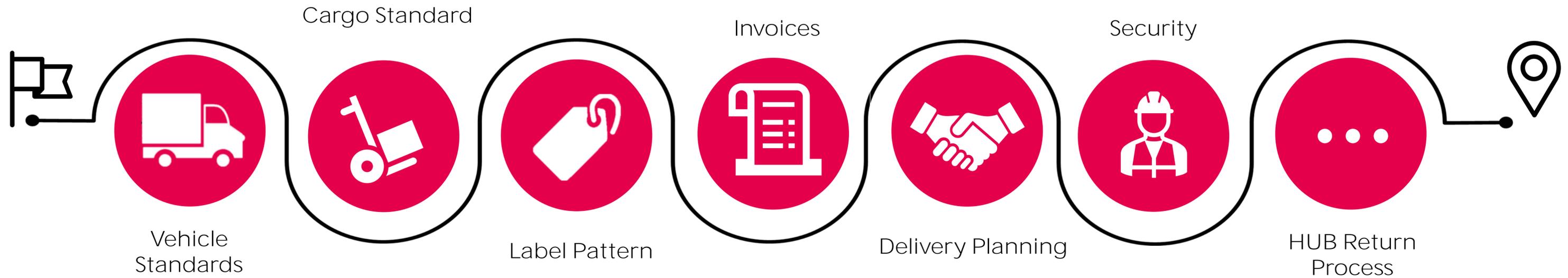




Guidelines Guide Receiving Materials



Content ■ Interactive Menu



Vehicle Standards

Not Allowed



Vehicles with odor and traces of dirt, wooden floors, open bodies and extended ramps are prohibited.

Allowed



3/4 Box truck, VUC, Box Truck, 5 Axles with closed box truck
Cargo compartment must be in perfect condition (no problems on the floor, ceiling, holes or cracks).



Minimum height for vehicles (from floor to box truck):

- Cajamar: 1.35 m
- Cabreúva: 2.18 m
- Interlagos: 1.30 m

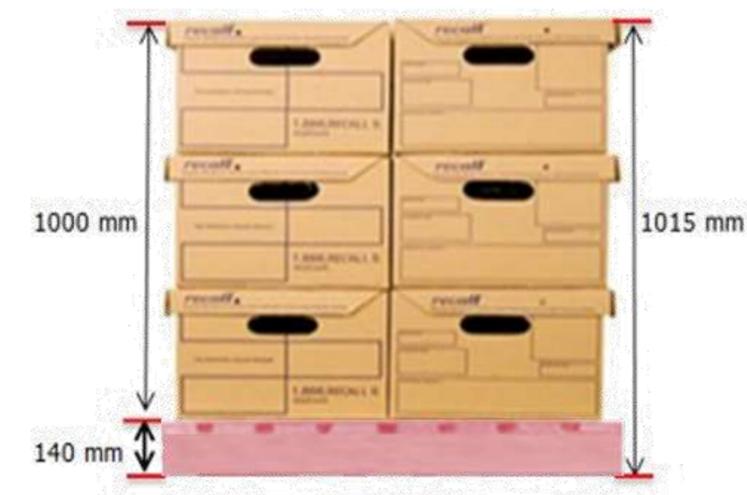
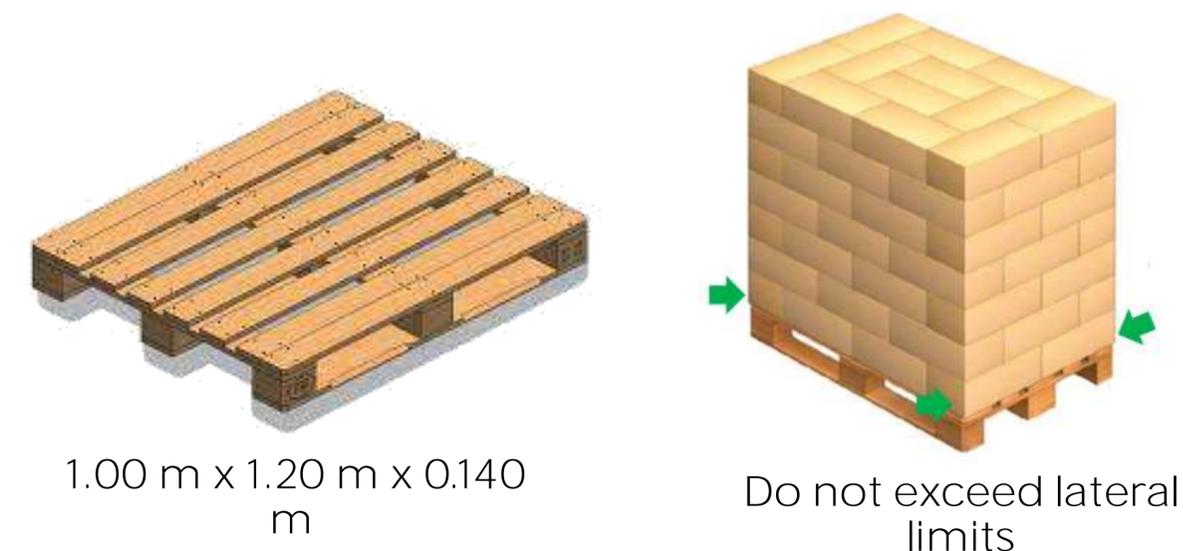
* Sider-type vehicles are **allowed in Cabreúva only** and by rear unloading by electric pallet truck.

* **Cajamar:** The vehicle must be equipped with wheel chock for use on the facilities (inside and outside the reception yard).



Cargo Standard ■ Pallet Forming

	Cajamar	Cabreúva	Interlagos
Dimensões do palete	GEE Standard - 1.00 m x 1.20 m x 0.140 m (width x depth/length x height)		
Maximum height for palletized cargo	4 layers - 1.15m 5 layers - 1.40m	4 layers - 1.15m 5 layers - 1.40m - RRK-Approved only	
Lateral limits for palletized cargo	Materials may not exceed pallet lateral limits		
Cargo overlaying on Pallets	Maximum 1 Pallet on top of another		
Stretch	From top to bottom including the means where the pallet is overlayed: minimum 3 and maximum 5 stretch turns		
Maximum Weight of Components	1 TON	700 kg	700 kg



4 layers – do not exceed 1.15 m
 5 layers (Natura) and RRK approved suppliers (Avon) – do not exceed 1.40 m

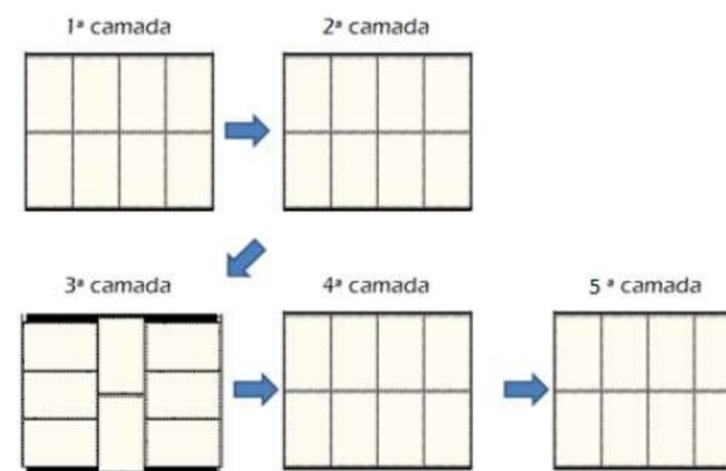
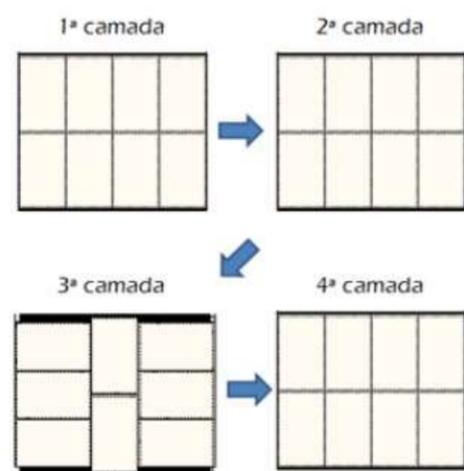
Cargo Standard ■ Pallet Forming

Pallet Forming – 4 layers

- a. AABA lashing (picture below)
- b. 32 boxes/pallet and 8 boxes per layer
- c. Maximum height 1.15 m
- d. Boxes with the labels facing the outside of the pallet
- e. Fractional boxes (balance) need to be identified and inserted in the top layer
- f. Pallets only with boxes from the same batch

Pallet Forming – 5 layers*

- a. 5 layers AABAA lashing (picture below)
- b. 40 boxes/pallet and 8 boxes per layer
- c. Maximum height 1.40 m
- d. Boxes with the labels facing the outside of the pallet.
- e. Fractional boxes (balance) need to be identified and inserted in the top layer
- f. Pallets only with boxes from the same batch



*Cabreúva and Interlagos: Only RRK approved suppliers can deliver cargo/loads with 5 layers per pallet

Cargo Standard

- The supplier must deliver the pallets within the GMP standard, respecting the Good Manufacturing Practices standard;
- Disposable, plastic, aluminum or blue pallets are not accepted;
- The lashing of the pallet must be well done, proportional to the pallet. The use of disposable angles and straps to accommodate the boxes on the pallets is allowed;
- Boxes should not be dirty or wet;
- Hazardous chemicals must be labeled with this information;
- In Cabreúva, unloading is carried out with an electric pallet truck, so it is necessary that there is at least 30 cm of distance between the pallet, the door and the roof of the vehicle for unloading to occur safely;
- Boxes cannot be closed by clamps for safety reasons;
- Whenever possible, the supplier should maintain the agreed quantity of pallets with the PCL team.

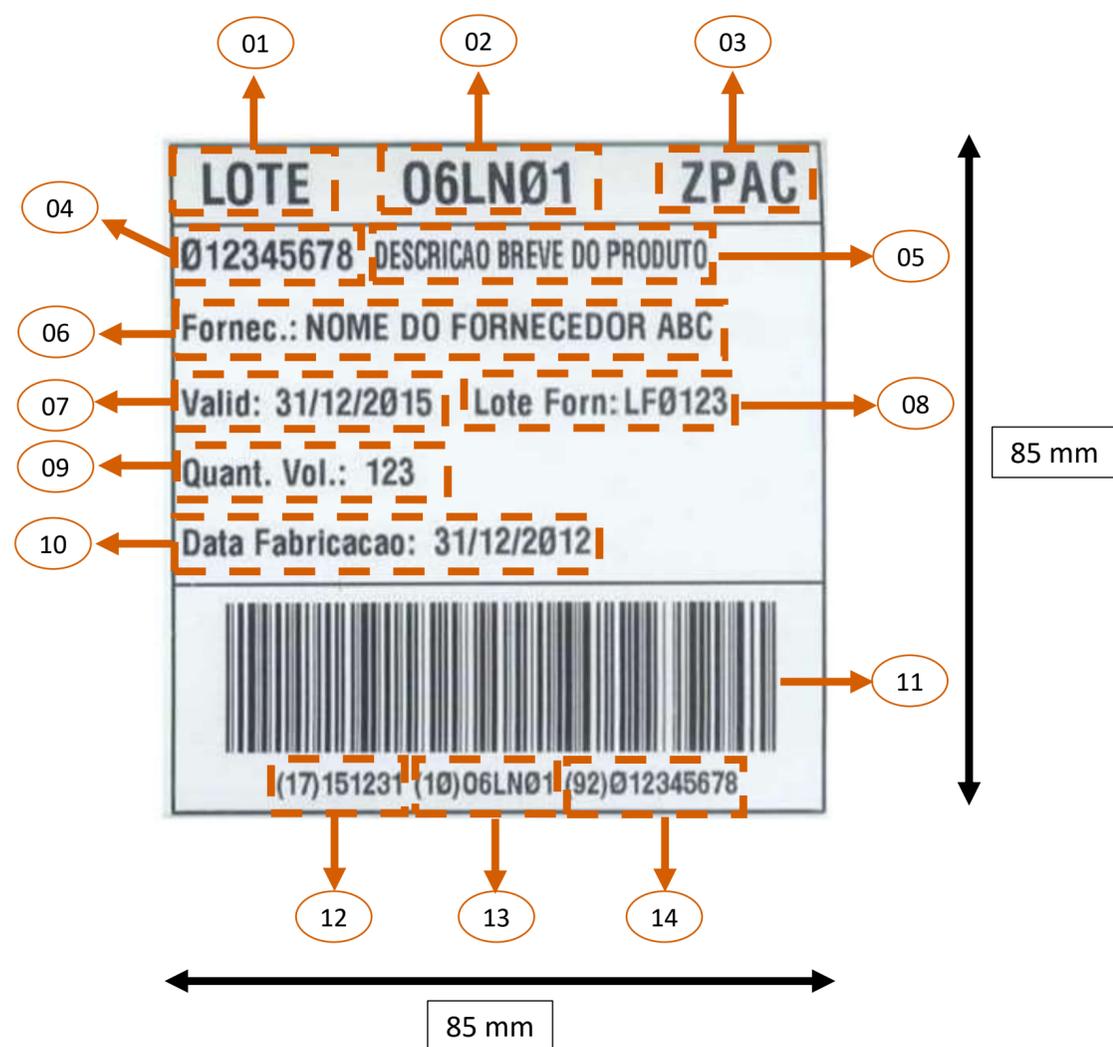


Label Pattern

- For deliveries in Cajamar, Natura provides the Label Generator in an Excel file that contains all the parameters for Label standard printing.
- If you have any questions, please contact the Quality and Innovation team: qualidadefornecedores@natura.net.
- For deliveries in Cabreúva and Interlagos, Natura provides the EEM system that allows suppliers and their products to be registered, standardizes the load, registers the boxes with a defined standard, issues box and pallet labels, creates a delivery number (ASN – Shipment) that, after interfacing with the WMOS system, allows agility in the receipt of materials and reduction of errors.
- To access the system, the supplier must:
 - ✓ Request an incident to release access to the EEM system to the Avon Service Desk by phone: 0800 892 0926,
 - ✓ Make the completed QSF form BR5RB000010 available to Avon IT,
 - ✓ Access the system via: <https://eem.br.avon.com/EEM/SignIn.asp>,
 - ✓ Enter the username and password provided by TI Avon.

Label Pattern ■ Cajamar

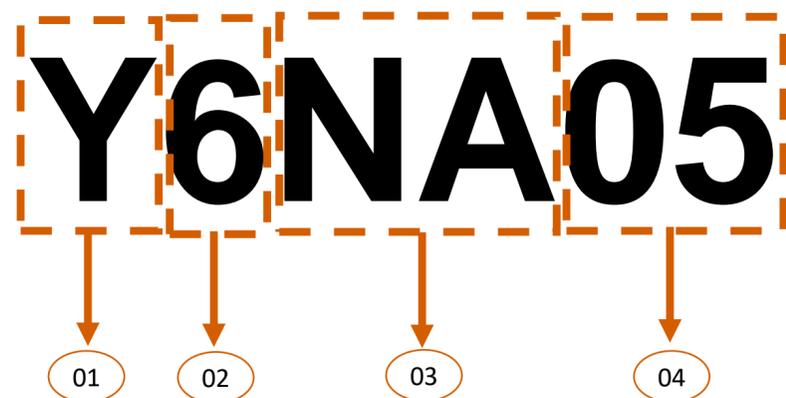
Standard Label



Field	Description	Font	Font Size	Remark
01	Fixed Word - BATCH	Arial Bold	16	-
02	NATURA batch number consisting of 6 characters	Arial Bold	16	Details on how to prepare the Natura batch - see next slide - as per PRO005
03	Type of material	Arial Bold	16	ZPAC - Finished product
04	Material Code / SKU	Arial Normal	16	9 characters, starting from zero on the left; e.g., 0501 23456
05	Brief description of the product	Arial Normal	16	Product name / description - use the description informed by Natura so that the number of characters is not exceeded
06	Supplier Name	Arial Normal	16	-
07	Material Expiration Date	Arial Normal	14	Format: DD/MM/AAAA
08	Supplier's Batch	Arial Normal	14	Supplier's internal manufacturing batch (ZEMB, ZPRO) or Natura Batch (ZENV e ZPAC). Do not exceed 13 characters
09	Volume Quantity	Arial Normal	14	Quantity of items inside the box
10	Manufacturing Date	Arial Normal	14	Format: DD/MM/AAAA
11	Barcode	EAN 128-	14	Resolution: 200 dpi
12	ID17	Arial Normal	14	(17) Validity with AAMMDD format - Two digits for the year, month, and day, all of which without the division bar
13	ID10	Arial Normal	14	(10) Natura Batch - same format as field 2
14	ID92	Arial Normal	14	(92) Material code with the "0" on the left

Label Pattern ■ Cajamar

Batch



Field	Qty. of characters	Remark
01	1	Letter indicating the Natura batch year, being supplier-decision-oriented, following either invoicing, or manufacturing, or shipping order (2021 - W, 2022 - X, 2023 - Y...)
02	1	Number indicating the Natura batch month, also supplier-decision-oriented.
03	2	Two letters of the Natura-informed supplier to ensure traceability; for suppliers who have only one letter in their abbreviation, number zero must be added after the first letter (e.g., W0, H0, etc.)
04	2	Two sequential digits of Natura batches of a same given SKU for a single month, restarting month by month.

Month	2nd Digit
January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	A
November	B
December	C

Important: There should be only one supplier lot for each Natura lot. This is the most common error regarding label issues

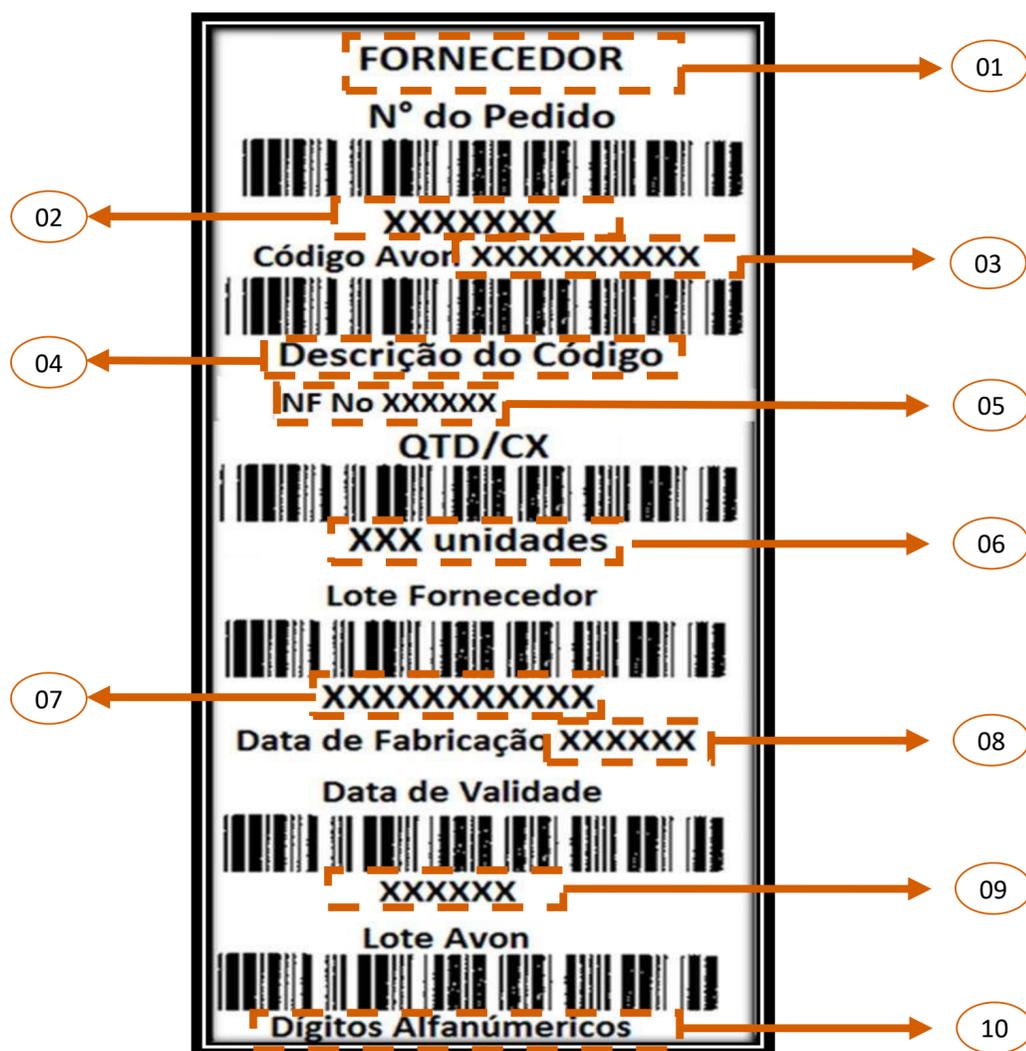
Label Pattern ■ Cajamar

Label Generator

- Excel file that generates a ZPL code that allows printing on Zebra machines;
- The Zebra printer must be networked;
- The generator file must not be in a shared folder (Google drive, One drive, Dropbox, etc...)
- The file created with the generator is of the notepad type (.txt), this file is created in the same directory where the generator is saved in Excel.
- The generator's "Base Support" tab must be filled out properly for the generator's error checking to work properly;
- The "Parameters" tab of the generator aims to facilitate typing in the form, and the SKU's and the respective descriptions of the material must be registered;
- If the supplier wants to test the generated label model, they just need to paste the generated .txt code into a ZPL emulator, in this way it will be possible to preview the label before printing;
- The "Saída_Quantidade (Output_Quantity)" tab generates the code directly in excel referring to the quantity label.

Label Pattern ■ Interlagos

Standard Label - Components

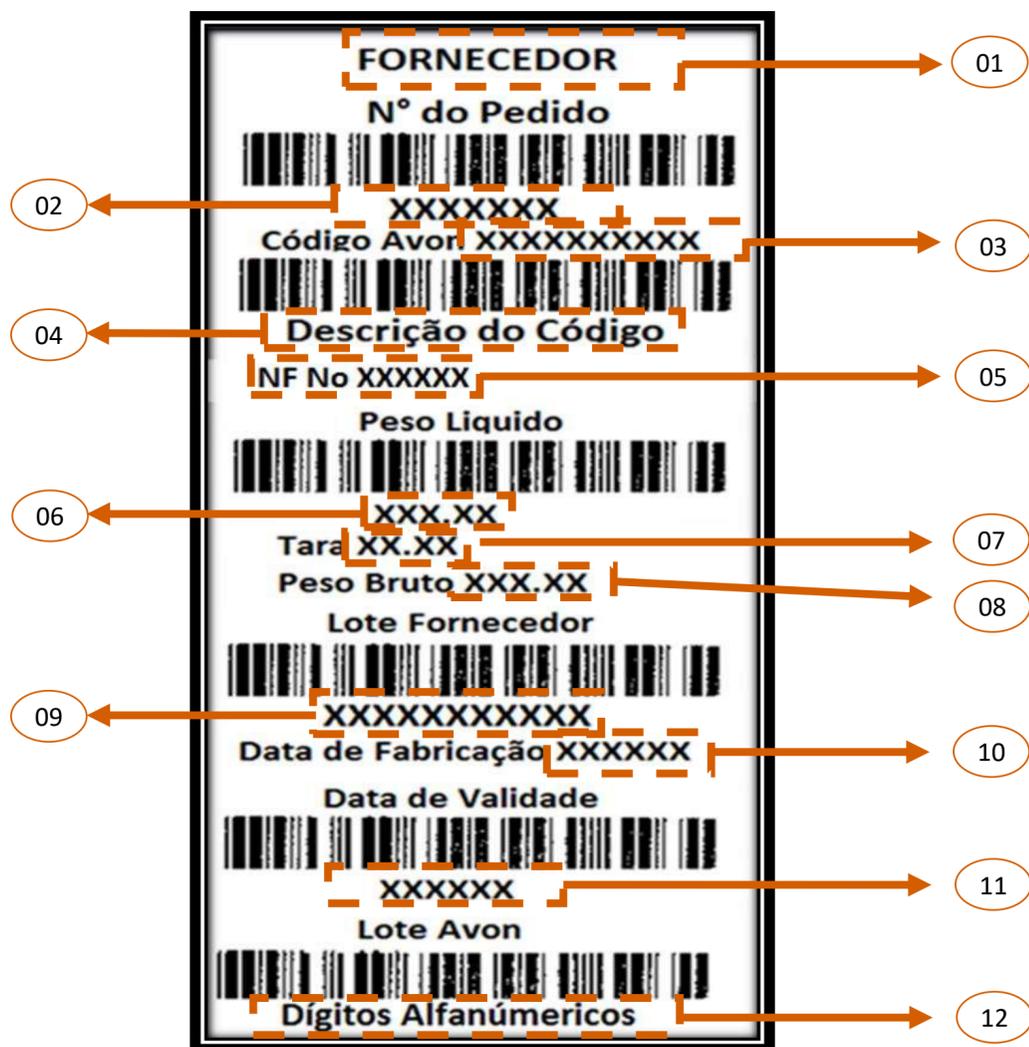


Field	Description	Remark
01	Supplier Name	-
02	Order Number	Text and barcode
03	Avon Product code	Text and barcode
04	Code description	Brief description fo product name
05	Invoice Number	Text
06	Quantity per box	Quantity of items in the box in units
07	Supplier's batch	Text and barcode
08	Manufacturing date	Format: DD/MM/AA
09	Expiration Date	Format: DD/MM/AA
10	Avon Batch	Alphanumerical Digits

- Labels must follow the EEM system standard
- In the case of imported products, in addition to the above data, it must be informed to whom the sale was made (Avon Industrial LTDA) and the country of origin.

Label Pattern ■ Interlagos

Standard Label - Raw Material

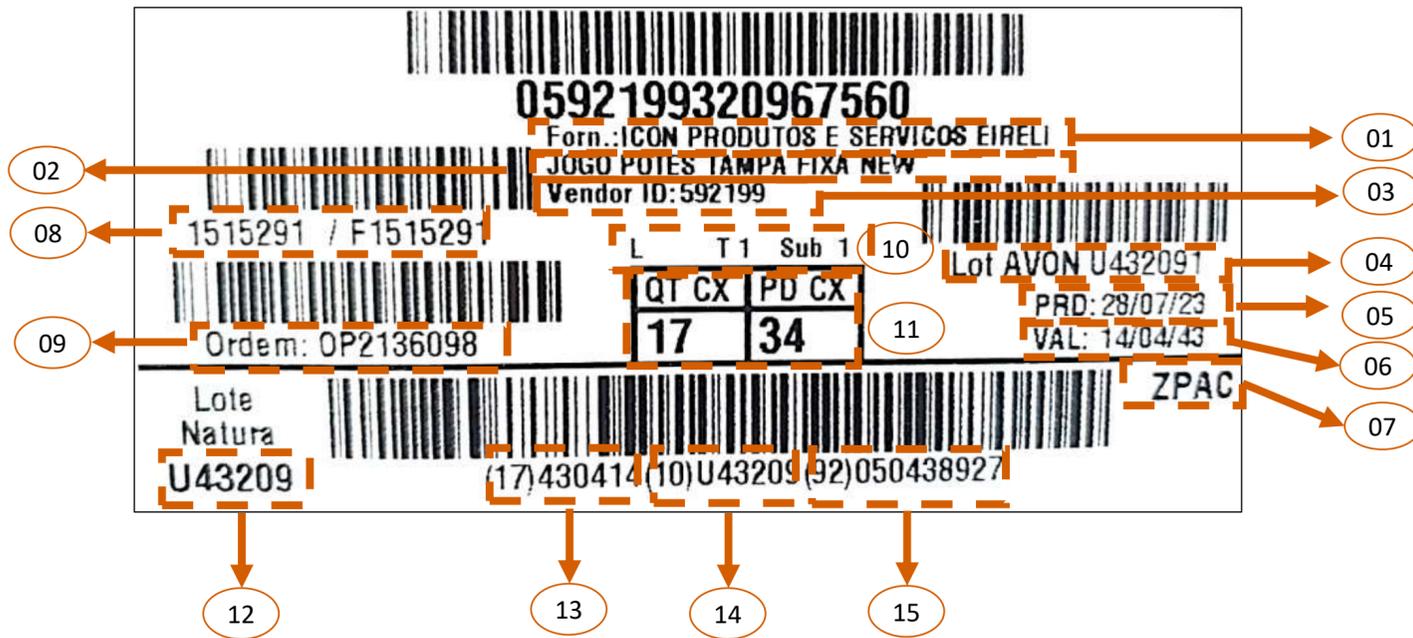


Field	Description	Remark
01	Supplier Name	-
02	Order Number	Text and barcode
03	Avon code of the product	Text and barcode
04	Code description	Brief description of product name
05	Invoice Number	Text
06	Net Weight	Text and barcode
07	Tare	Text
08	Gross Weight	Text
09	Supplier batch	Text and barcode
10	Manufacturing Date	Format: DD/M/AA
11	Expiration Date	Format: DD/M/AA
12	Avon Batch	Alphanumerical Digits

- In the case of import and Intercompany suppliers (between Avon plants), in addition to the data on the side, the Avon of destination (e.g., Avon Brasil, Avon Colombia, etc.) and the country of origin of the product must be informed. Note: regarding imported products, by suppliers in Brazil, there is no need to inform destination Avon.

Label Pattern ■ Interlagos and Cabreúva

Standard Label – Finished Product



Field	Description	Remark
01	Supplier Name	-
02	Code Description	Brief description of the product name
03	Supplier Code	Number
04	Avon Batch	Alphanumerical Digits
05	Manufacturing Date	Format: DD/MM/AA
06	Expiration Date	Format: DD/MM/AA
08	Type of Material	ZPAC - finished product
07	Order Number	Text and barcode
08	Material Code	SKU
09	Order number	OP and order number
10	Batch, shift and shift allowance	Number
11	Box Quantity - Standard Quantity	Number
12	Natura Batch	Alphanumerical Digits
13	ID17	(17) Validity with AAMMDD format - Two digits for year, month, and date, all of which without division bar
14	ID10	(10) Natura Batch - same filed format
15	ID92	(92) Material code with the "0" on the left

Label Pattern

Balance Label



Field	Description	Font	Font Size	Remark
01	Fixed Word - QUANTITY LABEL	Arial Bold	16	-
02	Text and barcode	EAN128-	-	Resolution: 200 dpi
03	ID 30 plus eight characters	Arial Bold	16	Inclusion: quantity to be printed
04	Fixed Word - QUANTITY.....:	Arial Normal	14	9 characters, starting with "0" on the left; e.g., 0501 23456
05	Quantity and unit of measurement	Arial Normal	16	Include abbreviated unit of measurement

- One balance box is allowed for each batch of products



Label Pattern

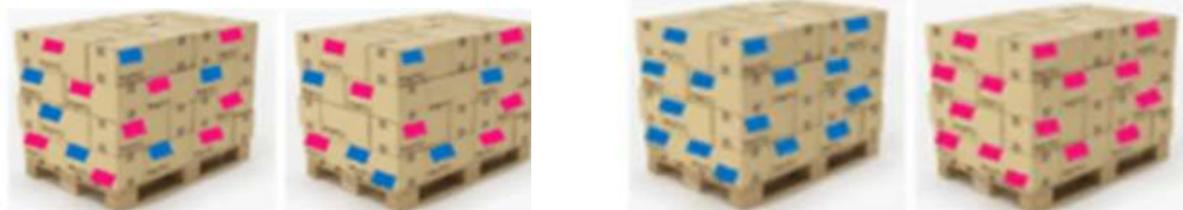
Not Allowed

Allowed

Print quality



Label organization



Label Placement



- There can be no blurs, no cuts in the information, lack of or excess ink on the labels.
- Labels must be legible and barcode-readable.
- Labels need to be white, colored labels are not accepted.
- The standard Natura system builds a sequence of labels for each pallet. Labels should not be mixed during issuance and physical labeling, so that the traceability of products/boxes is maintained.
- The box label must be located on the side of the box, it is necessary that they are inserted on the pallet facing the outside.
- Box and pallet labels should not be inserted on top or under the box.
- The balance box identification should be used when a box with the appropriate quantity of products has not been completed as specified.
- The mixed pallet must contain boxes grouped and sorted by code.
- The mixed pallet must be labeled: MIXED PALLET



Sending of Invoices

- The supplier must send an electronic copy of the DANFE by e-mail to Natura &Co within **24 hours in advance** from the delivery window time for:

Cajamar: centraldepreviasnatura_br@natura.net

Cabreúva: cbr.recebimento@avon.com

Interlagos:

Suppliers of Raw Materials and Packaging Material: recebimentointerlagos@avon.com

Suppliers of Beneficiation, Home & National Style (consigned or not), OVs and Imported: centraldetriangulacaocajhub@natura.net

- The title of the email should contain the following information:

Cajamar: Number of SHIPMENT- SUPPLIER NAME – Time – Date

Cabreúva and Interlagos: SUPPLIER NAME – Time – Date

- All invoices of the same cargo/load must be sent in the same e-mail.
- In the event of unjustified price or quantity discrepancies, the cargo/load may be returned.



Delivery Planning ■ Documentation

Driver

- National Driver's License (CNH);
- Original ID Card (RG);
- Certificate of Training for the transport of dangerous goods in bulk, vehicle and equipment, in accordance with the current legislation of the Ministry of Transport;
- Certificate of Driver Training for Handling and Operation of Dangerous Goods (MOPP Course)."

Helper

- **No helpers allowed** in Cajamar, Cabreúva, and Interlagos. These must wait in the driver's lounge.
- Only third parties are allowed to enter the HUB, who must present:
- ASO, Work Card or other document that proves the employment relationship with the Carrier.
- Validated Provider Onboarding

Delivery Planning ■ Basic Rules

- Scheduling information (dates, time and number of pallets) will be made available by Natura &Co by e-mail at the end of the week prior to the week of cargo receipt.
- Each window scheduled corresponds to only one vehicle delivery.
- For interlink-semitrailer deliveries, a window is required for each module.
- If the Supplier is unable to attend, the Supplier must inform cancellation of the scheduled window within at least 12 hours in advance.
- Supplier must show up for delivery within 1 hour in advance of their window. In case of delays, Natura &Co reserves the right to turn delivery down.

Inspection

- Before unloading, the container, the trailer, as well as the dock will be inspected.
- Vehicles that show evidence of any aspect that could compromise safety may be prevented from being unloaded at our facilities.
- All materials (components and raw materials) must be accompanied by their respective analysis reports, where the information mentioned must be the same as in the physical material

Delivery Planning ■ Basic Rules

Return of Cargo that fails to receive

- Cargo that presents any of the following reasons may be returned:
 - Divergence between physical, invoice and systemic
 - Label-free loading
 - Supplier without prior or lack of approval of divergences (quantity/price)
 - More than one supplier batch for the same Natura &CO batch
 - Damaged cargo or irregularity in the vehicle
 - Bulk cargo helper without integration
 - Quality Failure
 - Among others

Warning! Suppliers with delivery to the HUB:

- The Fiscal Triangulation modality is carried out, in which the cargo is physically delivered to the HUB, but the supplier's Sales Invoice points to Cajamar.

Unloading of tanked materials

- The truck must present itself at the entrance and follow the instructions of the employees;
- The driver must park the vehicle near the unloading area as directed by the property security team;
- Deliver the note to the receiving team at the counter;
- The driver must wait for the process of tax verification, weighing of the truck, sampling of the raw material and the unloading of the truck;
- At the end of the process, remove the signed stub from the invoice.



Basic Safety Rules

1. Driver and Helper must always wear long pants, shirts, safety shoes and respective PPE.
The use of adornments in the unloading area is prohibited.

4. The maximum permitted speed is:
10 km/h in Cajamar
20 km/h in Cabreúva and Interlagos

7. In the event of an emergency, stop what you are doing and follow the guidance of Natura &CO staff, who will guide you to a safe area;

2. Drivers who are drowsy, tired or drunk are not welcome on our facilities.

5. When transiting, the doors of box trucks and the bodyguards must always be closed.

8. It is forbidden for the driver to remain in the cab of the vehicle during loading or unloading;

3. Helpers must remain inside the vehicle – driving while hanging from the cab or on the body will not be allowed.
Smoking in authorized places only.

6. Parked vehicles must have their parking brake applied and engaged(Interlagos)

9. Key Rule: After parking the vehicle at the Dock, the driver must hand over the key and wait for it to be unloaded in the driver's lounge.



Return Process at HUB

Cargo deviating from the standard will be returned. The individual treatment of each one must be done with the quality team, which will send a Non-Conformity Report (NCR).

Return windows at the HUB are 7 a.m. If there is a delay, we will not start the process and the vehicle will be refused at the HUB to wait for a new appointment.

If the supplier carries out the delivery operation in bulk form, they must provide 2 helpers with integration to carry out the loading of the vehicle.

Necessary requirements for the physical operation (if not met, the vehicle will be refused and must wait for a new appointment):

- It is not allowed sider truck or with attached platform, it must be high enough to pull over at a dock (it cannot be Fiorino, Kombi, or cars of the type);
- It must have ropes, woods and chapatex for correct lashing of the load;
- The Supplier must ensure that the capacity of the vehicle meets the scheduled number of pallets;
- The Supplier must ensure that the box truck is in the condition for loading (dry, absence of odor and dirt, floor, side and ceiling without damage or cracks, intact side bars, free of foreign materials, etc.).

Vehicle must present itself at the HUB entrance 1 hour before the window and signal that they will collect a return to the supplier.

Invoice hould be triangulated in Cajamar. The vehicle collects the material at the HUB and must go to Cajamar to exchange the invoice, and only then go towards the supplier.

It is necessary to send the completed collection order by 3 p.m. the day before the scheduled window. Without this, the vehicle is not allowed to enter the HUB and may lose a window, even if it is in the pocket.

Due to our internal process, the forecast for the issuance of NF and release of the vehicle from Cajamar is from 3 pm to 5 pm (approximately).

