an approved Waiver / Concession from Reaction Engines. The waiver / concession templates are available to download and use from the supplier area of the RE website.

A **Waiver** is required prior to manufacturing the part/s.

A **Concession** is required post manufacture of part/s, both are required prior to delivery to RE.

This Waiver / Concession will then document what deviations have been/ will be made and why they can be accepted.

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Any failure to acquire an authorised Waiver / Concession for any deviation from the requirements will result in an NCR (Non-Conformance Report) being raised if any unauthorised deviations are detected upon receipt of the any Goods from the supplier.

Please note that suppliers must request the concession or Waiver / Concession number from the Buyer and all Waiver / Concession numbers must be recorded on the Certificate of Conformity (CofC) that is sent with the documentation that accompanies any delivery of the affected goods.

The Waiver / Concession will be issued only in below circumstances when,

1. To record a deviation in the current batch
2. To record deviation happened while in production at the supplier end and a concession is requested by the supplier to seek further instructions from the RE designer on the same.

It should be noted that any Concession granted can be revoked at any point of time depending on the situation.

3.6 NEW PRODUCT DEVELOPMENT

RE are a leading technology and design company in its field. The projects run at RE are complex in nature and RE actively encourages suppliers to engage in the Design for manufacture (DfM) activities. Suppliers may be requested to support these DfM activities by attending regular meetings, design reviews, etc. to meet the project requirement.

Once a PO has been awarded the supplier is expected to provide one point of contact to the RE Procurement and Engineering team for further discussion. An allocated time might be requested by the RE team on the progress of the project and queries Related to design and manufacturing if any.

3.7 DESIGN AND DEVELOPMENT CHANGES

All the technical documents are shared via an FTP File server to the supplier. RE Buyer or Engineer will provide access to the documents to the authorised personnel from the supplier end. Any updated or amended drawings will be shared via the FTP server.

If any doubt, the supplier should ask the RE Buyer or Engineer (RE point of contact) for any document Related queries on the server.

3.8 WITNESS, INSPECTION AND HOLD POINTS

Suppliers must note that RE might request Witness, Inspection or Hold points during manufacturing. Suppliers are responsible for making the product available during production at the appropriate Witness, Inspection or Hold point. Suppliers should notify the RE SQA Engineer and give reasonable notice to make suitable arrangements for RE personnel to attend appropriate site.

Reasonable provision of a suitable and safe temporary work area should be made available for RE personnel working on the supplier's premises. Working environments must comply with the Health and Safety at Work act 1974 and its amendments and work orders.

3.9 CUSTOMER SPECIFIC REQUIREMENT

Suppliers must adhere to all the RE specific requirements, if any, in the design and manufacturing of the complicated part, structure or assemblies.

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RE Buyer will assess the project requirements with the respective design engineer and project manager beforehand and the same will be discussed with the supplier. The requirements will either be discussed with the supplier while Requesting for Quotation or will be mentioned on the RE PO.

Suppliers must flag to the RE Buyer beforehand if they cannot meet any of the requirements.

3.10 SUB-SUPPLIER MANAGEMENT

Where a Supplier outsources product or services, or where a supplier acts as a distributor, then the supplier is responsible to ensure compliance to any RE requirement and to deliver appropriate certificates and reports as detailed in the PO.

The Sub-Supplier should be BS/EN/ISO 9001 latest revision or above, if they do not hold BS/EN/ISO 9001 latest revision certificate they must maintain a quality management system as outlined in 2.2.2 Minimum QMS Requirements.

It is also the suppliers' responsibilities to flow down all the customer requirements to their tier suppliers and sub-contractors. This also include ensuring the suppliers employees contribution to the product and service conformity, product safety and the importance of ethical behaviour. This may be requested to be evidenced during the RE audit.

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4 SUPPLIER PERFORMANCE AND RATING

Supplier performance will be measured monthly by RE SQA Engineer. A performance summary will be reviewed with the supplier's representative on a timely basis, in accordance with the RE reporting schedule which will be quarterly or annually.

4.1 PERFORMANCE MEASUREMENT CRITERIA

Supplier performance is measured by their Quality performance (First time right) and On-time delivery against the number parts or materials delivered against the requirements of any PO's.

4.1.1 QUALITY (NON-CONFORMANCE)

Performance of all the suppliers is measured by number of non-conformances raised per month. Depending on the number of NCRs received at RE, the supplier will be placed in either of the three categories: Green, Amber, and Red.

Management of approved suppliers list based on their performance is explained in 4.2.

4.1.2 ON-TIME DELIVERY

Suppliers are expected to deliver products, material, and services by the requested date on the RE PO. Any deliveries received after this date will be considered late.

The Supplier should inform RE if a delivery is going to be before or after the requested date.

4.2 APPROVED SUPPLIER LIST MANAGEMENT

RE manage the suppliers in three categories as below,

- **Green**

Supplier is meeting or exceeding expectations. They have quick turnaround time against NCRs, receive no more than one NCR per month, and monthly OTD percentage is more than 96%.

- **Amber**

Supplier needs improvement. Supplier is responsible for not more than 3 NCR types per month (or Repeat NCR's), response time for NCR closure could be better and monthly OTD percentage is between 70% to 96%.

- **Red**

Supplier is underperforming. These provide late or no response to NCR's, provide unsatisfactory response to NCRs and monthly OTD percentage is below 70%.

Suppliers in red list will be reviewed monthly and an improvement shall be discussed with the Supplier's senior management.

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If the supplier performance of Red listed supplier does not improve in a defined time between RE Quality and Procurement team, then a decision (to continue with or to remove from the ASL) will be taken as a cross functional team for the supplier's future use.

Supplier in Red list will be made aware of their position, and it will be discussed with the Supplier's management by either RE SQA or Buyer. An improvement action plan will be discussed with the Supplier.

All the suppliers must provide full access upon request to the relevant facilities and documentation of supplier and Tier suppliers to Reaction Engines representatives, regulatory authorities, and its customers. This visit or request will be put in prior, and a date and time shall be agreed between the relevant parties.

5 SUPPLIER DEVELOPMENT

RE will support suppliers in their development process if the respective supplier has a potential and willingness to have a strategic long-term Relationship. Based on the supplier capabilities and performance, concerned RE Procurement and Quality personnel will discuss with the supplier's management on the development plan.

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6 LOGISTICS, PACKAGING AND DOCUMENTATION

Suppliers must adhere to the following guidelines to ensure the receipting process at Reaction Engines Ltd (RE) is a smooth and hassle-free transaction:

- i. When applicable, documentation and part(s) should be packed and marked (depending on serialisation or batch quantity) individually for identification at RE. Suppliers shall ensure that documents/reports are properly linked to the individual part(s) with document packs.
- ii. Part(s) should not be shipped to RE without the requested documents as highlighted on the Purchase order (e.g., C of C, MIL certificates, Inspection report, etc.). A Non-conformance may be raised during the receipting process at RE if the requested documents have not been received with the delivery or sent via the email address highlighted on the RE purchase order.
- iii. Part(s) should be labelled and packed to be clearly identified during the RE receipting process, Part(s) are to be labelled in accordance with section v.
- iv. Damaged goods or packaging on arrival may not be accepted at the RE Goods receipt depending on the condition of the goods in accordance with 2.6 Condition of Supply.
- v. Part(s) labelled by the suppliers shall mention the following details at the minimum,
 1. RE Stock ID / Part Number
 2. Part description
 3. Quantity
 4. Batch/serial number(s)

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7 ENVIRONMENT, HEALTH, AND SAFETY

All contractors who provide goods and services from their own premises are expected to follow all UK environmental, Health and Safety and anti-bribery and corruption legislation.

Suppliers working on RE Premises will be expected to comply with below requirements in advance of starting work:

- i. Provide a risk assessment for critical work.
- ii. All staff must attend an Induction Training session provided by the Facilities Team
- iii. To comply with all the local Health and safety and site rules
- iv. All equipment and materials bought on site will be expected to be safe and comply with UK legislation.
- v. Supplier should not take photos of any areas within RE facility without permission from the Facilities or Area Manager
- vi. To apply for 'Permits to work' in advance, where Relevant and especially when working on high voltage equipment or in confined spaces.
- vii. Where waste is generated, contractors are required to provide a copy of their 'Waste Carrier's License,' in advance of starting the work and removing waste from site.
- viii. No contaminated waste liquids are to be poured down drains. All waste must be disposed of in accordance with UK law and arranged in advance of starting work.
- ix. Where applicable, copies of any Relevant training and qualification certificates will be required by RE before work is started.

RE reserve the right to ask contract staff to leave the premises who fail to observe environmental or health & safety rules.

REFERENCES/BIBLIOGRAPHY**REFERENCED DOCUMENTS (RD)**

This document draws on information contained within the following references.

RD#	Doc Reference#	Title	Date Issued
[RD-01]	ISO 9001	Quality Management Systems Requirements	Latest Issue
[RD-02]	AS9102	Aerospace - First Article Inspection Requirements	Latest Issue

APPLICABLE DOCUMENTS (AD)

Internal linked documents.

AD#	Doc Reference#	Title	Date Issued
[AD-01]	REIMS000390	Quality and Inspection Requirement Guidelines	25/05/2023

Supplier Quality Manual
ABBREVIATIONS AND ACRONYMS

AD	Applicable Document
DFAIR	Delta First Article Inspection Report
DfM	Design for Manufacture
ELT	Executive Leader's Team
FAIR	First Article Inspection Report
IL	Inspection Level
N/A	Not Applicable/ Not Available
NCR	Non-conformance Report
PO	Purchase Order
QA	Quality Assurance
QL	Quality Level
QMS	Quality Management System
RE	Reaction Engines Limited
RD	Reference Document
SQA	Supplier Quality Assurance
TBD	To Be Determined/Defined
TBC	To Be Confirmed

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DEFINITIONS

Term	Definition
Ballooned drawing	A Ballooned drawing, also called as 'Marked up' drawing is the numbering system allocated to each parameter on the drawing and is linked to the parameters on the Inspection report.
Buyer	A RE employee authorised to purchase materials and products on behalf of the organisation.
Concession	A Concession is used for unplanned deviations from the PO requirements or design discovered during or after manufacture with a supplier. Approval to the concession is subject to an approval.
Key Dimensions	Key dimensions mentioned on the drawing as 'K' in a hexagonal box are critical to the part and affects the primary functions.
Non-conformance	A product that does not meet the requirements of the Purchase order or blueprint/drawing requirements are non-conforming products.
Purchase Order	A contractual document specifying to the supplier, at the minimum and where applicable, the part number(s), quantities(s), revision level(s) and special requirements of the material/part(s) to be purchased.
Waiver	A Waiver is a known deviation from the requirements or design during the contract review or planning process and before manufacturing has started. Approval to a waiver is subject to an approval.
Secondary Process	Any process outsourced by the supplier to manufacture the part or for inspection can be classified as Secondary Process.
Supplier	A supplier is an entity that supplies goods and services to RE organization.
Special Process	A special process is any production or service process which generates products or services which cannot be measured, monitored, or verified prior to delivery and use.
First Article Inspection	According to AS9102 standard, first article inspection is defined as, "A planned, complete, independent, and documented inspection and verification process to ensure that prescribed production processes have produced an item conforming to engineering drawings, DPD, planning, purchase order, engineering specifications, and/or other applicable design documents."