



LRAsia

Onboarding Suppliers

LOJAS RENNER S.A.

RENNER CMICADO youcom realize ASHUA repassa



Material produced by the
Supplier Management,
Sourcing, Compliance, CSC,
LRAsia and Quality teams

Introduction

The purpose of this manual is to improve the relationship between Lojas Renner and potential suppliers*, by describing the requirements needed to join the chain. The decision to purchase is subject to the supplier's ability to meet the requirements described in this manual. It is important to note that the information described here is the same for the supply of Renner brand products or its own brand (or third-party brand, as we will call it in this guide). Regarding third-party brand suppliers, there are certain specificities that we will explain later, in the approval stage, item 5.

*** Suppliers are understood as: companies that supply clothing, footwear, accessories, beauty products, among others, that are intended for sale in our stores.**





To be a supplier of Lojas Renner, YOUCOM and/or Ashua the following minimum requirements must be met:



Be approved by Compliance requirements* following our CoC by any of these options:

- Audit done by our own team (available in China and Bangladesh)
- Audit done by Elevate following our protocol (Other countries)
- Third party reports such as FSLM, SLCP, FEM (Textile) BSCI, SMETA (Hard goods)

*These audits cover Social compliance and Environmental if any wet process is done in the facility.



Produce items with responsible cotton and certified viscose, when applicable (100% of cotton and viscose products must be certified)

Have viscose certified based on Canopy's green shirt Classification, available in the Hot Button report: <https://hotbutton.canopyplanet.org/>

Owning responsible cotton

We consider Responsible Cotton to be materials purchased as certified by the Better Cotton Initiative (BCI)



Meet and follow the guidelines set out in the Partner Code of Conduct: <https://www.lojasrennersa.com.br/en/wp-content/uploads/2023/04/Code-of-Conduct-for-Partners.pdf>



See other less impactful attributes in the list available on our website: <https://www.lojasrennersa.com.br/en/sustainability/environment/more-sustainable-products/>

Minimum infrastructure requirements

LOJAS RENNER S.A.

RENNER CAMARO youcom realize ASHUA repasse



To obtain greater quality in our inspection processes, the supplier must provide a suitable location, with the following characteristics:



Area reserved for inspection with table. Dimensions:

- **Table height: minimum 0.90 m and maximum 1 m**
- **Length & width: 1,5 to 1,8m x 1 to 1,2m.**

For orders placed on hangers, it is necessary to have a support (clothes rack) to support the sample pieces. **The height must be at least 1.70m and at most 1.80m.**



Good lighting with at least one lamp over the inspection table



Access to Wi-Fi (when there is no 3G signal on the tablets)



Equipment close to the inspection site (max. 20m) **to perform alarm analysis on footwear**



Ring sizer for jewelry suppliers

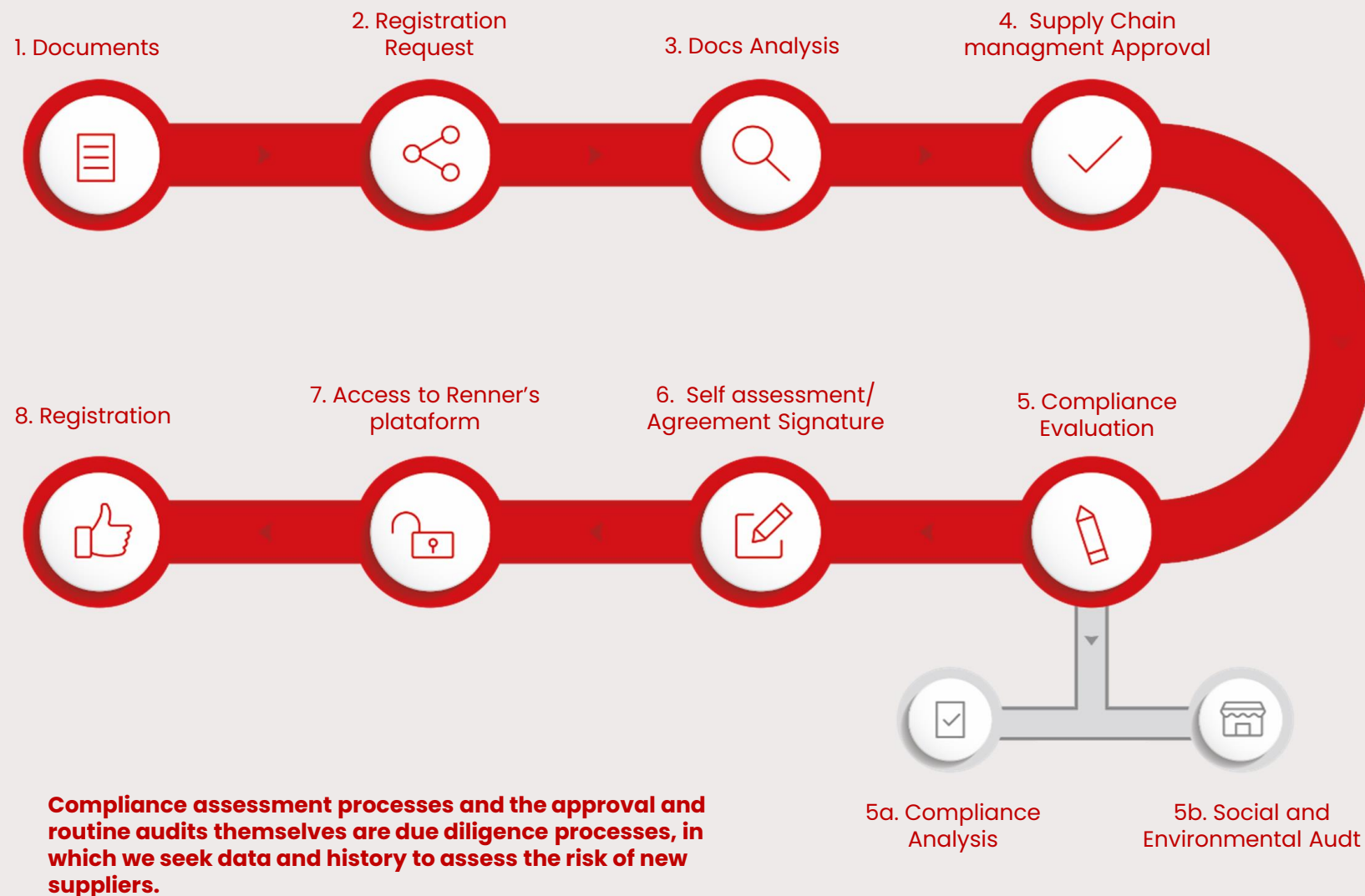
Suppliers who submit their quality inspection requests at a location in accordance with the above guidelines will have their requests recorded as "not submitted" once the inspection is not carried out.

Registration Steps

Let's get started

To become a Renner, YOUCOM or Ashua supplier, it is essential to agree with all the Company's values and meet the minimum requirements described in this document, ensuring its application, as well as extending it to your contractors, when requested.

See on this and the following pages the steps of the approval process and the documentation required to begin registration:



Steps for registering international suppliers



1. Documents

The merchandiser will align with the supplier regarding the required documentation list*. Once aligned, the supplier will be responsible for sending the agreed documents directly to the merchandiser.

*See more details on page 9



2. Registration Request

Once the merchandiser receives ALL documents (all without exception) from the supplier, they will complete a form to initiate the homologation request with the GRF team. As part of this process, the merchandiser will upload the necessary documents in the corresponding fields of the form.



3. Documents analysis

After the request is opened, through the form, the documents will be analyzed by Supplier Management team and, if there is any pending issue (question or missing document), the supplier is notified and must complete the data.



4. Supply Chain management Approval

If all data and documents are correct, the request will be submitted for approval by the GRF manager to initiate the homologation process.



5. Compliance Evaluation

At this stage, the analyses below (Compliance Analyses, Financial assessment, and Social and Environmental Audit) take place simultaneously (compliance analysis, financial assessment and audit). The origin of the manufacturing process must be informed, as they will undergo an audit.



5a. Compliance Analyses

This stage aims to identify aspects of integrity and reputation, and public sources are consulted to obtain information. **In addition, the results are also evaluated considering the alignment with the Company's values. The supplier will receive a link from Comply via email to complete the compliance self-assessment. To finalize the process, it is important to save the responses between the pages of the form.**

Steps for registering international suppliers



5b. Social and Environmental Audit

Lojas Renner conducts technical visits* focused on socio-environmental responsibility, through a team of internal Compliance auditors and pre-approved external auditing companies (for regions where we do not have internal auditors), to suppliers and their subcontractors.

Legal issues and minimum requirements are assessed in relation to social and environmental issues. Companies that have critical irregularities and/or are considered Zero Tolerance will not be approved (failure in the approval process). If low-critical irregularities are identified, an action plan is generated with a deadline of up to 60 calendar days for regularization, in which the company must include evidence of corrections and improvements in the system.

Once all pending issues have been resolved, the process will move on to the next stage.



6. Agreement Signature

Only after the previous steps have been completed and approved, the flow is forwarded to contract formalization, when the supplier's data is filled in the draft, analyzed by the legal department and sent for electronic signature by both parties.



7. Access to Renner's platform

Stage in which the supplier's registration is released in the Renner, Youcom and/or Ashua systems. The supplier will receive their login credentials via email, along with the Renner Code. It is the supplier's responsibility to access the following link ([IGA](#)) to set their password.

Additionally, the supplier is responsible for requesting registration in the Mainetti, SGS, and other required systems. Access to the Supplier Portal - NPF will be granted after the issuance of the first purchase order.

The supplier will receive, along with the access credentials, manuals and other documents that provide guidance for the start of the production process.



8. Registration

At this point, the supplier is approved and able to receive orders in the system from the purchasing department.

*See more details on page 10



Step 1 – Required documents

We would like to emphasize that Lojas Renner S.A. respects and complies with all guidelines of the General Personal Data Protection Law, Law No. 13,709/2018, which aims to protect the fundamental rights of freedom and privacy and the free development of the personality of the natural person, ensuring the confidentiality and secrecy of the information provided by companies in relation to the holders of personal data. Therefore, rest assured, as the documents below will be used by our team only for the approval process. See what they are:

1

Registration form*

2

**TAX ID / Business license information
(in English)**

3

Bank statement*

Please ensure that your bank account is connected to Renner's banking network; if it is not, a new account must be opened for payment purposes.

4

Bank account (issued by the bank – in english)

5

Legal representative identification document

Preferably, a passport should be provided so we can perform the necessary verifications (document must be in English).

6

Signed compliance self-assessment

*** All required documentation, including templates such as the registration form and bank statement, will be sent to the supplier's email once the registration process begins.**

Step 5b – Social and Environmental Audit



Technical visits

Document analysis, interviews with employees and visits to the manufacturing unit are carried out to verify compliance with labor laws, occupational health and safety standards, environmental laws and some Renner requirements. Throughout the lifecycle of a supplier, there are other moments that an audit can happen: yearly, by risk analysis or each time a new factory is included in the supplier chain (approval).

Technical visits can be carried out in 3 ways:

- Equivalency – 100% of the analysis is done by comparing a third-party report and our standards
- In-person by own team – 100% of the analysis is in the field done by our own team (China and Bangladesh)
- In-person by certified partner LRQA – 100% of the analysis is in the field done by partner (other countries)

Lojas Renner works with a socio-environmental checklist. The document was prepared by Renner's internal team and approved by a third-party company as a solid audit program, covering the entire scope of the process with guidelines and requirements aligned with the best market practices.



Social Requirements

- Recruitment and Selection;
- Working Hours;
- Payments and Benefits;
- Employee Treatment;
- Employee Engagement
- Health and Safety;
- Termination and Cost Reduction;
- Management System;



Environmental Requirements

- Licenses;
- Management System;
- Energy Use;
- Water Use;
- Effluents;
- Atmospheric Emissions;
- Solid Waste;
- Chemical Management

The supplier must present, when requested during technical visits, the following documents <https://www.lojasrennersa.com.br/en/wp-content/uploads/2023/09/Social-and-Environmental-checklist.pdf>

It is the supplier's responsibility to maintain and validate these documents, as they may be requested at any time by Lojas Renner, during routine technical visits or periodic inspections.





Step 5b – Social and Environmental Audit



Guidelines for visits

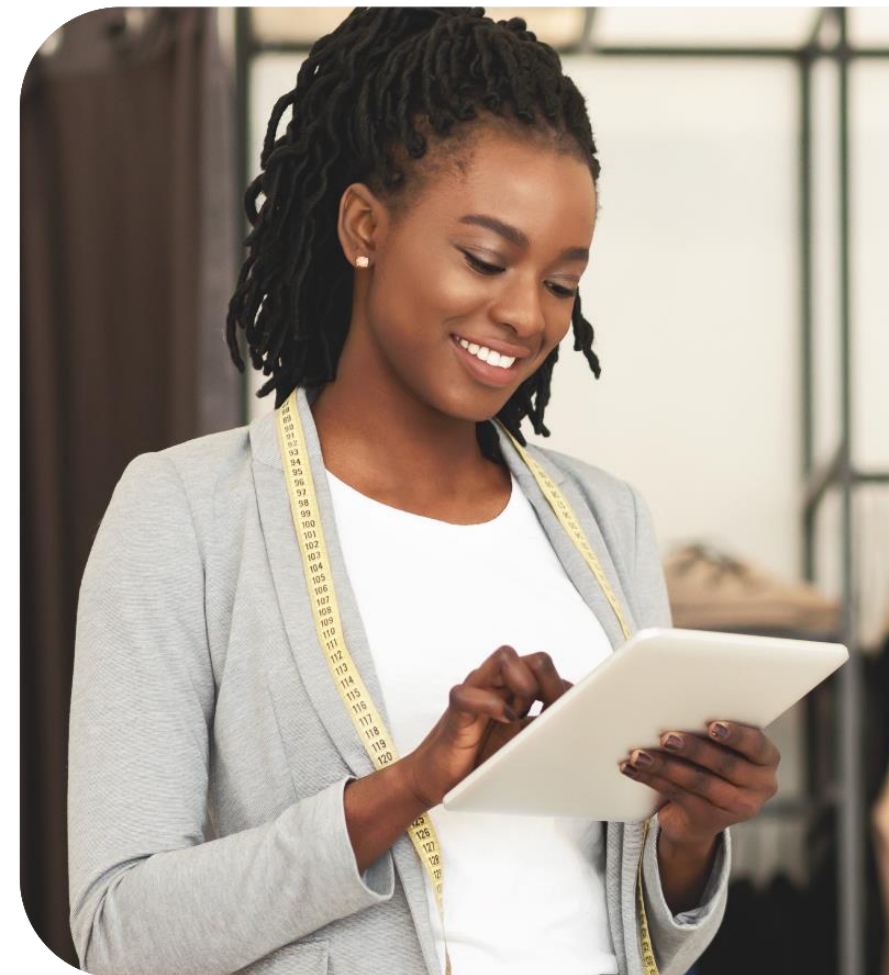
Visits can be made without prior notice, allowing the factory environment to be seen and photographed/filmed under its usual operating conditions.

- In cases where access is denied by the supplier or its contractor at the time of the visit, not allowing access to any part of the premises or any documents, the supplier will be subject to penalties.
- It is the supplier's responsibility to disclose this information to its contractors in order to avoid problems regarding access during visits by our internal team.



Commercial agreement

If any non-compliance of low criticality is found during the technical visits, the company will have 60 days to regularize the situation, and a follow-up audit might be needed. If any critical non-compliance is found during the technical visits, the company will be subject to penalties and will not be able to proceed with the approval process.





Payment terms

The main payment terms is TT 95 days; others payment terms must be considered as an exception and must be analyzed with our financial department and Buyers/Product Managers.



TWINCO

Twinco Capital is a partner of Lojas Renner, providing its suppliers with access to affordable financing from the purchase order to the final invoice payment for import orders. It is a secure model that promotes the replacement of Letters of Credit as a payment term. Any doubts about Twinco, please contact: helena.domingues@cn.renner.com



TT 95 days

The payment beneficiary (name and address) must be informed at the invoice and must be the same as informed at Lojas Renner Portal.

Original Documents should be sent by courier to address below.

Original Documents should be sent by courier to:

LOJAS RENNER S.A
AV. JOAQUIM PORTO VILLANOVA, 401 – North Tower
PORTO ALEGRE, RS – Brazil
ZIP Code – 91410400
Attn: IMPORT DEPT

***Any change in bank details or exporter name must be reported PRIOR to payment, for registration adjustment and compliance. Changing bank details at the time of payment will impact the pending payment, given the data update. Documents presentation: Courier number and the copy of the original documents must be sent by email to Customs@lojasrenner.com.br**



Payment terms



LC 95 Days

Documents must be sent by courier to LC's bank provider:

03 original BLs + 01 copy

03 original invoice + 01 copy

03 original packing list + 01 copy

Original Documents should be sent by courier to:

BRADESCO S.A - International and Foreign Exchange Area, Porto
Banco Bradesco S/A
Rua Dr. Seidel, 425 - Ground Floor
Vila Leopoldina, São Paulo, SP - ZIP Code 05315-000
Foreign Exchange Counter - Trade Services

The LC will be opened after all proformas are sent to Renner. All LCs will be consigned to Lojas Renner S/A, never to the opening bank. This is important due the cargo release. If Pls total amount does not reach US\$ 100.000,00, payment will be done through DP or TT. If you are shipping from Bangladesh, the LC will always be consigned to a Bangladesh Bank who will later endorse the LC to Lojas Renner S/A.

Documents presentation: A copy of the original documents must be sent by email to customs@lojasrenner.com.br for approval before. After approval the courier number must be send to the email as well.



LC 95 Days (Origin Bangladesh)

The delivery of documents to the bank in Bangladesh must be sent in preferably 5 days after the Original BL is received from the forwarder up to a maximum of 14 days after the shipment date. The courier number must be sent to customs@lojasrenner.com.br.

The endorsement must follow the Letter of Credit rules strictly. In case of any delays in the BL handover by the forwarder, please contact us immediately.



***Any change in bank details or exporter name must be reported PRIOR to payment, for registration adjustment and compliance. Changing bank details at the time of payment will impact the pending payment, given the data update. Documents presentation: Courier number and the copy of the original documents must be sent by email to Customs@lojasrenner.com.br**



Partnership

Keep in mind that other steps may arise during the process. Therefore, we have listed the contact details of partners that the supplier should contact here. See more information and get in touch to check prices:



Inspectorio – Quality Inspection Platform

INSPECTORIO CHINA: inspectorio.china@lojasrenner.com.br

INSPECTORIO SOUTHEAST ASIA: inspectoriosoutheastasia@lojasrenner.com.br

INSPECTORIO BANGLADESH: inspectoriobangladesh@lojasrenner.com.br

SGS and Movimoda – Quality Inspection Companies

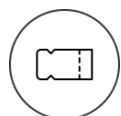
Quality Inspections applies to Renner, Youcom and Ashua suppliers, except Beauty.

SGS:

- Luana Brito – luana.brito@sgs.com
- Julia Santos – julia.santos1@sgs.com

Movimoda:

- Lilia Lu: lilia.lu@movimoda.com
- Grazia Lovato: grazia.lovato@movimoda.com



Avery Dennison – RFID tag (Renner e Ashua) And alarm (Youcom)

E-mail: bts-suporte-rfid-renner@jci.com



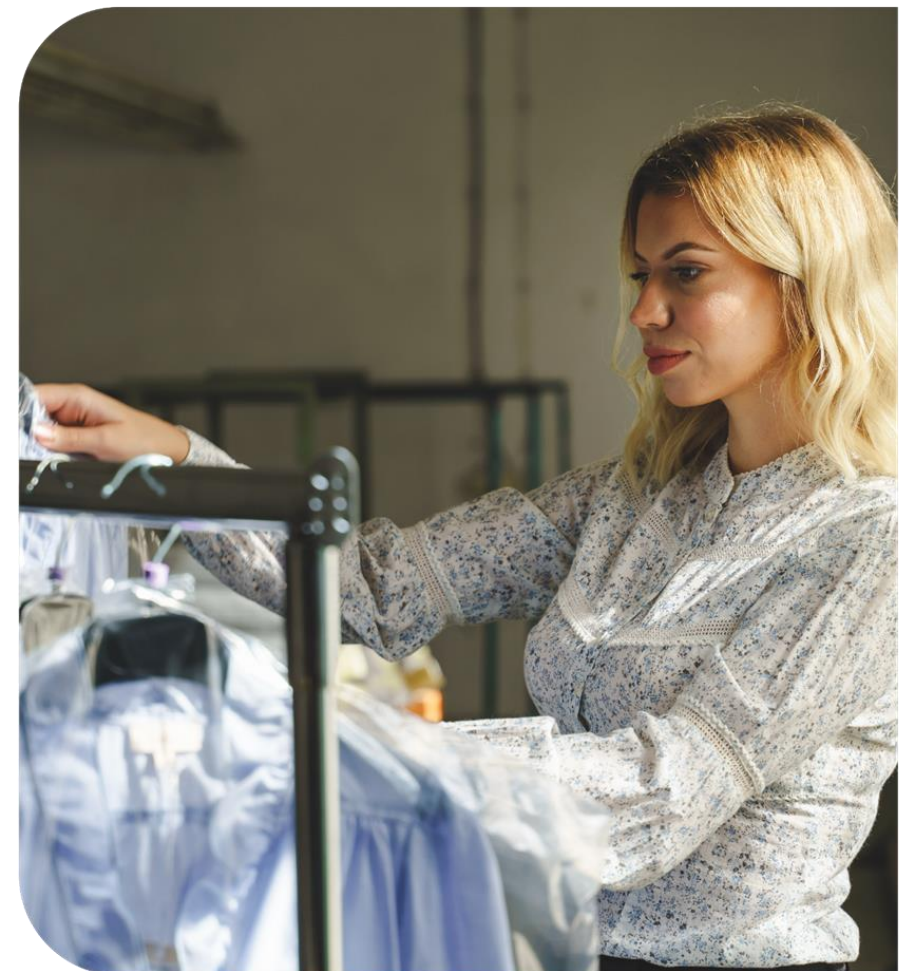
Mainetti – hangers

Applies to Renner and Ashua suppliers who deliver products on hangers.

E-mail: comercial02.brasil@mainetti.com

Website for registered costumers:

www.mainettibrasil.provisorio.ws/rsi3/login-area.aspx



?

Q&A contacts

- COMPLIANCE: compliance@lojasrenner.com.br
- AUDIT TEAM: conformidade@lojasrenner.com.br
- SOURCING: sourcing@lojasrenner.com.br
- REGISTRATION PROCESS: cadastro.revenda@lojasrenner.com.br
- LOGISTICS: logistica.fornecedores@lojasrenner.com.br
- INTERNATIONAL LOGISTICS: logistica_internacional@lojasrenner.com.br
- PLM: plm_fornecedores@lojasrenner.com.br
- INSPECTORIO CHINA: inspectorio.china@lojasrenner.com.br
- INSPECTORIO SOUTHEAST ASIA: inspectoriosoutheastasia@lojasrenner.com.br
- INSPECTORIO BANGLADESH: inspectoriobangladesh@lojasrenner.com.br

Lojas Renner reserves the right not to hire, as well as to break off or not establish a commercial relationship with suppliers that do not meet the criteria described in this document, at any time.



LOJAS RENNER S.A.

 RENNER  youcom realize ASHUA repassa

