



# EXTERNAL PROVIDERS MANUAL PRODUCTS AND SERVICES

**SOUNDIGITAL - J ANFLOR ELETRÔNICOS LTDA.**

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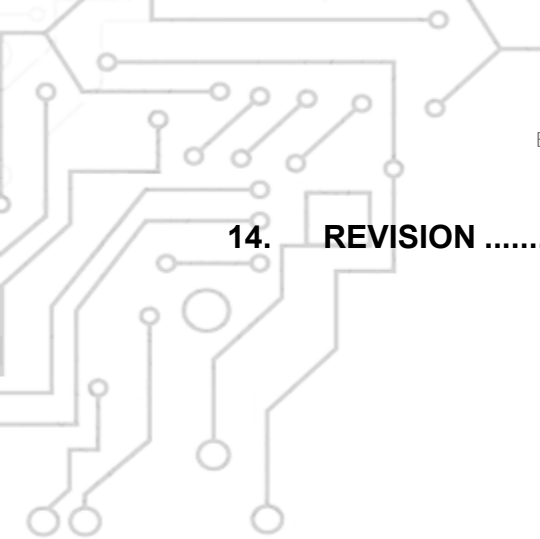
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## 1. INTRODUCTION AND OBJECTIVE

Aligned with the principles that guide the company's conduct, this Providers Manual aims to enhance the relationship between SounDigital and its Providers, describe the minimum requirements for the supply of products and/or services, as well as consolidate and disseminate the established technical standards and criteria, in addition to fostering the continuous improvement of the relationship between SounDigital and its providers.

SounDigital expects on-time delivery, excellence in quality, and competitive pricing. The decision to procure products or services from a given Provider depends primarily on its ability to fully comply, without any restrictions, with the requirements described in this Manual.

The criteria set forth in this Manual cover the system for selection, development, evaluation, monitoring, and continuous improvement of providers and are considered the minimum requirements for supplying materials and/or services to SounDigital.

## 2. ABOUT SOUNDIGITAL

By innovating and pursuing new technologies, SounDigital has established itself in both the Brazilian and international markets, earning its place and respect among the most demanding and renowned professionals in the industry. Today, the brand's products can be found in more than 40 countries, and their specifications comply with rigorous international standards.

### 2.1. QUALITY POLICE

SounDigital, a manufacturer of audio amplifiers and accessories, is committed to meeting the applicable requirements of interested parties and to the continuous improvement of its Quality Management System, focusing its actions on:

- Growing in sales and profitability through market expansion and innovative solutions;
- Achieving customer satisfaction by providing excellence in service and meeting their requirements;
- Investing in employee development opportunities, improving operational performance;

- Enhancing quality performance levels by continuously improving effectiveness, optimizing resources, and better meeting market demands;
- Achieving maturity in administrative and operational processes, complying with legal requirements associated with its products and services, and continuously improving the Management System.

### 3. SCOPE

This Manual applies to all Qualified External Providers as well as to potential Providers, covering the supplied products and services that may directly or indirectly affect the quality of the company's processes and products, or SounDigital's Management System.

### 4. DEFINITIONS

- **External Provider:** An individual or legal entity that supplies products, materials, or services to the company.
- **Third Parties:** Companies or individuals that perform activities on behalf of the company.
- **Service Providers:** Companies or professionals contracted to carry out specific activities within the organization.
- **Critical Providers:** Providers whose supply, if interrupted or compromised in quality, directly impacts production continuity, facility safety, or the conformity of SounDigital's products and processes.
- **ESG:** Acronym for Environmental, Social, and Governance, a set of criteria used to evaluate sustainability, social responsibility, and ethical practices within organizations.
- **Contingency Plan:** A document describing the actions to be taken by the provider in emergency or disruption situations, aiming to ensure continuity of supply.
- **Self-Assessment:** An evaluation tool completed by the provider, through which it declares the maturity level of its management system in relation to SounDigital's requirements. It is described and referenced in Section 13 of this Manual.

## 5. RESPONSIBILITY AND AUTHORITY

SounDigital's Quality Department is responsible for updating and revising this Manual, while the Supply Chain area is responsible for keeping providers updated with the relevant documentation, including this Manual, in its latest revisions.

The external provider is responsible for communicating any changes internally and to all relevant parties in its processes, in order to prevent the use of outdated versions.

SounDigital is also responsible for requesting and maintaining the evidence required from providers as specified in this document, while the provider is responsible for submitting such evidence to SounDigital's Supply Chain and/or Quality departments.

### NOTES:

- The company reserves the right to review and update this Manual as necessary.
- For indirect products and services, the requester is responsible for evaluating whether the provider meets the prerequisites described in this document. It is understood that, if the purchase request document has been created and approved, the requester has assessed and confirmed this requirement.
- This Manual becomes effective as of the month of its publication in the current revision. Providers already qualified must comply with the requirements of this revision within 90 days from the date of publication, unless otherwise formally communicated by SounDigital.

## 6. PROVIDERS HOMOLOGATION

SounDigital's Supply Chain department is responsible for the continuous search and development of new external providers. The development of a new product or service provider is carried out by a multidisciplinary team. The definition of new external providers includes, but is not limited to:

- Risk assessment of the selected external provider regarding product/service conformity and continuity of supply;
- Supply Agreement (when applicable);
- Quality Requirements for Supply;
- Technical and commercial feasibility;

- ESG criteria evaluation, when applicable to strategic or critical providers.

Once the approval process is completed, if the external provider does not hold at least a valid ISO 9001 certification, completion of the Provider Self-Assessment Questionnaire will be required, as described in Section 13 of this Manual. At SounDigital's discretion, a full Quality Management System audit based on the applicable standard may also be conducted.

After completing the steps described above, the provider is qualified to submit samples, in the case of products.

SounDigital will monitor its external providers through periodic evaluations and audits, as described in the following sections.

## **7. EXTERNAL PROVIDER EVALUATION**

The company will conduct periodic evaluations of the performance of external providers. This evaluation is carried out jointly by the Quality, Supply Chain, Materials and Logistics, and Industrial Engineering departments, assessing:

- Technical characteristics and quality of the products and services delivered;
- Packaging and identification upon receipt of products;
- Number of rejections and non-conformities recorded during the period;
- Commercial conditions, costs, and fulfillment of the company's needs;
- On-time delivery, communication, and compliance with required technical specifications;
- Compliance with the documentary requirements defined in this Manual;
- Recurrence of nonconformities during the evaluated period;
- For infrastructure and maintenance servisse providers: quality of reports, technical documents, and ARTs (Technical Responsabilit Annotations) submitted.

## **8. GENERAL REQUIREMENTS FOR EXTERNAL PROVIDERS**

Qualified external providers must meet the technical, commercial, and quality requirements outlined below.

## 8.1. QUALIFICATION CRITERIA

- **Compliance with applicable technical and regulatory standards:** The provider must demonstrate compliance with technical standards and legal requirements relevant to the supplied product or service.  
**Evidence:** copies of certificates, technical reports, declarations of conformity, or similar documents, as applicable;
- **Industry-recognized certifications (when applicable):** If the supply requires specific certifications (e.g., ISO 9001, IATF 16949, ANATEL, INMETRO), the provider must submit supporting documentation.  
**Evidence:** valid copies of certificates;
- **Traceability of supplied products and services:** Delivered products and/or services must include clear identification to ensure traceability - Evidence: verified through physical identification (labels, markings), invoices, or tracking reports. No prior submission is required;
- **Implemented Quality Management System (preferred):** It is desirable that the provider has a documented and effectively implemented quality management system.  
Evidence (when applicable): copy of the QMS certificate and scope (e.g., ISO 9001).
- **Confidentiality and data protection:** Any external provider that, in the course of supply, has access to SounDigital’s technical, commercial, or strategic information—including drawings, specifications, projects, process data, and any other internal documents—must ensure the confidentiality of such information, restricting its use exclusively to the purposes of the contracted supply.

**NOTE:** The provider is responsible for the quality of the supplied products and services, including those originating from its supply chain. This includes aspects such as traceability, legal compliance, risk management, control of restricted substances, and other applicable requirements. The provider must ensure that its sub-suppliers are aligned with the requirements established in this Manual. Any relevant changes in production processes, products, or the supply chain that may impact the supplied products and/or services must be communicated in advance to SounDigital for evaluation and approval.

## 8.2. RISK MANAGEMENT

- External providers must identify and mitigate risks associated with the supply of products and services to SounDigital.

- Providers must inform SounDigital in advance of any relevant changes in processes, materials, sub-suppliers, or operational conditions that may impact quality, compliance, or continuity of supply. In cases of force majeure that prevent prior notice, communication must occur immediately after the event is identified, preferably via formal email to the Supply Chain and Quality departments.
- It is desirable that providers of critical products and services have contingency plans, covering at least the following scenarios: power outages, failure of critical equipment, unavailability of raw materials or essential inputs, unexpected increases in demand, and disruption of strategic sub-suppliers. These plans may be requested by SounDigital when necessary.
- During the provider evaluation and selection process, SounDigital may consider the existence and robustness of contingency plans as a differentiating criterion, especially for items and services without short-term alternative sources of supply.

### **8.3. CALIBRATION REQUIREMENTS**

- The provider shall perform periodic calibration of the equipment used for supplying products or performing services, in accordance with applicable standards, ensuring their accuracy and reliability.
- Whenever requested, the external provider shall provide calibration certificates for the equipment, demonstrating the traceability and validity of the measurements.

### **8.4. SOCIAL RESPONSABILITY, ETHICS, AND SUSTAINABILITY (ESG)**

SounDigital values and expects its external providers to conduct their business in an ethical, responsible, and sustainable manner. The following are minimum requirements expected from all providers:

- Not to employ child labor, forced labor, or any form of labor analogous to slavery at any stage of their production or service chain;
- To fully comply with applicable labor, social security, and tax legislation;
- To maintain all licenses and permits required for the regular conduct of their activities;

- To adopt practices that minimize negative environmental impacts, such as proper waste disposal, emission control, and compliance with applicable environmental legislation;
- Not to engage in or support acts of corruption, fraud, bribery, or any other form of unethical conduct in dealings with SounDigital or third parties.

It is desirable that strategic or critical providers have formalized ESG (Environmental, Social, and Governance) policies, and SounDigital may progressively consider these criteria in the selection and periodic evaluation process.

**NOTE:** Compliance with the requirements of this section is declared through the Provider Self-Assessment Questionnaire (Section 13) and constitutes formal evidence of the provider's commitment to these principles.

## **8.5. COMMUNICATION AND INFORMATION MANAGEMENT**

The external provider shall maintain up-to-date and responsive communication channels with SounDigital, ensuring that the contacts provided in its registration are available to the Supply Chain, Quality, and Engineering departments. Any changes to contact information must be formally communicated to SounDigital.

For formal communications related to nonconformities, product or process changes, documentation requests, and action plans, the provider shall respond within the deadlines established in this Manual. Failure to meet formal deadlines will be recorded and will impact the provider's periodic evaluation.

All formal communication between the provider and SounDigital should preferably be conducted via email, with clear identification of the subject, purchase order number or NCR (Nonconformity Report) when applicable, and identification of the sender. Verbal communications do not replace written confirmations for record and evidence purposes.

## **9. SPECIFIC REQUIREMENTS FOR EXTERNAL PROVIDERS**

The provider shall comply with all requirements specified by SounDigital. If this is not possible, SounDigital must be contacted in advance in order to determine the appropriate corrective action prior to supply.

## 9.1. REQUIREMENTS FOR SERVICE PROVIDERS

- Demonstration of technical capability to perform the contracted services;
- Compliance with deadlines and technical specifications as agreed;
- Submission of a technical report or similar document after service execution, when specified in the technical requirements of Section 9.4 or when requested by SounDigital.

### 9.1.1. INDUSTRIAL SERVICE PROVIDERS

Corrective, preventive, and predictive maintenance of critical equipment shall be performed by:

- **Equipment manufacturer:** The manufacturer itself performs maintenance on critical equipment, especially when there are technical particularities or the need to ensure specific requirements. The manufacturer has access to manuals, original parts, and specialized knowledge of the equipment's operation, which limits maintenance by companies or individuals who do not fully master the equipment's technology.
- **Authorized or specialized company:** Authorized or specialized companies may be contracted to perform maintenance on such equipment, as they have the necessary experience to handle complex and critical systems.
- **Authorized technical service provider:** Companies authorized to perform repairs on products of a specific brand. They typically follow the manufacturer's standards and use original parts to ensure the functionality and durability of the equipment.

Equipment covered by the above requirements, in addition to those specified in the Technical Requirements Table (Section 9.4), include: Printer, Pick and Place, Reflow, Wave Soldering, AOI, Murata equipment, Compressor, Press Brake, UPS, and other equipment with similar critical functions.

**NOTE:** For all industrial maintenance services, when required by technical standards or legislation, a Technical Responsibility Annotation (ART) shall be issued by the responsible professional.

## 9.2. THIRD PARTY REQUIREMENTS

- Compliance with the company's internal policies;



- Ensuring the confidentiality of shared information, as established in Section 8.1;
- Compliance with applicable labor and tax legislation;
- The supplier shall maintain contingency plans (e.g., power outages, failures of critical equipment, demand increases, etc.) aimed at adequately protecting SounDigital against supply disruptions and ensuring quality during emergency situations;
- The supplier shall establish the necessary operational controls to ensure that the manufacturing process is carried out under stable conditions. Documentation is essential to ensure product quality during initial production and is used to maintain consistently acceptable quality levels. Examples of process documentation include process sheets, procedures, and/or work instructions.

**9.3. PRODUCT REQUIREMENTS**

- Demonstrate compliance with specifications, drawings, and technical notes;
- Ensure traceability of supplied product batches:
  - Batches must be identified with a label containing code, description, revision (when applicable), manufacturing date, batch number, and invoice or PO number (when applicable, and if inclusion of the invoice number is feasible);

LOT IDENTIFICATION	
CODE	0000000000
DESCRIPTION	XXXXXXXXXXXX
REVISION	00
MANUFACTURING DATE	DD/MM/YYYY or WEEK/YEAR or MM/YEAR
LOT	00000
INVOICE/ PO	000000

*Example: Lot Identification label*

- Packaging must meet SounDigital’s requirements (during the development process, the technical team (Engineering and Quality) together with Supply Chain and the external provider, shall agree on the type of packaging to be used for the items, if necessary);



**NOTE:** The external provider is responsible for removing all previous identifications from returnable packaging (trays, pallets, agricultural crates, reels, etc.). Such packaging must contain only unique identification.

- All critical and special characteristics shall be incorporated by the external provider into all documents related to the product (critical characteristics will be communicated to external providers through drawings and/or sample requirements. Other critical and/or special characteristics may also be identified by the provider during product development);
- It is desirable that the external provider has a technical foundation based on applicable standards, and SounDigital may request compliance with specific process/raw material standards at any time.

**NOTE:** Requirements defined in SounDigital technical documents and specifications shall take precedence over criteria established in standards, or must be previously agreed upon between the provider and SounDigital if compliance with internal documentation requirements is not feasible.

### 9.3.1. SAMPLE EVALUATION – PILOT PRODUCTION LOT

For new products, product updates, and/or new providers, a sample or pilot batch process shall be carried out, in which the provider must supply a sample of the item to be produced. The sample shall be identified with a label containing the code, description, revision, manufacturing date, name of the external provider, and the reason for the sample evaluation. The raw material must also be accompanied by a dimensional report, visual inspection results, and information on the materials used in manufacturing (e.g., ink, paper weight, and specifications of the raw materials used in the product's production).

SAMPLE IDENTIFICATION	
PROVIDER	XXXXXXXXXX
CODE	0000000000
DESCRIPTION	XXXXXXXXXX
REVISION	00
DATE	DD/MM/YYYY
SAMPLE EVALUATION	( ) NEW PROVIDER ( ) NEW PRODUCT/ UPDATE
OBSERVATION	XXXXXXXXXXXX

*Example: Sample Identification label*

If the initial sample/pilot batch is approved, the external provider will have its evaluation approved. Except in cases of force majeure—where SounDigital must be informed in advance—both the initial sample and the pilot batch shall be produced under the same operating conditions as a regular production batch, so that in both cases the capability of the production process can be assessed. Therefore, after the start of mass production, the external provider is required to inform SounDigital in advance whenever any change in the manufacturing process becomes necessary.

**NOTE:** Providers that become inactive, meaning without regular supply for a period exceeding 12 (twelve) months, may be classified as New Suppliers and may be subject to the process described above. PCBs and their providers are not subject to this requirement; sample evaluation for these items is performed during prototype procurement and follows a different process managed by Supply Chain and Product Engineering.

### 9.3.2. INCOMING GOODS QUALITY CONTROL

For all batches of supplied materials, quality monitoring is carried out based on records of the deliveries made, which include the results of incoming inspections that have a direct impact on the finished product. These materials are subject to receiving inspection and are rated based on demerits.

The Quality department is responsible for incoming inspection and for assigning, when applicable, the corresponding demerits, generating a Nonconformity Report (NCR), to which the external provider must respond within the specified timeframe.

When appropriate, SounDigital reserves the right to verify the quality of purchased products at the external provider's facilities.

Such verifications do not exempt external providers from the responsibility of supplying acceptable products, nor do they prevent subsequent rejection by SounDigital.

**NOTE:** If the provider fails to respond to a rejection/nonconformity within 15 (fifteen) business days, the rejected material will be returned via a return invoice without prior notice.

### 9.3.3. NON-CONFORMING PRODUCT

For batches presenting nonconformities, the Quality department shall immediately notify the provider via email, to which the provider must respond within 48 hours.

In the event of recurring failures, SounDigital may issue an NCR and, if necessary, conduct a technical visit or audit to assess the process related to the item in question.

**NOTE:** If requested, the external provider must send a team to perform sorting, rework, and/or repair at SounDigital's facility. If the provider does not send a team, SounDigital reserves the right to carry out the sorting, rework, or repair and charge the associated costs to the external provider.

### 9.3.3.1. CONTROLLED SHIPMENT (CS2)

Controlled shipping is a tool used by SounDigital's Quality department to ensure the identification and containment of issues within the provider's facility.

A provider is placed under this regime when there are nonconformities resulting in line stoppages, impacts at the customer level, recurrence of nonconformities, quality performance below targets, or identified weaknesses in its Quality Management System. In such cases, SounDigital's Quality department may suggest a service provider to carry out the controlled shipping, and the costs related to this process shall be borne by the provider.

The removal and/or modification of Controlled Shipping must be previously authorized by SounDigital's Quality department, after evaluating improvements in the provider's delivery performance.

### 9.3.3.2. COSTS OF NON-CONFORMING PRODUCTS

SounDigital may charge the provider for all costs related to nonconforming products that have added value in subsequent processes, whether these processes occur within or outside SounDigital. Costs associated with Nonconforming Products include: direct labor, indirect labor, packaging, transportation, components, assembly subcomponents, functional testing, and laboratory testing.

SounDigital may also charge costs for other items not listed above related to subsequent processes, if identified. Additionally, products with supply-related failures identified on the production line (rather than during incoming inspection), and where the failure originates from the provider (i.e., without dispute and not caused by SounDigital's process), shall also have their costs charged to the provider.

**NOTE:** Responsibility for costs arising from nonconformities may be assigned to the supplier, provided that, after analysis, it is verified that all requirements related to storage conditions, product shelf life, and correct application have been fully met. The verification

and validation of this information shall be carried out jointly, with proper documentation and formal agreement between the parties.

#### 9.4. TABLE OF TECHNICAL REQUIREMENTS FOR CRITICAL PRODUCTS AND SERVICES

PRODUCT/ SERVICE	TIPE	REQUIREMENTS
<b>Electronic Components</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Date code must be in accordance with the Product Engineering technical note.</li> </ul>
<b>Electronic Boards (PCBs)</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Acceptability requirements must comply with applicable standards (IPC-A-600 – CLASS 2 / always consider the latest revision).</li> </ul>
<b>Electronic Raw Materials for Processing (Cores/Wires)</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Comply with applicable standards.</li> </ul>
<b>Mechanical Raw Materials for Processing (Steel/Aluminum/Copper Sheets, etc.)</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Comply with applicable standards.</li> </ul>
<b>General Mechanical Items (Metal/Plastic Side Panels, Heatsinks Base/Cover, Screws, Clips, Spacers/Rubber Pads, etc.)</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Comply with applicable standards.</li> </ul>
<b>Packaging/ EPE's</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Comply with applicable standards.</li> </ul>
<b>Wood Packaging for Export (Pallets)</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with standard requirements – ISPM 15 / Normative Instruction (IN) No. 12;</li> <li>- The provider must hold a certificate issued by an authority accredited by MAPA.</li> </ul>
<b>Chemical Supplies / Products</b>	PRODUCT	<ul style="list-style-type: none"> <li>- Comply with SounDigital technical documentation/specifications;</li> <li>- Comply with applicable standards;</li> <li>- Must have clear labeling, including product description and expiration date.</li> </ul>
<b>Calibration</b>	SERVICE	<ul style="list-style-type: none"> <li>- Must be performed by laboratories traceable to national or international standards, such as INMETRO, NIST, UKAS, or equivalent (RBC - accredited laboratories are preferred);</li> <li>- Calibration certificates must include at least: Identification of the calibrated equipment; Calibration date or interval; Standards used and their traceability; Measurement results before and after adjustment, where applicable; Measurement uncertainty and acceptance criteria.</li> </ul>

<b>ISO 9001 Auditor (Internal Audit)</b>	SERVICE	<ul style="list-style-type: none"> <li>- Submit a brief résumé, including a Lead Auditor certificate;</li> <li>- Have at least two years of experience conducting audits;</li> <li>- Have training in ISO 9001 Interpretation (always considering the latest version).</li> </ul>
<b>Information Technology (IT) Services</b>	SERVICE	<ul style="list-style-type: none"> <li>- Maintain data backup and recovery plans to prevent information loss;</li> <li>- Implement protection against cyberattacks and unauthorized access;</li> <li>- Comply with applicable standards and regulations (LGPD; ISO/IEC 27001 is preferred);</li> <li>- Maintain Incident Management processes;</li> <li>- Establish a Service Level Agreement (SLA).</li> </ul>
<b>Building Maintenance</b>	SERVICE	<p><u>FOR SIMPLE MAINTENANCE SERVICES:</u></p> <ul style="list-style-type: none"> <li>- Professionals with qualifications compatible with the services provided, preferably with vocational training in the relevant field.</li> </ul> <p><u>FOR SPECIFIC MAINTENANCE SERVICES:</u></p> <ul style="list-style-type: none"> <li>- Qualified and certified personnel for electrical (NR-10), hydraulic, structural, and civil maintenance services;</li> <li>- Compliance with applicable technical standards such as NBR 5410 (Electrical Installations), NBR 5626 (Hydraulic Installations), and other ABNT regulations.</li> </ul>
<b>Air Conditioning</b>	SERVICE	<p><u>FOR SIMPLE MAINTENANCE SERVICES:</u></p> <ul style="list-style-type: none"> <li>- Professionals with technical qualifications compatible with the services provided, preferably with technical training in refrigeration, air conditioning, or related fields;</li> <li>- Valid NR-10 (electrical safety) and NR-35 (working at heights) certifications, when applicable;</li> <li>- Compliance with applicable legislation and standards.</li> </ul> <p><u>FOR SPECIFIC MAINTENANCE SERVICES (PMOC):</u></p> <ul style="list-style-type: none"> <li>- Registration with CREA/CRQ, as required for HVAC activities;</li> <li>- Trained and certified service team;</li> <li>- Compliance with applicable legislation and standards;</li> <li>- Issuance of ART (Technical Responsibility Annotation) linked to the PMOC.</li> </ul>
<b>Compressed Air Compressor Maintenance</b>	SERVICE	<ul style="list-style-type: none"> <li>- Professionals trained in industrial compressor maintenance;</li> <li>- For pressure vessel maintenance, the provider must have a CREA-registered professional, issue an ART, and comply with applicable requirements and regulations (NR-13). Issue a technical report after each intervention, including type of maintenance, replaced parts, equipment condition, and identified anomalies.</li> </ul>
<b>Exhaust System Maintenance (Soldering Stations)</b>	SERVICE	<ul style="list-style-type: none"> <li>- Professionals with proven experience in industrial fans/exhaust systems maintenance;</li> <li>- Compliance with applicable standards and legislation;</li> <li>- Maintenance must ensure system efficiency in accordance with applicable NR requirements, especially NR-9 (Risk Management Program – PGR) and NR-15 (Unhealthy Activities); Issue a technical report after each intervention, indicating operational condition and, when applicable, efficiency measurement results.</li> </ul>
<b>SPDA — Lightning Protection System</b>	SERVICE	<p>After each intervention, the provider must issue a technical report including grounding resistance measurements and other tests, with date, identification of measured points, and technical signature.</p>



<b>Grounding of Equipment and Installations</b>	SERVICE	- CREA-registered professionals qualified for electrical services; Execution must comply with ABNT NBR 5410 and ABNT NBR 14039, as applicable; ART issuance is mandatory; The provider must issue a report including measured grounding resistance values, identification of measurement points, and compliance with standard limits.
<b>Electrical Substation</b>	SERVICE	- Preventive, corrective, and predictive maintenance must be performed by a specialized company and/or the equipment manufacturer, with NR-10 qualified professionals; ART issuance is mandatory; The provider must issue an inspection report after each intervention including equipment condition, identified anomalies, actions performed, and recommendations; Maintenance frequency must follow applicable standards and manufacturer recommendations.
<b>Water Tanks and Reservoirs</b>	SERVICE	- Cleaning and sanitation must be carried out by a specialized company with trained professionals; Services must comply with applicable sanitary, state, and municipal regulations; The provider must issue a sanitation certificate/report including: responsible technician, execution date, products used, and service validity.
<b>General Machinery Maintenance</b>	SERVICE	- Must be performed by the equipment manufacturer, an authorized company, or a specialized company with proven technical capability compatible with the systems involved.
<b>Manufacturing Tooling (Stencils, PTH Pallets, Test Jigs – including mechanical and electronic parts)</b>	PRODUCT	- Must comply with project technical specifications and be compatible with production line equipment; Dimensional tolerances must be controlled and validated prior to delivery.

**NOTE:** Services provided and/or contracted without the involvement of the Supply Chain area — such as services related to HR/OHS (medical exams, PGR, timekeeping system maintenance, chartered transportation), After-Sales (authorized service centers), Marketing (external agencies), Controllership (legal services, transportation and logistics), Quality (consulting services), and Sales (sales representatives)—are not covered by the requirements of this Manual. These requirements can be found in the documents specific to each process and/or in the respective service contracts.

## 10. CRITICAL SUPPLY ANALYSIS

The external provider shall critically review all requirements specified in the purchase document (technical documentation, applicable legal and statutory requirements, specifications, drawings, standards, delivery deadlines, quantities, receiving schedules, commercial conditions, manufacturing capacity, volume, etc.) prior to accepting the

purchase order. Once the purchase order is accepted, SounDigital assumes that the review has been completed and that there are no impediments on the part of the provider to meeting the established criteria and requirements.

## **11. AUDITS/ TECHNICAL VISIT TO SOUNDIGITAL**

SounDigital reserves the right to conduct and schedule regular visits for commercial, quality, delivery, and/or technical purposes at the supplier's premises, with access to the production process.

SounDigital's technical team may also visit the external provider's facility, subject to prior notice/agreement and respecting access limitations and confidentiality requirements, in order to conduct process/system audits. This process may also include their subcontractors.

The external provider shall make the necessary resources available for the execution of these activities.

Process audits are prioritized for external providers that are not compliant with one or more of the following criteria:

- History of accumulated nonconformities in the current year;
- Nonconformities that have impacted the end customer;
- Results of previous audits;
- Specific customer requirements;
- New supply;

After the audit, SounDigital's technical team may issue the audit report within 10 (ten) business days.

For any nonconformities identified by SounDigital's technical team, the external provider shall submit an action plan. The action plan must include, at a minimum: actions and root cause analysis by the organization, deadline, responsible person, and effectiveness.

Once corrective actions have been implemented, they may be evaluated at any time by SounDigital's technical team to verify evidence and effectiveness, including on-site at the provider's facility.

## 12. EXTERNAL PROVIDER DISQUALIFICATION SYSTEM

The Supply Chain department, together with the Quality and/or Engineering areas, may disqualify the external provider based on its inability to meet supply quality levels, delivery performance, and minimum acceptable quality requirements.

SounDigital will initiate the provider disqualification process when planned actions do not produce the expected results or when the provider does not demonstrate commitment to meeting SounDigital's expectations. In such cases, when applicable, another qualified external provider will already be available for supply.

In addition to performance criteria, immediate disqualification may occur in the following cases, without the need for a prior development process:

- Confirmed noncompliance with the minimum ESG requirements established in Section 8.4;
- Breach of confidentiality as defined in Section 8.1;
- Provision of false information in the Self-Assessment Questionnaire (Section 13) or in any other formal document submitted to SounDigital;
- Unjustified refusal to comply with formal requests for audits or technical visits.

## 13. PROVIDER SELF-ASSESSMENT QUESTIONNAIRE

### 13.1. OBJECTIVE

The Provider Self-Assessment Questionnaire is a tool designed to evaluate the provider's level of maturity in relation to SounDigital's minimum requirements, identify potential gaps to be addressed before or during supply, and generate formal evidence of the provider's commitment to quality, ethics, and social responsibility.

The questionnaire does not replace audits that may be conducted, but serves as a complementary instrument, proportional to the size and risk associated with each provider's supply.

### 13.2. WHEN TO APPLY

The Self-Assessment Questionnaire shall be applied in the following situations:

- **During qualification:** It is mandatory for all new providers that do not have a valid ISO 9001 certification. Providers with a valid ISO 9001 certification are

exempt from mandatory completion but may complete it optionally; in such cases, they must submit a valid certificate with a scope compatible with the supply.

- **During periodic reevaluation:** Approved providers without ISO 9001 certification must complete the questionnaire annually. For providers with certification, only an updated record of the valid certification shall be maintained as part of the periodic evaluation process described in Section 7.
- **In specific situations:** At SounDigital's discretion, the questionnaire may be requested at any time for providers with a history of recurring nonconformities or those undergoing requalification after disqualification.

### 13.3. RESPONSABILITIES

The submission of the questionnaire to the provider is the responsibility of SounDigital, through the Supply Chain department, while completion is the responsibility of the provider (self-assessment). The document must be signed by a legal representative or technical responsible party authorized to declare the provided information.

SounDigital, through the Quality and Supply Chain departments, is responsible for reviewing the completed questionnaire, validating the information through requests for supporting evidence or technical visits when deemed necessary, and recording the results in the provider's history.

### 13.4. STRUCTURE AND QUALIFICATION CRITERIA

The questionnaire is organized into thematic blocks, each weighted according to its relevance to supply quality. For each question, the provider must indicate one of three conditions: "Not implemented" (0 points), "In implementation or partially implemented" (half of the item score), "Yes, implemented and documented" (full score).

A pontuação The total score defines the provider's status as follows:

- **Qualified:** Score equal to or greater than 70% — the provider is eligible to supply;
- **Qualified with Development Plan:** Score between 50% and 69% — the provider may start supplying but must present an action plan to address identified gaps, with deadlines agreed with SounDigital;
- **Not Qualified:** Score below 50% — the provider is not eligible to supply until minimum requirements are met and reassessed.

### 13.5. THEMATIC BLOCKS OF THE QUESTIONNAIRE

- **Block 1 — Quality Management:** Evaluates whether the provider has a defined and documented system for quality control or assurance and formally establishes how quality requirements are met.
- **Block 2 — Product/Process Control:** Evaluates the existence of systems for product identification at receiving, in-process, and final stages; inspection and testing (with records); control of nonconforming products; handling and packaging; and personnel qualification for key activities.
- **Block 3 — Nonconformity Management and Corrective Actions:** Evaluates whether the provider has a formal procedure for handling external complaints, including root cause analysis and structured action plans.
- **Block 4 — Metrology and Calibration:** Evaluates whether the provider has a formal system for controlling measuring and test equipment, with traceable calibration and updated records.
- **Block 5 — Risk Management and Continuity:** Evaluates whether the provider has documented risk analysis for critical supply processes and contingency plans for disruption scenarios.
- **Block 6 — Social Responsibility, Ethics, and Sustainability (ESG):** Evaluates the provider's commitment to the minimum requirements of Section 8.4 of this Manual, including declarations regarding child labor and forced labor, environmental compliance and valid licenses, and the absence of corruption or bribery practices.
- **Block 7 — Infrastructure and Maintenance (applicable to service providers):** Evaluates whether the service provider has adequate infrastructure, qualified personnel for contracted services, and a maintenance system for its own equipment and instruments.

### 13.6. VALIDATION BY SOUNDIGITAL

After receiving the completed questionnaire, SounDigital may request evidence to support the declared responses, such as procedures, records, certificates, or technical reports. SounDigital may also schedule technical visits to verify the provided information on-site, especially for critical providers or those undergoing qualification for high-complexity items.



The provision of false or inaccurate information in the questionnaire constitutes grounds for immediate disqualification, as established in Section 12.

## 14. REVISION

Revisão	Data	Motivo da Revisão
00	30/08/2022	Emissão inicial
01	12/04/2025	Reformulação geral do manual, revisão dos requisitos de serviços e produtos e demais tópicos.
02	02/06/2025	Atualização dos itens 8.1, 9.3, 9.3.3.2 e 11, com base nos feedbacks de provedores.
03	21/05/2026	Revisão geral com inclusão dos itens 8.4 (ESG), 8.5 (Comunicação), 13 (Questionário de Autoavaliação); expansão do item 8.2 (Gestão de Riscos e Continuidade); inclusão de novos requisitos técnicos na Seção 9.4 (SPDA, aterramento, subestação elétrica, caixas d'água, maquinários e exaustores); alinhamento às diretrizes da ISO 9001 versão vigente e tendências da revisão em curso.