

SUPPLIER MANUAL

INOVA

1. SGI POLICY - INOVA MANAGEMENT SYSTEM

1.1 OUR COMMITMENT TO EVERYONE

To deliver differentiated solutions that add value to the customer, aiming for their satisfaction.

To offer personalized service, adapting our products and services to meet the unique needs of each client.

To ensure superior quality in products and services at all stages, from conception to after-sales.

To improve products and services through competitive technology.

To continuously improve the quality management system, processes and work environment.

To value and develop professionals.

1.2 OUR COMMITMENT TO THE ENVIRONMENT

Respect and protect the environment, identifying and preventing pollution resulting from our products and processes.

Impartially and responsibly comply with applicable legislation and other requirements established by Inova or stakeholders.

Engage stakeholders by being transparent with customers, suppliers, local community and regulatory authorities.

Continuously work to raise environmental awareness among our professionals, also involving customers, suppliers and the local community.

Provide sustainable growth (social, economic and environmental).

Promote sustainable use of resources, seeking to reduce energy, water, and other natural resource consumption in all our operations.

Continuously improve the environmental management system.

1.3 VISION

To be an international company, aiming for a revenue of 172 million reais by 2030, ensuring profitability and organizational sustainability.

1.4 MISSION

Provide solutions in products and services aimed at meeting customer needs with superior quality and competitive technology, ensuring the sustainability of the organization, generating a positive impact on professionals, partners and society.

1.5 PRINCIPLES

- Satisfied Customer
- Profit with competitiveness
- Quality, commitment from everyone
- Innovation and technology
- Respected and valued people
- Ethics in relationships
- Preservation of image and legacy
- Inova is all of us

1.6 VALUES

- People
- Ethics
- Respect
- Empathy
- Humility
- Trust
- Transparency
- Commitment
- Evolution

2. MESSAGE TO THE SUPPLIER

The current process of economic globalization has required of companies worldwide standards of effectiveness and efficiency to survive in a market increasingly competitive and select.

In this context, the supplier has a huge importance and its role is different from the traditional way, which aimed to deliver your orders on time. Currently it becomes part of the company and becomes a partner who helps in developing with whom he works

The constant search for partners is necessary due to high demand of the consumer market with high quality products, delivery agility, competitive prices, etc.

This way Inova believes in the alliance formed with each of its suppliers to win and prosper together.

Sincerely,

Rudinei Suzin

Director

3. MANUAL PURPOSE

To facilitate relations between Inova and its suppliers aiming at a better understanding and clarification of the procedures to meet all technical and commercial requirements.

4. QMS (Quality Management System) BASIC REQUIREMENTS

Inova has ISO 9001 and ISO 14001 certifications, this way it comprehends the criteria for selection and evaluation of suppliers according to the rules described in its Inova Management System.

All would-be suppliers must deliver the item or product sample for testing and approval before the purchase. Whenever there is a change in an approved item a new sample for testing and approval must be delivered.

The table below was created based on these rules for a better understanding of the application of these requirements:

Obligatory requirements	Desirable requirements
ISO/9001	IATF 16949
	ISO 14001
	CE
	UL
	ROHS
	ISO 45001

5. SUPPLIER QUALITY INDICATOR

The evaluation of suppliers is made through the Supplier Quality Indicator (SQI). The suppliers are evaluated by each Invoice shipped and by the capacity of attending Inova's quality requirements.

SQI (SUPPLIER QUALITY INDICATOR) EVALUATION METHOD

The evaluation is made every six months and sent to the supplier, by e-mail, to maintain the efficiency of the supply of the products purchased, according to the evaluation criteria, described below:

	DIMENSÃO	CRITÉRIOS	NOTAS
IMPORTADO	Qualidade (70)	Quantidade Divergente (30)	De Acordo (nota 10)
			Acima (nota 0)
			Abaixo (nota 0)
		Problema de Qualidade (30)	De Acordo (nota 10)
			Divergente (nota 0)
	Embalagem (10)	De Acordo (nota 10)	
		Divergente (nota 0)	
	Comercial (30)	Data de Embarque (30)	De Acordo (nota 10)
1 a 5 dias de atraso (nota 7)			
Acima de 5 dias de atraso (nota 0)			

Score Supply Qualification:

<u>Concept</u>	<u>Points</u>	<u>Situation</u>
<u>A</u>	from 95 to 100	The supplier achieved the maximum concept.
<u>B</u>	From 80,01 to 94,99	The supplier does not present potential performance, we suggest preventive actions.
<u>C</u>	up to 80	The supplier does not attend the minimum requirements, corrections must be implemented and a NCR must be filled.

6. PURCHASE ORDER

The authorization of supply and date of shipment is made by the Purchase Order that must be observed and followed strictly.

It is by the date of delivery on the PO that the days of delay are counted. The material must be delivered accordingly.

When some item on the PO cannot be delivered on time due to the long lead-time the supplier must inform as early as possible.

7. EXCLUSIVE STOCK FOR INOVA

Inova is not responsible for any stock made by the supplier without its written consent, the supplier is fully responsible for stock made without the company consent, so any request for the same consumption shall be denied.

In case Inova requires to the supplier the implementation of an exclusive stock, both parts sign a mutual collaboration contract where the rules for each part is described.

8. COMUNICATION AND NON-CONFORMITY REPORT (NCR)

When a quality problem from the supplier is detected or it get an evaluation with concept C, a NCR is opened and sent to the supplier by e-mail.

The NCR must be filled by the supplier with measures to be taken to avoid the problem in the future. The NCR must be filled within 10 days upon receipt.

IF the failure to return the NCR on time can result on the cancellation of future purchases until the rectification of the situation.

9. PACKAGING

The products received by INOVA must be well packed, with 100% physical integrity and all its components intact, as well as the integrity of the people who handled the package.

Inova preserves the environment, thinking about that, We suggest Reverse Logistics with clients and suppliers to reduce the impact of unnecessary waste and give the correct destination for packages.

10. WARRANTY

The supplier is responsible for the requested warranties of products, raw materials and services provided, from delivery to the end of the warranty period to the product delivered to the customer.