

Dear Supplier,

Please find below important guidelines to ensure the smooth performance of the contractual services:

## 1. FOCAL POINT

The buyer responsible for negotiating and issuing the contract or purchase order is the point of contact for any necessary alignment or clarification.

## 2. ELECTRONIC INVOICE (NFs-e)

### 2.1 Services

Submission of invoices: V360 Portal (<https://suzano.virtual360.io/>)

- Before issuing the invoice, the requester must provide the release and the approved registration sheet number via the EVA Portal. Suppliers are not authorized to issue invoices without the approved Purchase Order and Registration Sheet information.
- The purchase order number and approved registration sheet, as well as the municipality where the service was provided, must be mentioned in the body of the invoice and in the appropriate field of the invoice. For external repair services, the number of the Suzano repair invoice must be included in the additional data of the service invoice.
- The invoice must be sent on the same day it is issued to guarantee timely processing within the correct reporting period. The deadline for issuing and submitting invoices is the 20th of every month. Services provided after the cutoff must be invoiced starting from the 1st day of the following month. In December, due to year-end closing, the mentioned deadlines may be subject to change.
- Check if the registration data on the Purchase Order matches that of the Invoice being issued; in case of any discrepancy, the Invoice must not be issued, and the supplier should contact the designated buyer.

Attention: The supplier must respect the procedures for approval of the service measurement by the requesting area before issuing the invoice. Invoices without purchase order/registration sheet information will not be processed, and the supplier must request cancellation of the invoice with the municipal office.

### 2.2 Return from repair and Applied Materials (XML and DANFE)

- If your company issues an electronic invoice (DANFE), submitting the XML file of the respective invoice is mandatory, as XML file integrations will be carried out exclusively through the integration between our messaging system and Sefaz, ensuring greater security and efficiency in the processing of tax information.
- Invoices for the sale of applied parts will not be accepted via email. The supplier is required to reach out to the Suzano requester to ask that they validate and add the invoice for internal processing.
- Invoices for repaired items being returned must be physically attached to the goods upon return.

- For the correct integration of the invoice XML file, the fields "order number" and "order item" of the purchase order from Suzano S/A must be entered in the respective tags of the XML file.

- Example:

- `<xped>4500123456</xped>`

- `<nitemped>1</nitemped>`

- Failure to send the XML file corresponding to the DANFE makes it impossible to receive products and, since this is a legal matter, Suzano S/A is not liable for any losses related to this fact.

- For items of materials and applied parts, the units of measurement on the invoice (meter, tonne, piece, ...) must be described exactly as defined in the order sent. Example: If the order specifies the unit as "PC," the invoice must also state "PC" and not other descriptions (such as "PIECE").

### 3. GENERAL DETAILS FOR PAYMENT

#### 3.A) PAYMENT METHOD

Payments will be made by deposit into the supplier's checking account, according to the information provided in the registration process. If there is any change to the bank account, the supplier must submit proof of the new account (such as a copy of a check, a copy of the header of a recent bank statement showing the new account details, a declaration on company letterhead signed/stamped by the Bank Manager, or a declaration on company letterhead signed/stamped by the Company Manager) to Suzano's designated Point of Contact at least thirty (30) days prior to the payment date. If the supplier does not expressly notify Suzano of any changes to their banking details, all payments made to the previously registered account will be considered valid and effective, and Suzano's payment obligations will be regarded as fulfilled.

#### 3.B) BILLING

The Price will be billed and paid, provided that all steps specified in the Proposal have been followed, upon deposit into checking account, with the receipt serving as proof of payment. Payment (or installment) due dates will consistently be on the 1st, 10th, or 20th of each month (or, if these fall on a weekend or public holiday, on the following business day) ("Suzano Payment Date"), provided that Suzano receives the Supplier's billing documents at least seven (7) business days in advance. Delay in submitting such billing documents will entail the postponement of the payment date until the next Suzano Payment Date, without any surcharge.

Any questions about payments should be submitted to [contasapagar@suzano.com.br](mailto:contasapagar@suzano.com.br).

#### 4. OTHER

For the entry of equipment, tools, machines, and other various materials owned and under the supplier's responsibility into the premises of Suzano S/A, an invoice must be issued in the name of the supplier, containing the following information:

*"The specified products are our property; they will be used in the provision of services at Suzano S/A (mention the address, CNPJ, and state registration of the manufacturing unit where the service will be performed), and must be returned after completion of the services."*

To remove supplier-owned items from Suzano S/A premises, the supplier must issue the corresponding return invoice.

All supplier-owned items must be listed in a dedicated document, prepared in three (3) copies, for inspection and verification by Suzano S/A's asset security team. The Suzano S/A asset security team will retain one (1) copy of the delivery document and return the other two (2) duly certified copies to the supplier. At the time of removal, the supplier must present one of the entry invoice copies for verification and release of the items.

#### 5. THIRD-PARTY ACCESS AUTHORIZATION – INDUSTRIAL UNITS, FORESTRY UNITS, PORTS, DCs, AND OFFICES

- Release start date: This will be the "start date" of the purchase order or "start date" of the contract.
- Release end date: This will be the "end date" of the purchase order or "expiration date" of the contract.
- The criteria to be observed by suppliers and their respective subcontractors are available at <https://www.ddestra.com.br/system/index.html>
- For any questions, contact the Suzano service channel at (19) 99967-8535 (Digital service via WhatsApp).
- The CONTRACTOR must use the badge provided by Suzano for its employees to access the units where entry is controlled by electronic turnstiles. In addition to the badge for access control, the CONTRACTOR must also provide its employees with the badge provided on the website of the office responsible for access control, in order to identify the skills required for carrying out specific activities.  
At units where there is no access control through electronic turnstiles, the badge provided at the office website will also serve to identify the access release status.
- In case of loss/misplacement of the badge used for access release at the turnstiles, the CONTRACTOR employee pay for the issuance of a new badge. If the badge is stolen, to be exempt from this payment, a copy of the police report must be provided.

**Important:** third-party access to Suzano premises without proper authorization and/or not meeting the aforementioned criteria will be considered a serious contractual breach.

#### 6. RESTAURANT

At Suzano S/A units, service providers may have their meals (lunch, dinner, and supper) at the local restaurant, for which Suzano is responsible. Payment for meals will follow the terms negotiated during the service contract and may be the direct responsibility of either Suzano or the Service Provider. Bringing outside food for consumption within the facility is not permitted.

## 7. DISCLOSURE OF JOB OPENINGS

All suppliers hired to provide services at the Mucuri Unit must prioritize the hiring of local workers and use the National Employment Website (Sine) to advertise their job openings.

- SINE Mucuri Contact: Francisco Costa e-mail: [industria@mucuri.ba.gov.br](mailto:industria@mucuri.ba.gov.br)
- (73) 3206-1218 (73) 99971-0416 – Francisco (73) 99854-1936 – Alex
- Suppliers must present to Suzano's point of contact a report of hirings through SINE, that is, the number of positions advertised vs. the number of hires made via SINE.

## 8. CODE OF CONDUCT

Suzano recognizes that working in partnership with its suppliers is fundamental for putting into practice its purpose of renewing life inspired by trees. Hence, we have prepared the Suzano Supplier Code of Conduct, which reinforces our ambition of playing a leading role and fostering the joint development of innovative and sustainable solutions for the challenges faced by society. The aim of the Code is to ensure suppliers' commitment to the ethical principles that guide their relationship with Suzano.

The Supplier Code of Conduct is available at <https://portaldofornecedor.suzano.com.br/> under the "Important Documents" menu > "Supplier Code of Conduct."

## 9. DIVERSITY AND INCLUSION

We encourage our suppliers to foster an inclusive and supportive work environment, free from discriminatory practices and ensuring equitable treatment, particularly in recruitment and selection, career management, and employee termination processes.

We believe that diversity, with its range of ideas and experiences, brings new perspectives and drives results. Therefore, Suzano promotes and values a diverse and inclusive culture through initiatives aimed at increasing representation, respecting individuality, and supporting the free expression of our employees, service providers, suppliers, community, and stakeholders.

Similarly, we encourage our suppliers to establish supplier diversity programs by engaging with diverse businesses.

## 10. SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENTAL CONDITIONS AND REQUIREMENTS FOR SERVICE PROVIDERS

The CONTRACTOR is required to comply with all fiscal, administrative, environmental, social security, labor, and civil legislation applicable to the subject matter of this Agreement.

1. The document PG.12.00.0106 "Management of Safety for Service Provider Companies – EPS" and its annexes are [available at https://www.suzano.com.br/a-suzano/documentos/?tag=fornecedoresandhttps://portaldofornecedor.suzano.com.br/seja-fornecedor](https://www.suzano.com.br/a-suzano/documentos/?tag=fornecedoresandhttps://portaldofornecedor.suzano.com.br/seja-fornecedor) > Important documents, which aims to describe the management of safety and health regarding service provider companies under fixed or temporary contracts, as well as compliance with legal requirements, performance evaluation and adherence to internal safety and environmental programs and procedures at Suzano's industrial units, forestry units, ports, and distribution centers.

## GENERAL GUIDELINES FOR THE PROVISION OF SERVICES

Any service provider companies that fail to comply with the guidelines established in the "Service Provider Safety Management" procedure, its annexes, or any corrective action plans that may be defined, will be subject to contract termination and blocked from future engagements.

This document, along with the "Service Provider Safety Management" procedure and its annexes, forms an integral part of Suzano's supplier selection and contracting process. By accepting a purchase order, signing a contract, or commencing services, the service provider company agrees to the terms outlined herein and confirms it possesses all necessary resources and capabilities to fully meet the established obligations, including those specified in such procedure and its annexes.

All activities on behalf of Suzano must have prior formal approval. Before entering any SUZANO premises or acting on behalf of SUZANO, the CONTRACTOR must contact the SUZANO Leader to receive guidance on the procedures to be followed regarding safety, among others.

Service Providers working at SUZANO's facilities or on behalf of SUZANO without knowledge of the company's procedures will be considered non-compliant.

The CONTRACTOR is required to repair and compensate for any damages or losses suffered or caused by its employees and/or representatives, as well as any direct or indirect damages or losses caused by any individual under its responsibility, including damages to property of SUZANO and/or third parties, whether pecuniary or not. SUZANO reserves the right to deduct, from any payments due to the CONTRACTOR, the amounts necessary to cover such damages or losses.

When applicable, the CONTRACTOR must submit to CREA the Annotation of Technical Responsibility (ART) for the project and/or work performed, duly completed and with the corresponding values from the reference Purchase Order. The ARTs must be provided to the SUZANO Leader at the beginning of the services, and payment will be subject to compliance with this item. The CONTRACTOR shall only send to SUZANO personnel (representatives or employees) covered by insurance policies against occupational accidents, illnesses, disability, and death, this being an indispensable condition for access to SUZANO's industrial and forestry facilities.

The CONTRACTOR is required to prepare a final monitoring report of the contracted services, which must include an operation manual for any new or modified installations or equipment at SUZANO's facilities.

### 11. PURCHASE ORDERS – ANALYSIS OF RECORDS

Before issuing the invoice, to ensure a smooth process and minimize issues during invoice receipt and processing, suppliers must review all information and records related to the purchase orders submitted. Any questions or inconsistencies must be notified to the responsible buyer.

2. Taxes: rates, reduced tax base, calculation differences, etc.
3. Whether the invoice will identify the relevant taxes or not;
4. Divergent unit of measurement;
5. Value discrepancy;
6. Decimal places;
7. CNPJ of the issuing supplier.

- Invoices must mandatorily contain the purchase order number and item and/or NI mentioned therein.
- If the material to be invoiced corresponds to more than one item on the purchase order, such material must be processed in as many items as necessary, so that it is correctly assigned to the corresponding items.
- Service Invoices must contain the order number and registration sheet mentioned therein.

## GENERAL GUIDELINES FOR THE PROVISION OF SERVICES



- For tax/accounting/procedural reasons, invoices that do not include the required information outlined here will not be accepted.