



SUPPLIER QUALITY REQUIREMENTS MANUAL

(0340-01)

Rev	Date	HISTORY	Elaborator / Analysis	Approver
03	05/01/2026	Main changes: Restructuring of the Supplier Manual, with the inclusion of the Code of Conduct Chapter for Suppliers. Incorporation of ethics, human rights, occupational health and safety, sustainability, LGPD and grievance mechanism requirements. Update of the criteria for selection, approval and evaluation of suppliers.	Lucas M./Roberto C.	Marcelo C.
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II. OBJECTIVES

The purpose of this **MANGOTEX** Supplier Quality Manual is to establish the principles, guidelines and requirements that guide the relationship between **MANGOTEX** and its suppliers, ensuring alignment with corporate policies on Quality, Environment, Health and Occupational Safety.

This document aims to ensure that all supply partners understand and apply the requirements of **MANGOTEX's** Integrated Management System, contributing to the supply of products and services with a high standard of quality, reliability and sustainability.

Through this manual, **MANGOTEX** reinforces its commitment to operational excellence, continuous process improvement and the creation of shared value with its supply chain. Suppliers are expected to act proactively in complying with legal, normative, and contractual requirements, maintaining practices that ensure employee safety, environmental protection, and full customer satisfaction.

The evaluation, qualification and monitoring of suppliers will be conducted by a multidisciplinary team, which will analyze the technical, productive and management capacity of each partner, considering its performance and adherence to the criteria established in this manual.

MANGOTEX reserves the right, at any time and without prior notice, to publish on its website the document "Letter of Clarification (0340-01 ANNEX 02)", with the purpose of updating, complementing or reinterpreting the requirements described herein. This document will remain in effect until a new, revised version of this manual is issued.

III. TERMINOLOGIES

The main terminologies used in this document are described below, in order to ensure a uniform understanding of the concepts covered.

- EQF – Supplier Quality Specialist;
- IQF – Supplier Quality Index;
- APQP – Advanced Product Quality Planning;
- PPAP – Production Part Approval Process;
- CEP – Statistical Process Control;
- RNCF – Supplier Non-Conformity Report;
- MSDS – Information and Chemical Product Safety Sheet;
- PPM – Parts per million;
- LO – Operating license;
- CLI – Integrated Licensing Certificate;



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- DNP – Development of new products;
- EMP – Raw Material Specification;
- VDA 6.3 – Standard developed by the Association of the German Automotive Industry (VDA), which defines guidelines and methods for conducting process audits on suppliers and manufacturers in the automotive sector;
- Product Audit – Consists of a structured and independent evaluation carried out on a finished or sampled product from serial production, with the aim of verifying compliance with design requirements, technical specifications, internal standards and customer requirements. Product auditing allows you to identify deviations, assess the consistency of the manufacturing process, and ensure that the final product maintains the expected level of quality over time;
- Special features - These are product or process requirements that have a significant influence on safety, functionality, regulatory compliance, or customer satisfaction. They must be identified, controlled and monitored in a differentiated way during development and production, ensuring that their results remain within the specified limits;

Special characteristics can be classified into different categories, according to the potential impact of a non-conformance:

- **Critical Characteristics "C"**: These are those that, if not met, can compromise the assembly, operation or durability of the product, resulting in performance failures or loss of function;
- **Safety Characteristics "D"**: These are requirements whose non-compliance may cause a risk to the physical integrity of the user, operators or third parties, compromising the safety of the product or vehicle;
- **Cleanliness "L"**: Refers to the acceptable level of contamination in components or systems, typically defined in terms of solid, liquid particles, or fibers. Related to the products: Springs, Plugs, Restrictors and other components (which have interphase in the internal region of the hose) that Mangotex defines, symbolized with the letter "L". In these cases, we recommend our suppliers to adopt the cleaning requirements according to VDA 19.1 and VDA 19.2 and use the attached form 0340-01 FORM 01

IV. CODE OF CONDUCT FOR SUPPLIERS

This chapter establishes MANGOTEX's Code of Conduct for Suppliers, defining the principles, minimum requirements and mandatory expectations applicable to all suppliers, business partners and other parties that are directly or indirectly part of **MANGOTEX's supply chain**.

The Code of Conduct aims to ensure that sourcing activities are conducted ethically, legally, responsibly and sustainably, in line with national and international best practices, as well as Mangotex's corporate commitments in relation to integrity, human rights, occupational health and safety, environmental protection, business ethics and the protection of personal data.



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The provisions set forth herein reflect and are aligned with internationally recognized principles, including but not limited to:

- Guidelines of the Organization for Economic Cooperation and Development (OECD);
- United Nations Guiding Principles on Business and Human Rights;
- Fundamental conventions of the International Labor Organization (ILO);
- Principles of the United Nations Global Compact.

a. Scope: This Code of Conduct applies to:

- i. All Mangotex suppliers;
- ii. Its parent companies, subsidiaries and affiliates;
- iii. All employees involved in the provision of services or supply of products, including direct employees, temporary employees, outsourced workers, migrant workers and contractors
- iv. Sub-suppliers, service providers, business partners and other third parties involved in the supply chain.

It is the supplier's responsibility to:

- i. Disseminate the content of this Code to its employees and sub-suppliers;
- ii. Ensure that the requirements set forth herein are understood and enforced;
- iii. Take reasonable diligence measures to verify, monitor and ensure compliance with this Code throughout the supply chain.

Compliance with this Code of Conduct is a mandatory condition for the establishment and maintenance of any business relationship with **MANGOTEX**, and this chapter is an integral and inseparable part of the Supplier Manual.

- b. Compliance, Application and Continuous Improvement:** MANGOTEX's **suppliers** must fully comply with all laws, standards and regulations applicable to their activities, as well as meet the requirements set forth in this Supplier Manual and this Code of Conduct.

In addition to complying with current legislation, suppliers are expected to act in accordance with nationally and internationally recognized standards, guidelines and best practices, especially those related to sustainability, human rights, occupational health and safety, business ethics, environmental protection and personal data protection.

MANGOTEX reserves the right to:

- Assess suppliers' compliance with this Code of Conduct;
- carry out internal or external assessments, audits, desk reviews or other forms of verification;

- request objective evidence that proves compliance with the requirements established herein;
- require the implementation of corrective actions whenever non-conformities are identified.

i. **Application:** acceptance and compliance with this Code of Conduct is a mandatory prerequisite for the supply of products or services to **MANGOTEX**. By accepting a purchase order, contract or any other commercial instrument, the supplier declares awareness and agreement with all the provisions of this Manual and the Code of Conduct incorporated therein.

The provisions of this Code do not replace, but complement, the contractual terms entered into between **MANGOTEX** and its suppliers. In case of conflict between requirements, the one that establishes the highest level of requirement in legal, ethical, social, environmental or integrity terms should be applied.

ii. **Continuous Improvement:** **MANGOTEX** recognizes that full compliance with the requirements of this Code of Conduct is a dynamic and continuous process. In this way, it encourages its suppliers to adopt continuous improvement practices, seeking the permanent improvement of their processes, management systems, internal controls and socio-environmental performance.

Whenever opportunities for improvement or adaptation needs are identified, the supplier should:

- Define and implement appropriate action plans;
- Establish deadlines and responsibilities;
- Monitor the effectiveness of the actions implemented.

Failure to comply with the requirements of this Code of Conduct, as well as the failure to implement the agreed corrective actions, may result in commercial restrictions, suspension or termination of the commercial relationship with Mangotex, depending on the severity and recurrence of the non-conformities identified.

iii. **Values:** **MANGOTEX** expects its suppliers to conduct their activities based on values that promote ethical, responsible, sustainable and transparent business relationships, ensuring respect for people, laws, the environment and business integrity.

Suppliers must, at a minimum, adopt, respect and promote the following values:

- **Ethics:** To act in accordance with the **MANGOTEX Code of Conduct**, with integrity and in accordance with ethical, legal and sustainable

standards. The conduct must be based on respect for individual and collective rights, the physical and moral integrity of people, as well as the institutional integrity of the organizations and clients with which it relates.

- **Meritocracy:** Valuing employees based on their performance, competencies, skills, and results delivered, ensuring fair, objective, and transparent criteria in the evaluation, recognition, and professional development processes.
 - **Respect for Diversity:** Promote respect for diversity and inclusion, recognizing equal rights and opportunities, as well as uniqueness and individual differences. Suppliers must ensure a respectful work environment, free of discrimination, ensuring a level playing field for everyone to express themselves and exercise their identity.
 - **Sustainability:** To act responsibly in the integrated management of its processes, seeking to minimize environmental and social impacts, through the reduction of waste, atmospheric emissions, consumption of natural resources and efficient use of energy, contributing to the protection of the environment and sustainable development.
 - **Continuous Improvement:** Ensure the quality of its processes and products, in accordance with applicable standards, procedures and requirements, adopting practices that promote continuous improvement, failure prevention and the search for operational efficiency, with the commitment to do it right from the first time.
 - **Commitment:** Demonstrate commitment to the organizational mission, vision, values, and objectives, meeting the requirements of their role and taking on additional responsibilities whenever necessary to meet the agreed expectations.
 - **People Development:** Promote the continuous development of its employees, encouraging the improvement of technical and behavioral skills, through training, qualification and opportunities for professional growth.
 - **Occupational Safety:** Promote the protection of the health and physical integrity of workers, adopting preventive measures to reduce work accidents and occupational diseases, identifying and controlling the risks present in the work environment.
- c. **Human Rights:** Mangotex's suppliers must respect and promote human rights by adopting ethical recruitment practices, guaranteeing the rights of women, minorities and indigenous peoples, as well as ensuring that their operations are conducted in a dignified, fair and responsible manner.

Suppliers' practices must be aligned with the principles set out in the United Nations Universal Declaration of Human Rights and the International Labour Organization's (ILO) Declaration of Fundamental Principles and Rights at Work.

- i. **Freedom of Association and Collective Bargaining:** The supplier must ensure its employees the right to freedom of association and collective bargaining, in accordance with the applicable laws and regulations, and any form of intimidation, retaliation or interference with this right is not allowed.
- ii. **Forced Labor:** Any form of forced or compulsory labor is expressly prohibited. The supplier must not employ practices that involve coercion, threat, physical punishment, retention of personal documents, passports, visas, financial deposits or any other condition that restricts the worker's freedom, in accordance with ILO Conventions No. 29 and No. 105.
- iii. **Child Labor:** The supplier must not employ child labor, in accordance with current legislation and ILO Conventions No. 138 and No. 182. No child under the legal age limit for admission to work may be employed, and the worst forms of child labor are also prohibited.
- iv. **Discrimination and Harassment:** The supplier must ensure a work environment that is free from discrimination and harassment. Discriminatory practices related to race, color, religion, sex, age, physical condition, national origin, sexual orientation, political or union membership, marital status, or any other condition protected by law are not permitted. Any form of abuse, intimidation, threat or physical, verbal or sexual harassment will not be tolerated, and the right to privacy of employees must also be respected.
- v. **Working Hours and Rest Days:** The supplier must ensure that the working hours of its employees are in compliance with the applicable legislation, respecting legal limits on hours worked, breaks, rest periods, vacations and leaves. Overtime must be voluntary, paid as provided by law, and employees must be entitled to at least one day of rest after six consecutive days of work.
- vi. **Wages and Benefits:** The supplier must ensure wages and benefits that meet, at a minimum, national legislation or industry standards, whichever is most favorable to the worker. Payments must be made in a regular, transparent manner and in accordance with applicable collective agreements, ensuring conditions that allow the basic needs of employees and their dependents to be met.
- vii. **Right to Land, Forests, Water and Non-Compulsory Eviction:** The supplier must respect the right to an ecologically balanced environment, ensuring practices that do not violate the right to land, forests, water and decent housing, refraining from any form of compulsory dumping or inappropriate use of natural resources, in accordance with applicable environmental legislation.

viii. Human Trafficking: The supplier must take strict measures to prevent and combat human trafficking, ensuring that its operations and supply chain are free from any form of human exploitation. Trafficking in persons is strictly prohibited and considered a serious violation of human rights.

d. Occupational Health and Safety: Mangotex's suppliers must ensure safe and healthy working conditions, adopting preventive measures to eliminate or reduce occupational risks, protect the physical integrity and health of workers, and prevent occupational accidents and diseases.

Suppliers are responsible for fully complying with applicable occupational health and safety legislation, as well as implementing practices compatible with the risks of their activities.

i. Ergonomics: The supplier must adopt measures aimed at preventing excessive effort, repetitive movements and inadequate working conditions from an ergonomic point of view. Whenever applicable, actions such as job rotation, scheduled breaks, mechanization of activities and improvements in the ergonomic conditions of workstations should be implemented.

ii. Emergency Preparedness: The supplier must establish procedures for responding to emergency situations, aiming to minimize impacts on the environment and protect the life and integrity of employees. Employees must be assigned and trained to act in emergencies, ensuring that the procedures are known and applicable to the activities developed.

iii. Incident and Accident Management: The supplier must maintain a system for controlling, recording, investigating, and handling incidents, accidents, and near misses. Preventive and corrective actions must be adopted with the objective of eliminating or reducing occupational risks, as well as promoting periodic training on accident prevention.

iv. Personal Protective Equipment (PPE): The supplier must provide its employees with all the Personal Protective Equipment necessary for the activities carried out, ensuring its proper selection, use, conservation and replacement. Evaluations by function should be carried out to identify the associated risks and define the applicable PPE, as well as guidance on procedures in case of accidents.

v. Safety of Machinery and Equipment: The supplier must ensure that machinery and equipment are operated safely, in accordance with manufacturers' guidelines and applicable legal requirements. Periodic maintenance and adequate training must be carried out for employees, in order to prevent accidents and ensure operational safety.

- vi. **Handling of Chemicals:** The supplier must adopt safe practices for the handling, storage, transportation, and disposal of chemical products, ensuring that employees receive adequate guidance and use the necessary PPE. The manufacturers' instructions, the correct identification of the products, the proper segregation and disposal according to current legislation must be observed.
 - vii. **Fire Protection:** The supplier must identify the fire risks associated with its activities and maintain adequate prevention and combat measures, including signaling systems, escape routes, firefighting equipment, and periodic employee training. Installations must meet applicable legal and regulatory requirements.
- e. **Business Ethics:** MANGOTEX's suppliers must conduct their activities ethically, with integrity and transparency, adopting responsible business practices and in accordance with current legislation, this Supplier Manual and the Code of Conduct incorporated therein.

It is the supplier's responsibility to ensure that its employees, representatives, partners and sub-suppliers act in accordance with the ethical principles set forth herein.

- i. **Anti-Corruption and Fraud:** The supplier must repudiate and not tolerate any form of corruption, bribery, fraud, extortion or unlawful practice. It is forbidden to grant, offer or receive undue advantages, bonuses, commissions or benefits with the aim of influencing commercial or institutional decisions.

Any request, indication or occurrence related to fraudulent or corrupt practices must be promptly communicated to Mangotex, and such practices may result in contractual and legal sanctions, including the termination of the business relationship.

- ii. **Financial Responsibility:** The supplier must maintain complete, accurate, transparent, and up-to-date financial records in order to faithfully reflect its operations and ensure compliance with applicable legal, tax, and contractual requirements.
- iii. **Disclosure of Information:** The supplier must ensure that the disclosure of information related to its activities, especially those linked to health and safety, environment and legal compliance, is carried out responsibly, accurately and in accordance with the guidelines agreed with **MANGOTEX**.
- iv. **Fair Competition:** The supplier must conduct its business based on the principles of free competition, ethics and merit, respecting the laws and regulations applicable to the defense of competition and market practices.
- v. **Conflict of Interest:** The supplier must adopt measures to identify, prevent and manage situations of conflict of interest that may compromise the impartiality, integrity or transparency of business relationships. Employees

must be guided as to acceptable and unacceptable situations, in order to avoid conflicts of interest.

- vi. **Counterfeit Parts:** The use, commercialization or supply of counterfeit, illegal or unauthorized parts, materials, components or software is prohibited. The supplier must adopt controls to ensure the authenticity and traceability of the products supplied.
 - vii. **Intellectual Property:** The supplier must respect and protect the intellectual property rights of **MANGOTEX**, its employees, business partners and third parties, ensuring the proper use of information, technologies, trademarks, patents and other intellectual assets.
 - viii. **Exports and Economic Sanctions:** The supplier must fully comply with the laws and regulations applicable to exports, imports, trade embargoes and economic sanctions, ensuring that its operations comply with the legal requirements of the country of origin, destination and transit.
 - ix. **Non-Retaliation:** The supplier must ensure that there is no retaliation against employees or third parties who, in good faith, make reports or report suspected ethical, legal or ethical violations. Mechanisms must be adopted to ensure the confidentiality and protection of whistleblowers.
- a. **Environmental Policy:** MANGOTEX's **suppliers** must conduct their activities in an environmentally responsible manner, fully complying with applicable environmental legislation and adopting practices aimed at preventing pollution, the efficient use of natural resources and reducing the environmental impacts resulting from their processes, products and services.

Suppliers are responsible for obtaining, maintaining, and complying with all environmental licenses, authorizations, and permits required by the competent agencies, as well as ensuring environmental compliance throughout their supply chain.

- i. **Legal and Environmental Compliance:** The supplier must meet all statutory and regulatory environmental requirements applicable to its activities, including those related to emissions, effluents, waste, hazardous products, land use, biodiversity, and soil protection.
- ii. **Air Quality:** The supplier must control and monitor atmospheric emissions from its operations, ensuring that they are within the limits allowed by current legislation. Measures to prevent, control and reduce emissions of air pollutants must be adopted.
- iii. **Energy Efficiency and Greenhouse Gas Emissions:** The supplier must seek to continuously improve the energy efficiency of its operations, adopting practices and technologies that contribute to the reduction of energy

consumption and greenhouse gas emissions, whenever technically and economically feasible.

- iv. Water Quality and Consumption:** The supplier must monitor the consumption and quality of the water used in its processes, adopting measures to reduce waste, prevent contamination, and promote the conscious use of this natural resource.
 - v. Sustainable Resource Management and Waste Reduction:** The supplier must implement practices for the sustainable management of natural resources and for the reduction of waste generation, establishing improvement goals where applicable. Waste must be segregated, stored, treated and disposed of in an environmentally appropriate manner and in accordance with current legislation.
 - vi. Responsible Chemical Management:** The supplier must properly identify, control and manage hazardous chemicals and substances, ensuring their correct use, storage, transportation, recycling and disposal. All legal requirements related to chemicals must be strictly adhered to.
 - vii. Sustainability in the Supply Chain:** The supplier must extend the principles of sustainability to its own suppliers and business partners, adopting policies and practices that promote responsible sourcing, the prevention of slave-like labor, the reduction of the carbon footprint, and social and environmental responsibility along the supply chain.
 - viii. Emergency Action Plan:** The supplier must adopt measures to prevent and respond to environmental emergencies, including leaks, spills, and fires, in order to minimize environmental impacts and health and safety risks. Where applicable, the supplier shall cooperate with Mangotex in the management of emergencies related to hazardous products or waste.
- b. General Data Protection Law (LGPD):** MANGOTEX's suppliers must fully comply with Law No. 13,709/2018 – General Law for the Protection of Personal Data (LGPD), as well as other rules applicable to the protection of personal data, whenever they process personal data as a result of the commercial relationship with **MANGOTEX**.

This chapter establishes the minimum guidelines to be observed by suppliers and partners who, directly or indirectly, have access to or carry out any form of processing of personal data linked to **MANGOTEX**.

- i. Application:** The provisions of this chapter apply to all contracts, orders, purchase orders, or any commercial instruments that involve the processing

of personal data by the supplier, including but not limited to databases, records, lists, information of employees, customers, or third parties.

The term personal data processing comprises any operation carried out with personal data, such as collection, production, reception, classification, use, access, reproduction, transmission, storage, elimination, evaluation or control of information.

- ii. **Role of the Supplier in Data Processing:** For the purposes of the LGPD, the supplier is considered a personal data operator, and must carry out the processing exclusively in accordance with the instructions of **MANGOTEX**, as a data controller.

In the event of doubt, omission or conflict regarding the processing of personal data, the supplier must formally consult **MANGOTEX** before carrying out any operation.

- iii. **Information Security and Prevention:** The supplier must adopt appropriate technical and administrative measures to protect personal data against unauthorized access, accidental or unlawful situations of destruction, loss, alteration, communication or any form of inappropriate or unlawful processing.

MANGOTEX may evaluate or audit, by appointment, the information security controls adopted by the supplier, whenever necessary for compliance verification.

- iv. **Occurrence with Personal Data:** The supplier must immediately report to **MANGOTEX** any security incident involving personal data, including leakage, loss, destruction, alteration or improper access, as well as any request from public authority related to the processing of personal data.
- v. **Sharing of Data with Third Parties:** It is forbidden for the supplier to share, transfer or make available personal data to third parties without prior and express authorization from **MANGOTEX**. If third parties are hired who have access to personal data, the supplier must ensure that they fully comply with the LGPD, assuming full responsibility for the processing carried out.
- vi. **Data Protection Officer:** Whenever applicable, the supplier must appoint a Personal Data Processing Officer, or make such information available in an accessible medium, in accordance with the requirements of the LGPD and the National Data Protection Authority (ANPD).
- vii. **Termination of Business Relationships:** Upon termination of the business relationship with **MANGOTEX**, the supplier must immediately stop processing

personal data, return the data to **MANGOTEX** or proceed to its deletion or anonymization, as expressly directed by **MANGOTEX**, unless otherwise legally or regulatorily obligated.

- c. **Grievance Mechanisms:** MANGOTEX **suppliers** must provide adequate mechanisms for receiving, handling and investigating complaints, reports or reports of possible legal, ethical, labor, environmental violations or any provisions of this Supplier Manual and the Code of Conduct incorporated therein.

Grievance mechanisms should ensure:

- i. Possibility of making complaints in good faith, including anonymously, when applicable;
- ii. Confidentiality of information and the identity of whistleblowers;
- iii. protection against any form of retaliation, discrimination or punishment against whistleblowers or people involved in the investigation processes.

The supplier must designate those responsible for receiving, recording, analyzing and handling complaints, ensuring that investigations are conducted impartially, appropriately and within reasonable timeframes.

Whenever relevant, the supplier must cooperate with **MANGOTEX** in the investigations related to complaints that involve, directly or indirectly, its activities, its employees or its supply chain.

Failure to properly handle complaints or retaliate against whistleblowers may result in the application of contractual measures, including commercial restrictions, suspension or termination of the business relationship with **MANGOTEX**.

V. NEW SUPPLIER SELECTION PROCESS

The selection and approval process of new suppliers aims to ensure that only qualified companies aligned with MANGOTEX's quality, sustainability, ethics and management standards are part of its supply chain (0340-01 FORM 14).

When a potential supplier is not yet part of the Approved Supplier board, the **DNP (New Product Development), Quality, Purchasing and Quotation departments** are responsible for conducting the approval process, according to the criteria described below:

- a. Product certification and approval requirements;
- b. Evaluation of the quality system;
- c. Risk assessment;
- d. Sustainability assessment;
- e. Subscriptions required.
- f. Selection of already approved suppliers (new products)



a. PRODUCT CERTIFICATION AND APPROVAL REQUIREMENTS:

The supplier must present the valid certifications related to its management system and demonstrate technical capacity to meet the specification, design and performance requirements of the products to be supplied.

b. PROCESS AUDIT:

MANGOTEX carries out an assessment of the supplier's quality management system, using criteria based on VDA 6.3 (Potential Analysis – P1) or equivalent internal audits. The objective is to verify the maturity of the processes, traceability, quality control, management of non-conformities and the corrective and preventive action plan.

- i. **Failed** (1x red or min. 15x yellow): Makes the supplier unfit for further development, except for suppliers considered strategic. In this case, it must be approved through a risk and deviation analysis granted by the **MANGOTEX customer**
- ii. **Approved Conditional** (0x red and max. 14 yellow): The supplier must submit an action plan within 15 days from the date of receipt of the report and implement the actions within 90 days.
- iii. **Approved** (0x red and max. 7 yellow): The quality and/or development department must proceed with the approval process.

NOTE 1: Suppliers of indirect materials are exempt from evaluation: auxiliary, packaging and supplied by the Customer himself, in which only the material is checked visually upon receipt. If any discrepancy or damage in the delivered material is verified at the time of the conference, it will be blocked and returned to the supplier.

c. RISK ASSESSMENT: A risk analysis is conducted to identify possible vulnerabilities in the supply, considering aspects such as:

- i. Financial stability of the company;
- ii. Productive and technological capacity;
- iii. Dependence on critical raw materials;
- iv. Performance history with other customers;
- v. Geographical location and logistics deadlines.
- vi. Based on this analysis, the supplier is classified according to the level of risk and the need for special monitoring is defined.

Method	Classification	Degree of Compliance	Classification Denomination
Using the Risk Matrix Check List (0340-01 FORM 08)	Low	1,0 – 5,0	Approved
	Medium	5,1 – 7,5	Conditional Approved
	High	7,6 – 10,0	Failed

Table 02 – Risk assessment

- d. **SUSTAINABILITY ASSESSMENT: MANGOTEX** periodically evaluates the socio-environmental and ethical performance of its suppliers, ensuring that all members of the supply chain maintain practices aligned with ESG (Environmental, Social and Governance) principles and the **MANGOTEX Supplier Code of Conduct**

This assessment aims to ensure legal compliance, promote continuous improvement and reinforce the commitment to sustainable practices throughout the value chain. The supplier must prove compliance with the following requirements:

- i. Responsible environmental practices;
- ii. Safe and ethical working conditions;
- iii. Compliance with socio-environmental legislation;
- iv. Commitment to continuous improvement actions and sustainable innovation.
- v. This step reinforces **MANGOTEX's** commitment to an environmentally and socially responsible supply chain.

Method	Classification	Degree of Compliance	Classification Denomination
Using the Sustainability Check List (0340-01 FORM 05)	Low	80,0 – 100,0	Approved
	Medium	50,0 – 79,0	Conditional Approved
	High	< 50,0	Failed

Table 03 – Sustainability assessment

NOTE1: MANGOTEX will send the Sustainability Questionnaire every 12 (twelve) months (as a self-assessment), in order to verify compliance with minimum requirements of Environment, Social Standards, Health and Labor Protection and Organizational Ethics.

- e. **MANDATORY SIGNATURES:** After the completion of the previous steps, the approval process will be formalized through the signature of the heads of the DNP, Quality, Purchasing and Quotation Departments, in addition to the final approval of the Management. Only after this validation will the supplier be included in the List of Approved Suppliers of **MANGOTEX**, being able to participate in regular quotations and supplies.
- i. Signature of this manual, accepting all the requirements described herein (0340-01 FORM 02)
 - ii. Signing of the produto_PSCR Safety and Compliance Representative Term (0340-01 FORM 03)
 - iii. Signature of the confidentiality agreement (0340-01 FORM 04 + 0920-01-01)
- f. **Selection of suppliers already approved (new products):** When a new product is in the process of approval, the departments responsible for starting the technical analysis:
- i. Raw material: Laboratory;
 - ii. Components: DNP/Engineering;

They should consult the Quality Department to obtain the degree of risk of the selected supplier, even if it is already part of the approved Supplier board. The degree of risk should be used as a criterion to confirm the supplier's eligibility for the new product.

VI. PRODUCTION PART APPROVAL PROCESS (PPAP)

MANGOTEX adopts the Production Part Approval Process (PPAP) as a mandatory requirement for validating suppliers' ability to meet product and process requirements before the start of serial production.

The PPAP ensures that:

- The technical and quality requirements of the product are fully understood;
- The production process is stable, capable and repetitive;
- Process variations are controlled within specified limits.

PPAP is applicable to all suppliers of products and raw materials that directly impact **MANGOTEX's** final product.

Suppliers and their subcontractors must have a structured product development system, preferably based on the AIAG APQP manual.

For the development of new items or changes in raw materials, when applicable, the supplier must register with the IMDS (International Material Data System) and meet the requirements of REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals).

Raw material registration must be submitted to the IMDS system, ensuring compliance with restricted and reportable substances. The submission number (component ID or raw material) must be informed in the PPAP documentation (PSW). Submissions should be directed to **MANGOTEX** under ID No. 9574.

The supplier must ensure that materials used, including those from sub-suppliers, do not originate from conflict regions, in accordance with applicable regulations. The following are considered conflict minerals: tantalum, tungsten, tin and gold.

Considering that **MANGOTEX** exports to the European market, suppliers must comply with the European Directive 2000/53/EC, which restricts the use of heavy metals (lead, mercury, cadmium and hexavalent chromium), in addition to complying with the requirements of the REACH regulation. Where applicable, REACH registration must be carried out with ECHA, ensuring the safe use of chemicals throughout the supply chain.

REACH registration is mandatory for substances exported to the European Union in volumes equal to or greater than one ton per year. When required, evidence of this record must be part of the PPAP (PSW) documentation.



a. SITUATIONS THAT REQUIRE PPAP SUBMISSION

- i.** Development of a new product or part;
- ii.** Modification of drawing, specification, material, raw material supplier or production process;
- iii.** Change of manufacturing location or installation of new equipment;
- iv.** Alteration of tooling, devices or control methods;
- v.** Correction of a discrepancy in a previously approved part;
- vi.** Return to production after more than 12 months without supply.

MANGOTEX may request additional PPAP at any time, when it deems necessary.

- b. SUBMISSION LEVELS:** The submission levels of the PPAP follow the provisions of the AIAG manual. Below are described the five levels and their respective documentary requirements:



Type	Products and Services	QMS Level	CQI (*)	PPAP (**) / Other Documents		
Raw Material (Manufacturer)	Accelerators, Antiozonants, Antioxidants, Flow Agents, Activators, Adhesives, Fillers, Coagents, Reinforcing Filler, Desiccants, Elastomers, Blowing and Expanding Agents, Oil, Inhibitors, Resins, Plasticizers, Pigments, Peroxides, Process Solvents, Solvents (Catalysts, Paints, Solvents and Thinners), Granulated Material	1- Target 2- Minimum 4- Acceptable	N/A	Level 1 + Technical Data Sheet, SDS, Raw Material Certificate, signed EMP (0340-01 FORM 13), IMDS.		
Raw Material & Distributor (***)				For products controlled by Civil Police (Inspection Certificate and Operating Permit for industrial purposes) and Federal Police (Registration Certificate and Operating License) + Product labels must include the statement: "Controlled product by the Federal Police"		
Components 1				Injected (rubber, plastic), Metallic (clamps, rings, springs and tubes), Protective materials (aluminized, corrugated, foam, flexguard and heat shrink), heat and surface treatment	X	Level 3 + capability study (Run@Rate)
Components 2				Textile (yarns, tapes, meshes)	N/A	Level 4 + documentation agreed with DNP (EQF) area
Packaging	-	7- Minimum	N/A	N/A		
Services	Surface / Heat Treatment (not related to final product): Zinc plating, Chrome plating, Nickel plating, Nitriding, Carburizing / Quenching, Tempering	2- Target 4- Minimum 7- Acceptable	X	Level 3		
	Rewinding, Tooling Manufacturing (molds, mandrels, control gauges, clichés)	2- Target 5- Minimum 6- Acceptable	N/A	N/A		
	Calibration of Measuring Equipment, Testing and Validation	3- Minimum 4- Acceptable	N/A	N/A		
	Sorting / Rework	2- Minimum 4- Acceptable	N/A	N/A		
LEGEND: X = Applicable N/A = Not applicable		NOTE 3: Auxiliary materials are materials that do not remain in the final product, as well as non-productive materials and carriers, and are not required to meet QMS requirements, performance monitoring, and process monitoring unless required by the customer.				
QMS Level 1. IATF16949 = Submission of IATF16949 certificate 2. ISO9001 = Submission of ISO9001 certificate 3. ISO/IEC 17025 Accredited = Submission of accredited service certificates (RBC/OAA or equivalent); report must include the national accreditation mark. 4. Customer Approved = Evidence of customer approval 5. Potential Assessment (P1): Fully approved supplier 6. Potential Assessment (P1): Conditionally approved supplier 7. Mangotex Approval = ISO 9001 Questionnaire (0340-01 FORM 14).		(*) Supplier must annually submit process self-assessment according to the latest version of AIAG manuals: • CQI-9 – Heat Treat System Assessment • CQI-11 – Plating System Assessment • CQI-12 – Coating System Assessment • CQI-15 – Welding System Assessment • CQI-17 – Brazing System Assessment • CQI-23 – Molding System Assessment • CQI-30 – Rubber Process System Assessment • Cleanliness – Process Self-Assessment				
NOTE 1: Suppliers of Scania items must be certified ISO14001 and IATF16949, therefore the DNP area must inform the Purchasing area if the item is for Scania to ensure the selection of a supplier that meets the customer requirements. For other customers, the specific requirements of the customer will be met.		(**) PPAP Level required from suppliers: - When the item is for GM, the level is 5. - The supplier must meet the requirements specified in the PPAP Checklist (0340-01 ANNEX 05).				
NOTE 2: Environmental Operating License (LO) and/or Installation License (CLJ) are applicable if the company's activities involve the use of natural resources or the emission of pollutants. Suppliers certified under ISO14001 (must submit a copy of the certificate) are exempt from submitting the license. Compliance with ISO 14001 is encouraged, and these suppliers will be given preference in the approval process.		(***) Distributors => The QMS certificate will be required from the manufacturer, and a self-assessment based on VDA 6.3 (correlated to the applicable requirements for receiving, storage, and shipping) and on-site audit at the distributor.				

c. MANDATORY PPAP ITEMS (LEVEL 3 – MANGOTEX STANDARD): The supplier must submit all applicable items listed below:

- i. Engineering drawing and approved modifications;
- ii. Declaration of materials (IMDS/REACH), where applicable;
- iii. Process flow diagram;
- iv. Updated Process FMEA (IAG/VDA);
- v. Control Plan with special characteristics identified;
- vi. Capacity study and statistical analysis (Cp/Cpk);
- vii. Dimensional and performance test results;

- viii. MSA study (R&R, trend, linearity and stability);
- ix. Certificates of raw materials and laboratory tests;
- x. Packaging approval (according to MANGOTEX specification);
- xi. Photographic record of the product and identification of PPAP label;
- xii. Appearance Report, when applicable;
- xiii. PSW – Part Submission Warrant duly completed and signed.

- d. **IDENTIFICATION AND SHIPMENT OF SAMPLES:** Samples submitted must be clearly labeled "PPAP SAMPLES" (0340-01 ANNEX 04) and accompanied by all applicable documentation in electronic format (PDF or XLS). The physical shipment of samples must occur according to instructions from the Supplier Quality Department (EQF).
- e. **SUBMISSION RESULTS:** After analyzing the documentation and samples, MANGOTEX will issue a formal approval opinion.

Status	Description
Full Approved	The product and process fully meet the requirements. The supplier is cleared for serial delivery.
Conditionally Approved	The product is released temporarily subject to an action plan approved by MANGOTEX. A new submission will be required.
Rejected	The product or process does not meet the requirements. A new, complete submission is mandatory.

- f. **PRODUCT REQUALIFICATION:** The supplier must perform product requalification every 3 years or according to the customer's specific requirement, submitting evidence of compliance (updated dimensional and functional reports).

g. **RESPONSIBILITIES:**

The vendor is responsible for the integrity and traceability of all PPAP documentation. **MANGOTEX** reserves the right to audit or request any PPAP item at any time. Failure to comply with the requirements of the PPAP may result in supply retention, suspension of new business or reclassification of performance (IQF).

VII. PROCESS AND PRODUCT AUDIT



MANGOTEX continuously monitors the manufacturing processes of its suppliers — except those responsible for packaging, calibration services and selection/rework — through second-party audits, conducted by **MANGOTEX** auditors or by professionals designated by it.

These audits aim to assess the compliance of the production processes, the fulfillment of specific requirements and the effectiveness of the supplier's quality management system, ensuring the stability and capacity of the processes involved.

a. SUPPLIER SELF-ASSESSMENT: Before the audit is carried out by **MANGOTEX**, the supplier must perform a self-assessment of its processes, using the official checklist sent by **MANGOTEX**. This step aims to allow the supplier to identify any deviations in advance and implement corrective actions that strengthen its management system and its continuous improvement programs.

b. SUPPLIER AUDIT: The audit will be conducted according to the criteria established in VDA 6.3 and other requirements defined in this procedure. The appointment will be formalized in advance, and during the audit the supplier must provide all the information and evidence requested, in addition to allowing the performance of a product audit, according to **MANGOTEX**'s choice.

An audit will be carried out on the supplier if one or more of the criteria below are evidenced:

- i. Risk Class: High and Medium
- ii. Changes in the supplier (according to IATF16949 8.5.6: e.g.: change of location; new machines / equipment; new machines and all manufactures; change in the sub-supplier, etc.); ✓ Downgrade of misIQF day in the previous year from C to D;
- iii. Loss or Suspension of the Certificate IATF16949 or Suspension of the ISO9001 certificate;
- iv. Process Audit grade C;
- v. Increased demand at the supplier;
- vi. Suppliers who have achieved Controlled Shipment in the previous year.

The product audit must be defined in the Control Plan and carried out for all items supplied to **MANGOTEX**.

For new products or process launches, the supplier must establish product audits covering all relevant characteristics, including significant, critical, safety, appearance and fit/form/function characteristics, defining criteria for entry, exit, inspection frequency and sample size. Unless otherwise specified by the **MANGOTEX** EQF, inspections are to be performed on 100% of the samples.

During serial production, the supplier must plan and execute product audits with a minimum annual periodicity for each item supplied, and this frequency may be increased according to the level of risk, criticality or history of non-conformities.

Audits should be conducted by independent production personnel, using calibrated instruments, approved inspection plans and defined acceptance criteria.

The results of audits must be formally recorded, analyzed and maintained for a minimum of 3 years, or as required by contract.

Any discrepancies or non-conformities identified must be treated according to the Fault Classification (0340-01 ANNEX 03), using a structured problem-solving methodology. Immediate containment of 100% of the affected items should be implemented until the effectiveness of corrective actions is validated.

If non-conformities are identified during the audit, the supplier must:

- i. Implement immediate containment of the affected lots;
- ii. Communicate to **MANGOTEX** immediately;
- iii. Prepare and submit a corrective action plan according to the MASP/8D methodology, within the deadlines established in the chapter "Costs of Non-Quality".

Points	Compliance Assessment with Requirements
10	Requirements fully met
8	Requirements largely met; Minor divergences
6	Requirements partially met; Significant divergences
4	Requirements inadequately met; Serious divergences
0	Requirements not met

NOTE 1: When a **MANGOTEX** customer requests an evaluation at the supplier's premises, the parties will agree on the date and manner of carrying it out.

NOTE 2: **MANGOTEX** will carry out (remote and/or face-to-face) process audit at the distributor, according to issues in the VDA6.3 checklist pertinent to the activities/operations (e.g., stocks, FIFO, Identification, etc.); however, before this VDA6.3 checklist will be forwarded to carry out a self-assessment in its Management and Process System.

NOTE 3: Suppliers without certification in their Quality Management System in the IATF 16949 standard, will not be classified with an "A" grade in the Process and Product audit.

NOTE 4: For international suppliers, a self-assessment will be requested by a qualified QMC auditor and in the absence of qualification, EQF **MANGOTEX** must critically analyze the self-assessment and may schedule a video conference to confirm the information and evidence and thus define the self-assessment score.

NOTE 5: Only suppliers trained in the VDA PSCR course will get a score of 10 in the process audit.

c. CLASSIFICATION CRITERIA: The frequency and criteria applied to second-party audits will be determined based on the risk assessment of suppliers, considering historical performance, product criticality, and compliance with **MANGOTEX requirements**.

The results of the audits will be classified according to the performance levels below:

- i. **CLASSIFICATION A - APPROVED:** Suppliers who achieve classification "A" demonstrate that they are fully capable of serial production. They should, however, develop a corrective action plan for all items with a score below 10 points. The plan must be submitted within fifteen (15) days after the issuance of the audit report and will be monitored by **MANGOTEX** within ninety (90) days.
- ii. **CLASSIFICATION B – Conditional:** Suppliers with a "B" classification have deficiencies that may pose a risk to the quality of the product or the stability of the process. They must present an action plan within fifteen (15) days after the audit report. The actions will be monitored by

MANGOTEX within 90 (ninety) days, or until the total closure of the deviations. **MANGOTEX** may decide, depending on the severity of the results, whether the audit will be closed in person (*in-loco*) or remotely, upon prior communication to the supplier.

iii. **RATING C – Failing:** Suppliers with a "C" rating are automatically barred from providing new business until they demonstrate effective improvement. They must present a corrective action plan within fifteen (15) days after the audit report. A follow-up visit will be scheduled to verify the effectiveness of the actions and a new audit should take place within 12 (twelve) months. During this period, the supplier will remain in the *New Business Hold status*. The reclassification from C to B will only be granted when the degree of conformity is ≥ 85 points.

d. **DOWNGRADE RULES:** The downgrade rules follow the criteria set out in VDA 6.3 and also in **MANGOTEX's** internal requirements. If the supplier is demoted, the decision will be formally communicated through the Supplier Quality Department.

i. **Downgrading from A to B (even with EG $\geq 90\%$):** The supplier classified as "A" may be downgraded to "B" in the following situations:

1. Lack of certification of the quality management system (IATF 16949);
2. During the product audit, class "B" or "C" systemic failures were found (conf. 0340- ANNEX 03);
3. Identified risks in the supply chain, which have a direct influence on **MANGOTEX products**. This will lead to the demotion of the supplier.
4. Present a Supplier Quality Index (IQF) level C for three consecutive months.

ii. **Downgrading from "B" to "C" (even with EG $\geq 80\%$):** The supplier classified as "B" may be downgraded to "C" when one or more of the following conditions occur:

1. Occurrence of class "A" failures or systematic class "B" failures in the product audit (*see 0340-01 ANNEX 03*);
2. Identification of risks in the supply chain with a direct impact on the quality of the product delivered to **MANGOTEX**;
3. Absence or loss of quality management system certification, at least ISO 9001.

iii. **Direct downgrade to C (even without auditing performed):** The supplier can be downgraded directly to "C" rating under the following conditions:

1. Denial of execution or non-compliance with the improvement program (resulting from process audit, RNCF or other);
2. Unacceptable deadlines to achieve the quality objectives required by the client;
3. Critical performance or proven risk of non-fulfillment of the product's function (raw material or component), identified during problem analysis or technical visit by **MANGOTEX**;
4. Denial of access to production processes and manufacturing stages during audits (e.g., VDA 6.3, P1, technical visits);
5. Absence of valid certification of the quality management system (minimum ISO 9001) or failure to maintain active status with the certifying body;

VIII. SUPPLIER DEVELOPMENT

MANGOTEX will not give up encouraging its entire supply chain to seek IATF 16949 Certification, so:

- a. It will carry out together with the process audit (VDA 6.3) in its ISO 9001 suppliers a MAQMSR audit, which is based on the *Minimum Requirements of the Automotive Quality Management System for Sublevel Suppliers* in order to develop the supplier to meet the requirements of the IATF 16949 standard item 8.4.2.3. Material for consultation: <https://www.iatfglobaloversight.org/oem-requirements/customer-specific-requirements/>
- b. A Quality Management and Environmental Management Development letter (0340-01 FORM 07) will be sent to the supplier for review and evaluation of the intent to obtain IATF 16949 and ISO 14001 certifications

IX. MANGOTEX SPECIFIC REQUIREMENTS

A **MANGOTEX** establishes specific requirements that complement the standards and requirements of its customers, with the aim of ensuring full alignment between its supply chain and the internal quality, sustainability and compliance standards. These requirements are mandatory for all approved suppliers or those in the process of approval, and aim to ensure the consistency of the products and services provided, the traceability of the production processes and full compliance with the expectations of the **MANGOTEX** and their end customers.

Item	Ref. ISO9001/ IATF16949	Subject	Requirements	C	MP
1	4.3.2	Client-specific requirements	The supplier must use the Specific Derogation Approval Form (0340-01 FORM 10). Each request must contain only one derogation. The form must describe the specific requirement of MANGOTEX, the reason for non-compliance and the deadline for adaptation. Action plans, schedules, explanatory letters and other evidence must be attached to the same email sending the request.	X	X
2	4.4.1.2	Product Safety	All product safety characteristics, regulatory and statutory, must be described in the FMEA, Control Plan, Flowchart and Work Instructions. Training must be carried out for all employees involved and throughout the supply chain. The supplier must formally appoint the Specialist Responsible for Product Safety and Responsibility (PSCR), according to the PSCR Term (0340-01 FORM 03), extending this requirement to sub-suppliers.	X	X
3	5.3.1	Roles, responsibility and authorities	The supplier must formally notify the MANGOTEX Quality Department, within a maximum period of 10 working days, of any change in the person responsible for the Quality of the Product or the Property of the company.	X	X
4	6.1.2.3	Contingency plans	The supplier must maintain documented contingency plans, covering shortages risks and supply capacity, in addition to periodically testing these plans. You must notify MANGOTEX (Purchasing, DNP and Quality) within 24 hours of any production interruption.	X	X
5	7.1.5.1.1	Measurement System Analysis	The supplier must perform MSA for all measurement systems provided for in the Control Plan, including Stability, Linearity, Trend, Repeatability, and Reproducibility (R&R) studies.	X	
6	7.1.5.3.2	External Laboratory	ISO/IEC 17025 certified testing and calibration laboratories with current validity must be used. Alternatively, laboratories accredited by RBLE, RBC or OEM may be accepted, as long as there is no veto from MANGOTEX. The certificate must bear the seal of the national accreditation body.	X	X
7	7.2.1	Competence - Supplement	The supplier must maintain a Polyvalence Matrix and carry out training based on the AIAG manuals: CEP, MSA, PPAP, FMEA, in addition to including Occupational Safety.	X	X
8	7.2.4	Competence of the second party auditor	It is recommended that internal and second-party auditors have proven knowledge of VDA 6.3 and VDA 6.5.	X	
9	7.3.1	Awareness - supplement	The supplier must promote awareness of MANGOTEX's specific requirements, communicating them to the employees involved in the process and to the sub-suppliers.	X	X
10	7.4	Communication	The supplier must communicate to MANGOTEX any change in certification status (IATF 16949, ISO 9001 and ISO 14001), including granting, recertification, transfer, suspension or cancellation. Whenever recertified, you must send an updated copy of the certificate. The official language will be Portuguese (Brazil), except for international suppliers (in English). The supplier must keep the Contact List (0340-01 FORM 06) up to date and send it to MANGOTEX.	X	X
11	7.5.3	Control of documented information	When the supplier uses Mangotex or other documents of external origin, it must ensure that it uses the most current version, or the version specified by Mangotex. Drawings and specifications should be requested from the Purchasing Department or DNP. It is the supplier's responsibility to ensure the update before use.	X	X

12	7.5.3.2.1	Record Retention	<p>The supplier must retain records in such a way that:</p> <ul style="list-style-type: none"> • APQP/PPAP: keep during the time the part (or the family of parts) is active for production and/or replacement, plus 1 calendar year; • Production inspection and testing records: safety items (minimum 15 years), remaining (minimum 3 years). • Product audits, minutes of critical analysis of the Board: minimum for 3 years. • Calibration of measuring equipment: for one calendar year. <p>NOTE1: MANGOTEX is authorized to inspect the records and documents at any time.</p>	X	X
13	8.2.3.1.2	Special designated features by the customer	<p>The supplier can use its own symbology to identify special characteristics, as long as there is a correlation table. In drawings sent to Mangotex, you must use the defined symbology or insert the correlation table. When the characteristic is not specified, it is up to the supplier to determine the critical points of the process to monitor. Mangotex may request evidence from the studies.</p>	X	
14	8.3.5.2	Design outputs from the manufacturing process	<p>Process Flow Diagram: The supplier must have a process flow diagram in accordance with AIAG standards, clearly describing each step of the process, including inspection, transportation, and storage, and is aligned with the Process Control Plan and FMEA.</p> <p>FMEA: The vendor is responsible for understanding and using FMEA as per AIAG specifications. From 2025 onwards, it should be using FMEA/VDA.</p> <p>Control Plan: See item 8.5.1.1.</p> <p>Packaging: the packaging used by suppliers must have been previously approved by the EQF, as it must comply with limits of capacity, shape, identification and other applicable legal requirements.</p>	X	
15	8.4.3	Information for external providers	<p>Monitoring and qualification of subcontracted suppliers shall be the responsibility of the supplier in accordance with this manual. MANGOTEX reserves the right and authority to monitor, review and/or approve the processes of subcontracted suppliers and respective facilities, when necessary. The Supplier must approve externally provided products and services in accordance with this requirement, prior to submission of approval of its part to the customer.</p>	X	X
16	8.5.1.1	Control Plan	<p>The supplier must develop a control plan in compliance with AIAG standards and must be provided with feedback based on detected nonconformities, product, process, measurement, movement, supplier and/or FMEA changes.</p>	X	
17	8.5.1.2	Standardized work	<p>The operator's instructions must: be communicated and understood; legible; accessible language to follow them; and be available for use in the workplace</p>	X	X
18	8.5.1.3	Setups	<p>Process and product approval records must be recorded by authorized and trained persons for Setup release.</p>	X	X
19	8.5.1.5	Total productive maintenance	<p>It must maintain a system for preventive and corrective maintenance and determine their useful life. It is recommended that there is an effectively implemented process for analysis and optimization of downtime and a management of spare parts availability for key products/equipment.</p>	X	X
20	8.5.1.6	Tooling management	<p>Establish an adequate storage methodology that is easy to retrieve whenever necessary.</p>	X	X
21	8.5.1.7	Production scheduling	<p>The supplier must not send to Mangotex products less than 50% of the manufacturing shelf life. Otherwise, the batch may be returned.</p>		X

22	8.5.3	Property owned by external customers and providers	Any tooling that MANGOTEX makes available to the supplier is for use solely and exclusively in production, and must be kept in good condition by the supplier while in its possession; if it is worn, broken or damaged, it must be repaired by the supplier and the actual costs at its expense, except for natural wear and tear related to the useful life of the Tooling. MANGOTEX tooling must be identified and standardized as "MANGOTEX PROPERTY", it must have a control that keeps the tooling clean and maintained and quick to locate. Any tool lost or damaged to MANGOTEX must be notified. Any concession of tools, devices or equipment will only be carried out after the signing of the Lending Agreement (0340-01 FORM 11). Variations of this model may be negotiated in specific circumstances.	X	X
23	8.5.4	Preservation	The supplier must ensure the preservation of the product throughout the production process (input and output). E.g.: stacking, cleaning, contamination and mixing, protection against damage; correct product and quantity.	X	X
24	8.6	Release of products and services	<p>QUALITY CERTIFICATES</p> <p>Every batch of raw material must be accompanied by the quality certificate, attached to the invoice. It will not be required for components every batch. Raw Material Suppliers: the batches must be accompanied by the Quality Certificate, containing: material characteristics (chemical composition, mechanical properties, dimensional and other characteristics agreed with MANGOTEX).</p> <ul style="list-style-type: none"> • Heat Treatment Service Providers: the batches must be accompanied by the Quality Certificate covering: the batch produced, containing the values (specified and found) of the relevant characteristics (hardness, layer thickness, etc.). • Surface Treatment Service Providers: the lots must be accompanied by the Quality Certificate covering: the lot produced, values (specified/found) of the characteristics (layer thickness, resistance to Salt Spray, etc.). • Chemical suppliers: see item IV (1st Criterion: Product Certification and Approval Requirements) <p>NOTE1: it is the supplier's responsibility to send the most recent copy of the certificates (electronically, not being mandatory to send it physically), failing which will result in demerits in the IQF. NOTE2: The quality department reserves the right (at least 06 months) to verify the authenticity of the IATF 16949 certificate on the IATF portal.</p>	X	X
25	8.6.2	Layout inspection and functional testing	After approval of the PAPP, the Layout Inspection must take place every 12 months. The supplier must retain and present if requested. The layout inspection must contain the requirements: Bulleted Drawing and Dimensional Report with all the specifications of the approved PAPP; any change in the frequency of layout inspection must be submitted to MANGOTEX and will only be considered effective after formal approval. Where the tool has multiple cavities or tooling, the organization should conduct layout inspection on at least 5 samples for each cavity.	X	
26	8.7.1.1	Authorization for customer concession	Authorization to manufacture products other than MANGOTEX specifications is limited to the number of parts or period of time, and EQF approval is required. Every batch supplied under deviation must carry a label on each package with the following inscription: UNDER DEVIATION. The supplier must use the Specific Derogation Approval Form (0340-01 FORM 12) together with a non-compliance analysis and action plan for root cause eradication	X	X
27	8.7.1.4	Reworked Product Control	The Supplier must prepare rework instructions, training those involved and record these operations.	X	X
28	8.7.1.6	Customer Notification	The supplier must notify MANGOTEX within 24 hours or sooner in the event that a non-conforming product has been shipped.	X	X
29	9.2.2.3	Manufacturing Process Audit	The Supplier must carry out a self-audit of the process with a maximum validity of 12 months. It is recommended that the supplier obtain knowledge and training in the VDA6.3 Manual.	X	X

30	9.2.2.4	Product Audit	<p>It must be defined in the Product Control Plan and carried out at least every 12 months, for each manufactured product, as a part in serial production. Any non-conformity found in the audit, the supplier must evaluate according to the Failure Classification (0340-01 ANNEX 03).</p> <p>Suppliers must establish a product audit (for all significant, critical, safety, appearance, and fit/form/function characteristics), for the start of production on new products and process launches, establishing criteria and input and output. Inspection frequencies and sample sizes should be 100% for all inspections or as specified by the MANGOTEX EQF. Discrepancies, non-conformances, and concerns identified during this audit should be resolved using a troubleshooting format. It is necessary to contain 100% of the problem until corrective action is validated.</p>	X	X
31	10.2	Non-compliance corrective action and	<p>MANGOTEX requests that the supplier when there are divergences regarding the needs of the product and the process, the causes be analyzed and immediate and corrective actions are verified for their effectiveness. QMS documentations (Control Plan, FMEA, Instructions) are updated as needed</p>	X	X
32	10.2.3	Troubleshooting	<p>Any rework, selections, losses and costs associated with non-conforming materials are the responsibility of the SUPPLIER and including costs of rejections (sets), yard actions at the customer, field actions and others, due to failure of the component / material purchased.</p> <p>Lessons Learned: The Supplier should collect the information resulting from experience, both from previous projects and from ongoing projects (e.g., from field and production area failures, project performance, product safety), and apply it, as lesson learning, to new projects and development work, to its ongoing production operations, and your supply chain.</p>	X	X
33	10.3	Continuous improvement	<p>The Supplier shall reduce its relevant levels of rejection and rework internally and at the Customer by introducing the necessary measures. This information must be presented to the Customer when requested.</p>	X	X

X. SUPPLIER QUALITY INDEX - IQF

MANGOTEX, committed to the continuous improvement of the performance of its supply chain, establishes the Supplier Quality Index (IQF) as a tool for monitoring and systematic evaluation of performance. This index reflects compliance with the requirements of quality, management system, response times and punctuality of deliveries, according to the criteria described below. *(Except for packaging and rework service providers).*

$$IQF = (IQS + IQR) \times 0.4 + (IQP + IQE) \times 0.6$$

- **IQS:** Management System Index
- **IQR:** Response Index (deadlines and document updates)
- **IQP:** Product Quality Index
- **IQE:** Delivery Quality Index

Index	Requirement	Criterion / Factor	Score
IQS	Management System	IATF 16949 + ISO 14001	80
		IATF 16949	70
		ISO 9001 + ISO 14001	60
		ISO 9001	50
		Approved by the customer	30
		Not certified or expired	0
IQR	Response Delay Index	No delay	20
		With delay	0
IQP	PPM (Parts per million rejected)	0 – 30	15
		31 – 60	10
		61 – 100	5
		> 100	0
	Quality Claims	No recurrence	25
		With recurrence	20
	8D Response Delay	No delay (24h containment / 5 business days)	15
		With delay	0
Customer Escalation (Recall, CSP, line stop, etc.)	Existing	0	
	Not existing	25	
IQE	Delivery (punctuality and compliance)	No delay	20
		With delay	0

Ranking and mutual decisions are based on your performance in the period:

The supplier must fully comply with all deadlines established by MANGOTEX for the submission of documents, responses to non-conformities, technical submissions and other formal requests. Meeting the defined deadlines is considered an essential requirement to maintain the conformity of the quality management system and to ensure the continuity of supply.



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MANGOTEX considers the fulfillment of deadlines as a direct indicator of operational discipline, commitment and maturity of the supplier's management system. In this way, delays, omissions or absence of responses within the established deadlines will be treated as performance deviations and will directly impact the Supplier Quality Index (IQF) with a demerit of 20 points.

Whenever a deadline is formally defined by MANGOTEX – whether by e-mail, Non-Conformity Report (RNCF), technical request, submission of documentation or any other official channel – the supplier must ensure compliance within the stipulated period. The time limit will be considered from the date of submission of the request, unless explicitly agreed otherwise between the parties

Failure to send the Supplier Manual duly signed within the established deadline will be considered a serious failure to adhere to MANGOTEX's requirements, since it characterizes a lack of formal acceptance of the mandatory guidelines for supply. Similarly, non-compliance defined for non-compliance report response, including structured methodologies such as MASO or 8D, will be treated as failure to manage issues and implement effective corrective actions.

In addition, delays in submitting an action plan, implementing agreed corrective actions or providing mandatory documents, such as PPAP, Certificates, IMDS Records or other required evidence, will also be considered relevant deviations. Failure to update mandatory information, such as certifications, registration data or contacts, will also be treated as a management failure.

All these deviations will be reflected in the IQF score through the application of demerits, according to criteria defined by MANGOTEX. Penalties may be applied individually or cumulatively, depending on the number and recurrence of the delays identified.

It is the supplier's responsibility to establish effective internal controls to ensure compliance with agreed deadlines, including clear definition of responsibilities, systematic follow-up of incoming requests, and proper prioritization of MANGOTEX demands.



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EVALUATION SYSTEM – IQF		
IQF		ACTIONS/RECOMMENDATIONS
Excellent (A)	95 to 100	No action required
Good (B)	85 to 94	No action required
Regular (C)	70 to 84	1) In the month of the occurrence: Immediate action plan must be sent; 2) 2nd consecutive month of the same occurrence or according to the action plan: Entry of the supplier in CSP 1; 3) 3rd consecutive month of the same occurrence or non-compliance with the action plan: Supplier's entry into CSP 2; request a Top Supplier meeting at the Mangotex plant, with presentation of the action plan; with an audit schedule at the supplier's plant and if it does not reach the agreement/goals it will be downgraded to D.
Terrible (D)	0 to 69	1) CSP Entry 2 2) If it does not reach the goal(s) determined in the action plan, it will be blocked for new business. 3) Meeting call (Top Supplier) in case of presenting IQF < 70 for 2 months in the last 6 months. Mandatory to sign an agreement and goals to resume the minimum B classification (if you do not reach the agreement/goals you will be downgraded to will be blocked for new business). 4) Possibility of entering CSP1 or CSP2 (Valid for production parts and services);

NOTE 1: The supplier will receive its performance quarterly through the Quality Department, through the supplier's Performance Report. For cases in which the IQF score is ≤84 points, the supplier will receive the performance in the month after the closing of the score.

XI. CRITICAL SUPPLIER PROGRAM (CSP)

In order to ensure quality stability and protect the end customer, **MANGOTEX** maintains the Critical Supplier Program (CSP), applied to suppliers that present significant or recurring non-conformities in relation to quality, product performance, process, logistics or response deadline requirements.

The program follows a progressive scaling system, consisting of four levels:

- **CSP 0** – Vendor has quality or performance issues.
- **CSP 1** – Supplier was not successful in solving the problems.
- **CSP 2** – Supplier needs external support for containment and remediation.
- **CSP 3** – Supplier considered not suitable for quality (new business suspended).

The assignment of levels CSP 0 to CSP 2 is the responsibility of the Quality Department, and CSP 3 can only be assigned by the DNP Department, together with the Quality and Purchasing areas.

- a. **CSP-1:** The designation to the CSP-1 level will be formalized by means of a Communication Letter (0340-01 FORM 15) or official e-mail, indicating:
 - The non-conformities identified;
 - The affected products or services;
 - The actions and requirements that must be fulfilled during the period of validity.



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The supplier must acknowledge receipt and submit its proposal for further inspection to the Quality Department, describing applicable methods, instructions and records.

The results of inspections must be documented and updated daily.

During the CSP-1 period, all packages must be clearly and conspicuously identified with the "CSP-1" symbol. Lots without identification will be rejected upon receipt by **MANGOTEX**.

b. CSP-2: In addition to the requirements applicable to CSP-1, the supplier must meet the following points:

- Implement a second re-inspection bench (200% inspection);
- Carry out re-inspections through an outsourced company approved or indicated by **MANGOTEX**, with the costs being entirely the responsibility of the supplier;
- Schedule, within three (3) business days, a process audit (VDA 6.3) with the Quality Department, in order to identify the causes of non-conformity and define corrective actions.

NOTE 1: By agreement between the parties, the CSP-2 inspection post can be installed on MANGOTEX's premises, with costs also passed on to the supplier.

NOTE 2: Regardless of location, the supplier must identify all packages with the "CSP-2" symbol.

NOTE 3: The supplier must notify its certifying body of the designation in CSP-2, including MANGOTEX in the official communication.

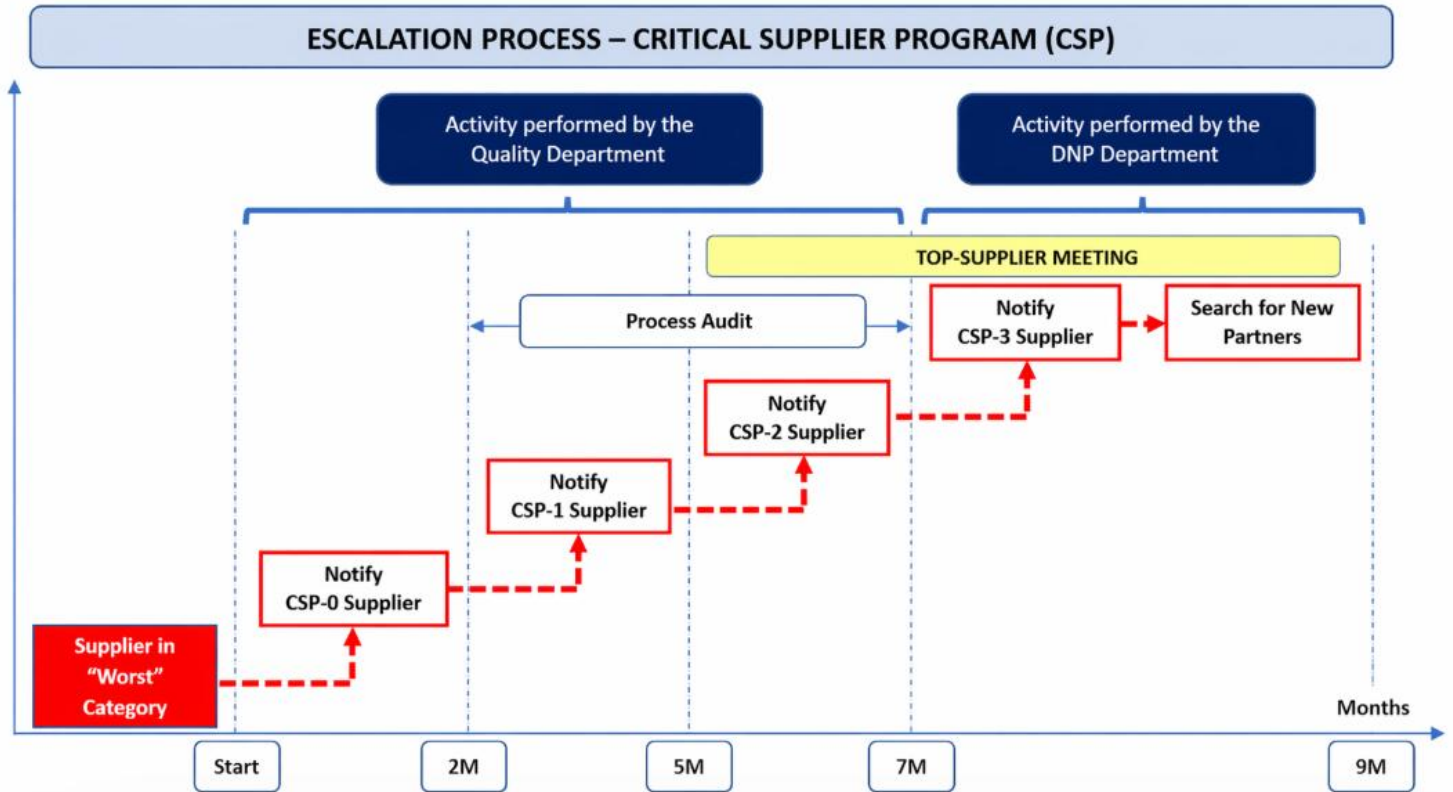
c. CSP-3: The CSP-3 classification can only be assigned by the DNP Department, in a Top-Supplier meeting with the Quality and Purchasing areas. The removal of this status will only occur through deliberation in the same instance, after a period of adequate monitoring and proof of the effectiveness of the actions implemented.

Performance indicators (such as IQF, process audits and complaint histories) and agreements defined in the Top-Supplier meeting will serve as the basis for reclassification.

d. CSP-1 and CSP-2 Exit Criteria: The termination of the program will be formalized by MANGOTEX by means of a Closure Letter (0340-01 FORM 16), after:

- Supply of five (05) consecutive lots with "Zero Defects"
- Documentary evidence of the effectiveness and efficiency of the actions implemented.

NOTE 1: The supplier is not authorized to stop CSP-1 or CSP-2 inspections without formal authorization from **MANGOTEX**.



XII. OPENING OF NON-COMPLIANCE FOR SUPPLIERS

MANGOTEX establishes criteria for opening Non-Conformities with its suppliers, whenever deviations from specific product requirements are identified. The opening of Non-Compliance should occur whenever there is evidence of non-conforming products, including but not limited to:

- Receipt of materials outside technical specification;
- Dimensional failures;
- Physical or chemical property failures;
- Visual defects
- Any deviations that compromise the application or performance of the product

In addition, Non-Conformities must be opened when deviations are identified during the internal production process at MANGOTEX. All Non-Conformities will be sent by e-mail containing: *Supplier Non-Conformity Report Forms* (RNCF – 0340-01 FORM 19) and the document for *Analysis of Cause and Actions 8D* (0340-01 FORM 18).



XIII. COSTS OF NON-QUALITY – Indemnity process

When the supplier's responsibility for the occurrence of non-conformities is confirmed, it will be formally communicated via e-mail by the **MANGOTEX** Quality Department, and must assume the resulting costs, as applicable to each situation (0340-01 FORM 17).

Costs may include, but are not limited to:

- Non-compliant batches detected during MANGOTEX's production process;
 - Hours of production downtime caused by quality or supply (delivery) problems;
 - Selection or rework services carried out with **MANGOTEX labor**;
 - Use of physical space on **MANGOTEX** premises for selection or rework;
 - Losses of materials and labor added to non-conforming items, according to the specific calculation of each case;
 - Third-party services hired for selection or rework at customer facilities, whose amounts will be charged according to the invoice issued by the executing company;
 - Debts applied to **MANGOTEX** by its customers, resulting from quality failures or shortages attributable to the supplier;
 - Additional freight costs generated by non-compliance or failure to provide that are the responsibility of the supplier, as per proof of expense.
 - Extra freight, generated by a loss of quality or shortage of suppliers' responsibility, according to the expense generated.
- a. OPENING OF COSTS FOR NON-CONFORMITY:** For each non-conformity registered against the supplier, a non-quality cost process will be issued in the amount of R\$ 300.00 in which all direct and indirect expenses resulting from the occurrence (complaint, rework, freight, stoppages, inspections, returns, etc.) will be consolidated.

The supplier will be formally notified of the opening of the process and must express its agreement or objection within a maximum period of five (5) business days after receipt of the notification.

The amounts calculated will be transferred in full to the responsible supplier, through the issuance of a financial debt or compensation in future invoices, according to MANGOTEX's financial policy.

- b. DEADLINE FOR RESPONSES ACCORDING TO THE MASP/8D MANUAL:** The supplier must strictly comply with the deadlines established for the treatment of non-conformities, according to the 8D MANGOTEX method (:



Stage	Description	Maximum Time
D2	Containment Actions	24 hours
D3	Short-Term Actions	7 days
D4	Root Cause Analysis	14 days
D5	Corrective / Preventive Actions	25 days
D6	Verification Plan	35 days
D7	Update FMEA, Control Plan, Standardized Work and Work Instruction	40 days
D8	Effectiveness Verification	45 days

Failure to meet the defined deadlines will result in the opening of additional administrative costs and may negatively impact the Supplier Quality Index (IQF), as well as the supplier's performance classification with **MANGOTEX**.

Note 1: In critical cases or cases of direct impact to the end customer, the above deadlines may be adjusted with formal approval from MANGOTEX's Quality Department, which will assess the severity of the occurrence and the supplier's performance history.

- c. IDENTIFICATION OF SUBSEQUENT BATCHES AFTER NON-COMPLIANCE:** Whenever a supplier complaint (RNCF) is issued, the supplier shall:
- i. Ensure that the next supply batch is clearly identified as to its status (contained or corrected);
 - ii. Visibly identify on the packaging and shipping documents whether the batch has been subjected to definitive containment or correction;
 - iii. From the moment the corrective action is implemented in the product and/or process, subsequent batches must be identified with the standard **MANGOTEX** "CONTROLLED PRODUCT" label
 - iv. The label shall remain in place until **MANGOTEX** evaluates and confirms the effectiveness of the corrective actions;
 - v. Sending batches without proper identification may result in rejection upon receipt, charging additional costs and demerit in the IQF.
- d. REPEAT CLAIMS:** When there is a recurrence of non-conformities (same failure mode or root cause already dealt with above), **MANGOTEX** may apply additional measures, as described below:

- i. Recidivism will be characterized when a new RNCF is issued for the same technical or procedural reason within a period of up to 12 months as the previous complaint.
- ii. In these cases, **MANGOTEX** may increase the amount of the administrative cost of the non-compliance to R\$ 600.00 (six hundred reais), in addition to the direct costs arising therefrom.
- iii. The supplier must present a new cause analysis, with the participation of senior management, demonstrating the effectiveness failures of the previous corrective actions and evidencing the new containment and correction plan.
- iv. Recidivism will imply the automatic opening of a CSP-1 (Critical Supplier Control), which may evolve into CSP-2 according to severity and impact on the customer.
- v. Cases of recurrence in special characteristics, safety, functionality or risks of line stoppage may generate temporary suspension of supply until the effectiveness of the corrective actions is proven.
- vi. Suppliers with three or more recurrences within 12 months may be submitted to approval review and blocking for new business, according to performance classification criteria (IQF and VDA 6.3).

Level	Type of Recurrence	Consequence
1	Same item, same cause within up to 6 months	Duplicate cost and new mandatory 8D
2	Recurrence in a special characteristic	Automatic CSP-1
3	Third recurrence of the same item/process	Review of homologation / suspension

e. FORMALIZATION OF THE DEBT TO THE SUPPLIER

The transfer of costs arising from confirmed non-conformities will be formalized through the Debit Form to the Supplier (0340-01 FORM 17 – Notification of Debts), an official document of **MANGOTEX**. This form will be issued by the Quality and/or Purchasing Department after confirmation of the supplier's responsibility, detailing:

- The number of the related non-conformance;
- The total amount of the debt and its composition (direct and administrative costs);
- The description of the event and the corresponding corrective actions;
- The deadlines for manifestation and financial compensation.



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The supplier must confirm receipt of the document and, if necessary, may file a formal response within **five (5) business days** after notification. In the absence of a statement within this period, the debt will be considered accepted and released according to **MANGOTEX's** internal procedures.

XIV. CHANGE MANAGEMENT

MANGOTEX understands that any change in process, product, manufacturing location or source of raw material can have a direct impact on the quality of the final product. For this reason, any

Supplier's planned change must be formally communicated and approved by **MANGOTEX** prior to its implementation (0340-01 FORM 12).

a. APPLICABILITY: Change management applies to all changes that may affect:

- i.** Product (design, specification, chemical composition, materials or components);
- ii.** Production process (method, sequence, equipment, critical parameters, tooling);
- iii.** Manufacturing location (change of plant, line, layout, sub-supplier, service provider);
- iv.** Measurement, testing or calibration system;
- v.** Software or process control system;
- vi.** Changes in the sub-supplier chain that may impact the supply to **MANGOTEX**.

b. COMMUNICATION AND PRIOR APPROVAL: The supplier must formally notify **MANGOTEX** at least 30 days in advance before the implementation of the change. The change can only be implemented after formal approval issued by **MANGOTEX**.

Changes made without prior authorization will be treated as serious non-compliance (CSP-3), subject to supply blockage, extraordinary audit and/or administrative debt.

c. IMPACT ASSESSMENT: The supplier must submit:

- i.** Risk assessment (updated FMEA);
- ii.** Product and process validation plan;
- iii.** Evidence of qualification of the new process (Run@Rate, Capability study, PPAP, etc.);
- iv.** Revisions of process controls, control plans, and work instructions.

d. TRACK & RELEASE: During the transition between the old and new process, the supplier shall:

- i.** Ensure full traceability of the affected batches;
- ii.** Physically identify the manufactured batches after the change;
- iii.** Ensure physical and documentary segregation;
- iv.** Provide validation samples when requested.



e. RESPONSIBILITIES:

- i. **Supplier:** Responsible for identifying, communicating, documenting and controlling changes under its responsibility and that of its sub-suppliers.
- ii. **Mangotex:** Responsible for assessing the impact of the change, defining the need for new PPAP submissions, audits or revalidations.

Type of Change	Example	Supplier Action	Need for Prior Approval from MANGOTEX	Revalidation / PPAP
Product	Change in design, specification, material, raw material supplier, or physical/chemical properties	Submit Change Request and updated technical documentation	Yes	Yes
Manufacturing Process	Change in manufacturing method, critical parameters, tools, sequence of operation	Update FMEA, Control Plan and work instructions	Yes	Yes
Production Location	Transfer of plant, change in assembly line or workstation or work cell	Notify 30 days in advance; validate new process	Yes	Yes
Equipment or Tooling	Replacement or modification of machines, molds, jigs, fixtures or gauges	Update documentation and capacity studies	Yes	Impact assessment required
Sub-supplier / Service Provider	Change of heat treatment supplier, surface finish supplier, or raw material supplier	Inform change, ensure approval and qualification of new supplier	Yes	Yes
Measurement System / Laboratory	New measurement equipment, calibration or control software	Demonstrate metrological traceability and calibration evidence	Yes (if product impacted)	Impact assessment required
Software / Process Control	Change in inspection software, statistical control, or ERP linked to traceability	Assess and document risks; communicate changes before implementation	Yes	Impact assessment required
Layout / Production Flow	Change in layout, production flow routes, or storage of intermediate products	Assess new risks and update FMEA / control plan	Yes (when product impacted)	No, unless the process is affected
Organizational / Management System	Change in responsible technical personnel, quality manager, or loss of certification	Officially communicate within up to 5 business days	Yes (in case of loss of certification)	Not applicable



XV. SUB-SUPPLIER MANAGEMENT

MANGOTEX's **supplier** is fully responsible for the compliance of the products, processes and services provided by its sub-suppliers, regardless of whether these have been indicated or approved by **MANGOTEX**.

- a. **SELECTION AND QUALIFICATION:** The supplier must establish a formal process for selection, qualification and monitoring of its sub-suppliers, considering:
- i. Quality Management System Certifications (minimum ISO 9001, preferably IATF 16949);
 - ii. Technical and productive capacity;
 - iii. Performance history (quality, delivery, costs and service);
 - iv. Traceability and control of critical materials;
 - v. Compliance with environmental, safety and social responsibility requirements.

Sub-supplier approval must be documented and up-to-date, including risk assessments and audit evidence, where applicable.

- b. **MONITORING AND PERFORMANCE:** The supplier must monitor its sub-suppliers through performance indicators that consider:
- i. Product quality (PPM, complaints, returns);
 - ii. Punctuality in deliveries;
 - iii. Compliance with specific requirements and certifications.

When critical or repeat non-conformities are identified, the supplier must implement corrective actions and, if necessary, temporarily suspend the supply of the sub-supplier until the effectiveness of the actions is proven.

- c. **MANGOTEX SPECIFIC REQUIREMENTS:** The supplier must ensure that all MANGOTEX specific requirements are communicated and applied to its sub-suppliers as well, including but not limited to:
- i. Product safety and appointment of PSCR officer;
 - ii. Special features and traceability;
 - iii. Containment and response procedures for non-conformities (MASP/8D);
 - iv. Change management and PPAP submissions when applicable.
- d. **AUDITS ON SUB-SUPPLIERS:** MANGOTEX reserves the right to audit sub-suppliers together with the main supplier, when it deems necessary. In these situations, the supplier must ensure access to the sub-supplier's facilities, records, and technical personnel.



- e. **RISK MANAGEMENT:** The supplier must identify critical sub-suppliers (e.g., suppliers of raw materials, heat or surface treatments) and establish documented contingency plans for failure, shortages or loss of certification.
- f. **REQUALIFICATION AND PERIODIC REVIEW:** The performance of each sub-supplier must be reviewed annually, including audits, risk analysis and updating of approval documentation. Relevant changes in the sub-supplier's process or structure must be communicated to MANGOTEX prior to implementation.

XVI. TRACEABILITY AND CONTAINMENT

Ensure that every product supplied to MANGOTEX can be traced from raw material to final product, ensuring rapid identification and segregation of affected batches in case of non-compliance.

- a. **REQUIREMENTS AND TRACEABILITY:** The supplier must maintain an effective and documented traceability system, which allows for the identification, at least:
 - i. Batch of raw material and components used;
 - ii. Date of manufacture and/or production batch number;
 - iii. Equipment, production lines or shifts;
 - iv. Inspection and clearance records;
 - v. Destination of the batches sent to **MANGOTEX**.

This information must be available for consultation within 24 hours of MANGOTEX's formal request

- b. **IDENTIFICATION OF BATCHES AND PACKAGING:** All products must be clearly and permanently identified, according to packaging and identification instructions provided by MANGOTEX.

Traceability must remain intact during all stages of transport and storage, including for products in process.

- c. **CONTROL PLANS (LEVELS 1 AND 2):** When a non-compliance or potential risk is identified, the supplier must implement immediate containment actions, according to the MASP/8D methodology:
 - i. Level 1 Containment (CSP-1): carried out by the supplier itself, with 100% inspection in all subsequent batches until the effectiveness of the actions is proven.
 - ii. Level 2 Containment (CSP-2): carried out by an outsourced company, approved or indicated by **MANGOTEX**, with the total cost passed on to the supplier.
- d. **NON-CONFORMING PRODUCT MANAGEMENT:** Non-conforming products must be physically segregated and clearly identified, avoiding the risk of misuse or shipping.



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The supplier must keep formal quarantine records, including batch number, description of the non-conformity, responsible and destination of the material.

- e. **REVERSE TRACEABILITY:** In the event of a recall or field failure, the supplier must be able to identify, within 24 hours, all potentially affected batches and their destinations, as required by reverse traceability (end customer → process → raw material).

Term of Receipt and Acceptance of the Supplier Quality Manual (0340-01 FORM 02)

Make a copy or highlight this page and send the signed copy to the following address:

e-mail: lucas.marconi@mangotex.com.br; cleber.sousa@mangotex.com.br;
marcelo.cachada@mangotex.com.br

We have received the Supplier Quality Manual and understand and agree with the expectations expressed in it – **V3_15/04/2026**

Company: _____

Responsible (Name) Signature Date

**RETURN THIS TERM OF RECEIPT NO LATER THAN 10 (TEN) BUSINESS DAYS AFTER RECEIPT OF THE
MANUAL, IF IT IS NOT RETURNED BY THIS DATE, IT IS UNDERSTOOD THAT THE REQUIREMENTS ARE MET
BY THE SUPPLIER.**