

SUPPLIER'S MANUAL


NDD TECH LTDA



| | | |
|----------------------------|------------------------------------|------------------|
| Departments: | Responsible: | Available to: |
| PURCHASE AND TRAVEL | PURCHASE AND TRAVEL ANALYST | SUPPLIERS |

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1 GET TO KNOW NDD



A technology company in transformation and ready to support people and businesses.

We are more than **450** specialists

NDD TECH is a Brazilian technology company, with its headquarters located in Lages, Santa Catarina and proud of its origins. Today it is a reference in the development of solutions for the management of electronic tax documents, means of payment for transport and freight and solutions for print outsourcings providers.

With operations in more than 20 countries, it stands out for being the main supplier of this type of solution in Latin America, for the security, compliance and robustness of its products, especially in operations with a high level of complexity or large volume of documents.

1.1 YOU ARE OUR PARTNER!

NDD TECH's national and international operations require us to comply with world standards of effectiveness and efficiency in order to survive in an increasingly competitive market.

In this context, the supplier is of fundamental importance and its current role differs from the traditional way, which aimed only at delivering its orders on time. Currently it becomes part of the company and becomes a partner in the development of those who work with it.

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In order to create a good relationship, NDD TECH considers that our partners have clear procedures and policies, aiming at a transparent business relationship, with the ultimate goal of building positive actions and results together.

In order to achieve the positive results we are looking for, NDD TECH expects the following suppliers because, "Our supplier evaluation requirements are: adequacy of specifications, price compliance, payment terms and delivery time."

- ✍ *Receipt in perfect condition of goods or excellence in the provision of services.*
- ✍ *Supply with quality.*
- ✍ *Fair price and aligned with NDD's purchasing department.*
- ✍ *Delivery on the given or early date.*
- ✍ *Standard NDD payment condition 15 days after issuing the invoice.*
- ✍ *Boletos (brazilian payment system) all registered in DDA or PIX.*
- ✍ *Purchase order or agreement must be inserted in the invoice notes issued by the supplier.*
- ✍ *Bank deposit information should be informed according to the supplier form sent previously.*

1.2 OUR GOAL IS...

NDD TECH aims at a clear and objective communication with our partners, answering questions and our basic requirements, for you who wish to join NDD.

It is worth mentioning that this guide is aimed at suppliers of materials, services and inputs used in our processes and that impact on the quality of the final product, health, safety and environment of NDD employees and their partners. It is very important that the guide is made available to everyone in your company.

NDD understands that:

For a company to work well, the entire operation needs to be aligned with the proper management of all parties involved. In this context, supplier management is essential, because it ensures the smooth functioning of

The supplier is responsible for having its supply in accordance with the guidelines in this manual. Otherwise, the company must reimburse the NDD for any liens, in order to be evaluated by the responsible negotiator within an indefinite period.

Suppliers must comply with all applicable laws and regulations relating to the environment, health, safety and human resources.

The supplier is a crucial element for the most positive results of production and for the customer satisfaction improvement. The company can only produce because it buys raw materials and inputs from other companies. Even so, it is not always that the entrepreneur analyzes the supplier role.

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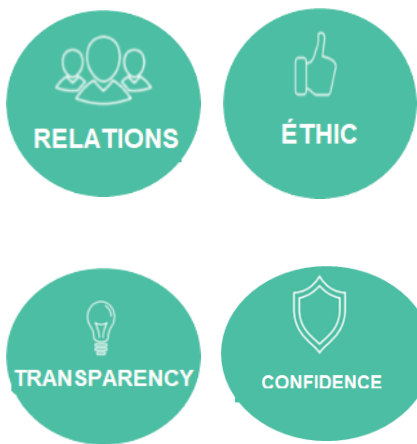
the flows that depend on these stakeholders in the company routine.

1.3 NDD GUIDELINES

1.3.1 CODE OF CONDUCT

The NDD Code of Conduct was based on our values and it's a way to experience them. It is a guide to standards of ethical and legal conduct that must be followed every day in our relationships with shareholders, employees, customers, suppliers, service providers, government and society.

1.3.2 THE 4 PILLARS OF CONDUCT:



The NDD code must inspire and guide our conduct so that we can act ethically and fairly in all our relationships.

"[...] We are a company of people, and they are responsible for our expansion." Valmir Tortelli.

For more information regarding the NDD TECH Code, see the link: <https://www.ndd.com.br/public/arquivos/codigo-de-conduta-ndd.pdf>

1.4 NDD IS INVOLVED WITH: HEALTH | SECURITY | ENVIRONMENT

With the advancement of technology in the modern world, there is an excess of electronic waste which can cause several negative impacts on the environment.

Electronic waste is produced by materials of inorganic origin, for example, copper, aluminum, heavy metals (mercury, cadmium, beryllium and lead).

Statistics show that around 50 million tons of electronic waste are produced annually worldwide, with 10 million being recycled in China.

NDD thinking about preserving the environment:

It destines all its electronic waste to a recycling company and together with the Institute of the Environment (Instituto do Meio Ambiente – IMA – in Portuguese) and with the Waste Transportation Manifest (Manifesto de Transporte de Resíduos e Rejeitos – MTR, in Portuguese) emission it

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manages to control the dispatch, transport and receipt of waste at the final disposal unit. This simple act makes the environment unpolluted and also favors the economy by reusing materials that can be recycled.

1.4.1 UNDERSTANDING THE MTR

The Waste Transportation Manifest (MTR) was established through Law 15.251/2010 and its updates. This law determines that whenever a waste is moved to its final destination, or temporary storage, the cargo must be accompanied by the Waste Transport Manifest (MTR). The mandatory document is issued and filled out by the waste generator, who must, when filling it out, indicate the carrier and the recipient of that waste.

Since 2014, IMA has made available the Electronic System for Control of Waste Movement, mandatory for the cases and residues stipulated by Ordinances FATMA 242/2014 and 324/2015.

In the same system, waste recipients can issue the Final Destination Certificate (Certificado de Destinação Final – CDF – in Portuguese) for properly disposed waste.

All users must complete the Waste Movement Declaration (Declaração de Movimentação de Resíduos – DMR – in Portuguese) every six months, which consolidates the information provided to the environmental agency.

1.5 NDD CLOSER TO THE SUPPLIER

The Call Center is an exclusive contact channel to support our suppliers and answer questions.



Payment service:

Assistance in scheduled payments, that is, that have not been made;

✉ Email to compras@ndd.com.br or financeiro@ndd.com.br

Assistance in payments made, that is, those that have already occurred;

✉ Email to compras@ndd.com.br

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Receipt of Income Report;

Email to contabilidade@ndd.com.br

Tax related questions.

Email to contabilidade@ndd.com.br

Service for new suppliers:

-  Questions on how to become an NDD TECH supplier;
-  Questions on filling out the supplier form;
-  Questions on filling out the technical capacity certificate;
-  Status information;
-  Changing bank and registration details;
-  Filling in prices;
- Email to compras@ndd.com.br

1.6 DO YOU WANT TO BE A NDD SUPPLIER? SEE HOW!

To become an NDD TECH supplier, it is necessary to go through the qualification process.

The new supplier must fill out the supplier selection form sent by the purchasing department answering the requested questions, and will only be approved if the registration is submitted and it is in accordance with the requested service. Therefore, the evaluation must be favorable based on at least one of the selection criteria below:



a) **Recommendation:** recommendation by other companies, customers, or also by any company employee who has already made purchases with the supplier and it meets the desired needs.

b) **Sampling:** the products will be tested and if it is found to be the best option, the item must be approved by the applicant considering the needs and usability.

c) **Visit:** whether the company employee goes to the supplier and knows its facilities, how the product is created / delivered and attests to the quality, validating whether the product adds to the company's business.

d) **CNPJ:** when it is actively registered with the Brazilian Revenue Service.

After receiving the form, the selected supplier data are transcribed to the CIGAM system.

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1.6.1 CRITICAL SUPPLIER IN NDD

See how important your service/product is to us!

For NDD, some services are so essential and important that we have created a prerequisite for you as a supplier to assist us.

A critical supplier is one that its product or service impacts on the provision of our service or business. Examples of critical providers: hosting providers such as Datacenter, freight payment card providers, software licenses, Datacenter Calibration.

In addition to following the requirements mentioned above:

- a) The supplier must submit an ISO 27001, ISO 9001 or ISO 14001 certification.

OR

- b) Certificate of technical capacity answered by two customers, mentioning that you supplier meet the type of service or product. The certificate must contain the effective date and the documents proving the service or product negotiated with the customers and must also have the company signature and stamp that are certifying the supplier technical capacity.

IMPORTANT INFORMATION

- Any supply and/or development of a commercial relationship may **ONLY** occur upon the negotiator formalization with the purchasing area.
- Any direct contact with the Units or terminals will be disregarded in the contracting process.

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1.6.2 NDD TECHNICAL CAPACITY CERTIFICATE MODEL

TECHNICAL CAPACITY CERTIFICATE

(DECLARANT'S NAME), **(FULL ADDRESS)**, registered with CNPJ/MF under number **(CNPJ OF THE DECLARANT)** represented in this act by its undersigned legal representative; comes through this certificate of technical capacity to declare that:

(SUPPLIER'S NAME) was a supplier of services/goods between month/day/year and month/day/year (or since month/day/year) offering its expertise in the area of _____ (describe the service)

(SUPPLIER'S NAME) has technical capacity and has provided services/delivered goods within the established term, which fulfilled its established obligations with good performance and as negotiated, with no complaints or reservations regarding the quality of the products/services provided.

The proper proofs of the execution of this capacity are attached to this certificate.

Under the penalties of the law, the present attestation is confirmed as truth.

CITY – STATE ____April 17th 22 de abril de 2021.

 (DECLARANT + CNPJ)
 NAME OF THE DECLARANT'S LEGAL REPRESENTATIVE
 ROLE




1.7 NDD TECH CONTRACTS

The General Terms and Conditions Term serves the provision of services and the supply of products in general, complementing the TCG, follow the contracts that require a specific contract for their effectiveness:





- ☞ Agreements and partnerships;
- ☞ Lending and Leasing;
- ☞ Advertising agency, digital media, promotional marketing and pricing;
- ☞ Confidentiality Agreement (NDA –Non Disclosure Agreement);
- ☞ Transport: road, waste (internal or external), cargo of any nature
- ☞ Software and Mobile Applications Licenses;
- ☞ Contracts in which suppliers / providers require the signature of their own contract model or do

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not accept the Terms and General Conditions;

-  Contracts involving the payment of royalties.
-  Application improvements or contracting third-party services for internal improvements;
-  Maintenance companies such as: air conditioning, water filter, water tank cleaning, monitoring, pest control, among others;

Important: 

-  The digital signature of the specific contract by the supplier is mandatory before the first payment or before the end of the service/supply, whichever comes first.
-  The absence of registration or updates of this contract will result in the service provider entrance impediment and, consequently, the contracted service delay;
-  The above detailed process must be carried out in advance of the start date of the provision of the service by the worker, considering that the NDD has a period of 10 working days for the validation of documents referring to third parties, after delivery by the supplier;
-  All workers will only be allowed to enter NDD TECH's premises after their documentation has been approved in the selection process.

1.8 INTERNAL MANAGEMENT OF THIRD PARTIES

1.8.1 INTERNAL ACCESS



The following process is for third-party suppliers that provide services of some nature at NDD internal facilities.

These steps are applicable to all service providers.


1. Before the integration of employees or the imminence of the need for new allocations, the supplier must ensure that the registrations referring to service providers in NDD are updated at the reception for later release of the outsourced employee to enter the NDD facilities.

2. This registration must be initiated/updated at the NDD reception or through email **recepcao@nnd.com.br**.

Subsequently, it will be required to send some mandatory documents so that the outsourced employee is registered at the reception.

-  RG and CPF (brazilian personal registration documents);
-  Valid CNH (National driving license);

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 Professional qualification card approved by the competent body.

3. Monitoring: only applicable to suppliers that access NDD's internal facilities for general maintenance.
4. All suppliers attending NDD's internal facilities must, without exception, have the supplier confidentiality agreement with NDD TECH duly signed.
5. The term must be delivered signed to the NDD purchasing analyst.

1.9 NDD TECH CONTRACTS

The delivery time consists of the total time taken for NDD to receive the contracted material and/or service. Here are some important tips for calculating delivery times in response to a price request:

Transport CIF (Supplier Responsible for Transport):

Internal supplier processes + Material/production availability + Invoice issuance + Transport to the NDD unit = **Delivery time**

Upon arriving at the unit, ask the reception sector to read your invoice digitally.

Pay attention to our reception schedule:

**Monday to Friday from 8:00am to 5:30pm
Saturday, Sundays and holidays we do not receive goods.**

Transport FOB (NDD Responsible for Transport):

Internal supplier processes + Material/production availability + Invoice issuance /Carrier request = **Delivery time**


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It will be necessary to schedule the goods collection with the carrier described in the purchase order. When the carrier/NDD unit picks up the material at your company, request the signature in an outbound control.


IMPORTANT

For cases in which you have the goods in stock, inform at least 5 (five) days of lead time to guarantee the assertiveness of delivery, and include IN THE PRICING the information that the item is already available.

1.10 GUIDELINES FOR ISSUING INVOICE

 All invoices must be sent to e-mail compras@ndd.com.br, together with a boleto (brazilian payment system) previously registered with DDA or PIX.

 All invoices must be with the PURCHASE ORDER number or CONTRACT number provided by the purchasing área filled in the INVOICE notes.

 Invoices for shipment/return of goods in which the stock does not pass through the NDD will be refused. We understand that this transition must be made between the companies that move the stock, in the case of white plastics manufacturing

Attention: if the billing data and the delivery data are different, the delivery data must be highlighted in the "Notes" field.

Remember: your invoice must be a mirror of the purchase order.

In case of any discrepancy, the material may be returned in full and the Invoice will be refused.

1.11 PACKAGING

Each volume received at NDD TECH units must be properly identified, as shown below.

- ✓ Sender (supplier)
- ✓ Invoice number
- ✓ Issue date
- ✓ Purchase order number
- ✓ Destination/City

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PAY ATTENTION

Fragile materials must be packaged correctly so as not to create a risk of breakdown and safety.

1.12 ATTENTION: SUPPLIER YOU ARE BEING MONITORED

According to the ABNT ISO 9001:2015:

“The organization must determine and apply criteria for the evaluation, selection, performance monitoring and reassessment of external providers, based on their ability to provide processes or products and services according to requirements”.

1.12.1 THINKING ABOUT NDD TECH CONSIDERS...

Some very common requirements, such as meeting the delivery time, if the purchase order is compatible with the invoice and the quality of the material received; price, service, warranty, market position, location and other factors can also be assessed, depending on the type and impacts of the supplier.

1.12.2 BUT WILL WE SIMPLY DISPOSE OF THE SUPPLIER WHO PRESENTED IRREGULARITIES?

Of course not, always thinking about continuous improvement, why not extend this possibility of improvements to you supplier? Why not develop an action plan to solve the identified problems in partnership, in order to reinforce the partnership you already have and improve your supplier's internal processes?

1.12.3 THEN WHY REVIEW? IS SUPPLIER MONITORING NOT ENOUGH?

Reassessments are important to show whether the supplier's documents and certifications remain in compliance, if they have been renewed, when applicable. Whether the supplier is still qualified to provide service or supply products to the company.

2 QUALITY INDEX

2.1 SUPPLIERS EVALUATION

The assessment will be carried out by the Reception upon receipt of the goods by invoice, filling out an internal control where the score of 0 or 2.5 will be used for the assessment, the criteria being:

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- ✓ Invoice and Products: if the product matches what was requested;
- ✓ Quality: if there are no defects in the product;
- ✓ Price: check if the invoice value is in accordance with the purchase order;
- ✓ Delivery: if it is on time.

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| NOTE FOR EVALUATION |
| ATTEND = 2,5 |
| DO NOT ATTEND = 0 |

In relation to service providers, the evaluation will take place after the completion of the service, between the supplier and the purchasing analyst.

If all items in the evaluation are “do not attend”, the reception will trigger the purchasing analyst to align the receipt correction.

2.2 SUPPLIERS REASSESSMENTS

- Suppliers will be reassessed at the end of each quarter.
- The reassessment calculation is the average of the marks obtained in the evaluations.
- The result can be:
 - ✓ Less than 7: requires improvement (the supplier will be contacted to align the improvement points). Until the alignment takes place, the contracting of services will be suspended;
 - ✓ Above 7: approved;
 - ✓ As an improvement aspect, it is understood that the item that was “not attended” the most in the evaluations. Ex .: more than 50% of the deliveries after the deadline;
 - ✓ Within the reassessment, after aspects to be improved, inform the agreed actions to implement with the supplier;
 - ✓ Actions aspects to improve: The action will only be valid if the supplier obtains an average of less than 7;

Agreed actions to implement: The action will only be valid if the supplier obtains an average of less than 7.

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2.3 I HAVE RECEIVED AN NCR, AND NOW?

Non-compliance is the failure to meet a requirement. Easy, isn't it?

The Non-Compliance Report (NCR) is the means to record and deal with problems arising from a contracted supply of goods/services, related to our supplier assessment requirements, which are: adequacy of specifications, price compliance, payment terms and delivery time.

Let's go to the steps!

#Step 1: Identification and immediate action.

NDD will inform you that there is an NC and that something must be done. For this, there are different types and situations to be analyzed and we will analyze them.

#Step 2: Description

Was there immediate action? NDD will record everything that happened, in this report NDD will describe in detail points such as:

- Origin – NCR originated from some product, quality, price, delivery time;
- Recurrence – Is this the first time that failure has occurred or has it occurred more than once?
- Requirement - What requirement is not met;
- Short description – It will be explained in detail what happened and evidence that is important at the moment;
- Scope – NDD will describe in its NCR what happened, which processes were impacted, and describe the effects;
- Correction action – Here, immediate action will be pointed out before the NCR, if any concession was made to the supplier, and if any rework was necessary.

Therefore, if your company receives an NCR after the quarterly evaluation, it is extremely important that:

- ☞ Analyze non-compliance according to the established deadline;
- ☞ If necessary, request the material and / or schedule a visit to the responsible Unit to check and monitor the reported problem;
- ☞ Carry out an action plan to prevent further occurrences.

The Non-Compliance Report has three mandatory fields to be filled out. Below, the description of each field:

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- ☞ Containment action: it is necessary to inform what action your company took immediately after being informed of the non-compliance.
- ☞ Analysis of the main cause: it is necessary to describe the main cause (or causes) that originated the problem.
- ☞ Corrective action: it is necessary to describe what actions have been or will be taken to eliminate the cause of this non-compliance, preventing it from reoccurring.

2.4 CHANGE MANAGEMENT

2.4.1 BY LOW PERFORMANCE

Suppliers that have low performance related to NRC and quarterly revaluations may suffer consequences in supply, as shown in the items below:

- ☞ Legal notification for cases in which the contract is signed and which are determined in clause.
- ☞ Breach of contract and services.
- ☞ Blocking due to low performance, so the supplier will no longer provide services or sell products to NDD TECH.

Therefore, it is essential that each supplier comply with the basic requirements established by NDD TECH, with the establishment of assertive actions, aiming at a clear and objective communication with goods/services provided.

2.4.2 BY WITHDRAWAL OF THE SUPPLIER

NDD must be notified 30 days in advance of the supplier's intention to stop providing services or supplying products.

2.4.3 CHANGE IN SERVICES, PRODUCTS AND SOFTWARE LICENSES

When purchasing new products, services or software licenses from the same vendor, NDD will update the contract and NDA if necessary. It will also update documentation such as this manual and operating procedures.

2.5 LEGISLATION

- **Law: 8.078/1990** – Consumer Protection Code (Código de Defesa do Consumidor – CDC – in Portuguese) – Articles 30 to 35.

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- **Resolution nº 163/2014 of Conanda** – On the abuse of targeting advertising and marketing communication to children and adolescents.
- **Law: 9.294/1996** – Regulates advertisements for harmful products (alcohol, tobacco, medicines, etc.) – On restrictions on the use and advertising of alcoholic beverages, medicines, therapies and pesticides.
- **CONAR self-regulation** – CONAR is a civil society organization founded by entities in the Brazilian advertising market to regulate advertising in the country.

2.6 CONTACTS

BLOG NDD TECH

Access: <https://www.ndd.com.br/blog/>

And know everything that happens in NDD.

Register your email and receive our best content for free!

NDD TECH WEBSITE

Access our website: <https://ndd.tech/nossa-jornada/>

TALK TO NDD TECH

Supplier Call Center

(49) 3251 8020 - Purchasing

(49) 3251 8036 – Financial

(49) 3251 8083 – Controllership

(49) 3251 8088 – Accounting

(49) 3251 8000 – NDD GENERAL– ask to speak to your mediator.

Approvers:

CEO

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Dear Supplier, Below is an Acceptance of NDD Terms:

Company Name:

CNPJ:

| |
|--|
| <input type="checkbox"/> YES I accept the terms mentioned above and I am aware of NDD's supplier policy |
| <input type="checkbox"/> NO I accept the terms mentioned above and I am aware of NDD's supplier policy |

CHECK LIST:

- Duly signed supplier form sent to the purchasing department.*
- Duly signed CGC sent to the purchasing department.*
- Receipt in perfect condition of goods or excellence in the provision of services.*
- Quality supply.*
- Fair price and aligned with NDD's purchasing department.*
- Delivery on the informed date (15 days) or as contracted.*
- Standard NDD payment condition 15 days after issuing the invoice.*
- Boletos all registered in DDA or PIX.*
- Purchase order or contract must be inserted in the invoice notes issued by the supplier.*
- bank deposit information must be informed according to the supplier form sent.*
- Certificate of technical capacity duly completed and signed by 2 customers (when requested by the purchasing department if it is a critical supplier).*
- Duly signed confidentiality agreement - Supplier with internal access to NDD TECH.*

IMPORTANT:

The supplier is responsible for having its supply in accordance with the guidelines in this manual. Otherwise, the company must reimburse the NDD for any liens, in order to be evaluated by the responsible negotiator within an indefinite period.