




# Supplier Handbook

For Nexus Suppliers

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# 1 About Nexus

Nexus, a part of the French IN Groupe, is a European leader and innovative identity management company. We secure society by enabling trusted identities for people and things.

Nexus develops a range of security products that form the Nexus Smart ID platform. Through the Smart ID solution, we enable companies worldwide of all sizes and from all industries to issue and manage the lifecycle of trusted workforce identities as well as identities for workplace devices and the internet of things (IoT). The Nexus Smart ID platform empowers to implement a smooth, automated, and governed environment for secure trusted identities.

Nexus has 300 dedicated employees across Europe and India and a vast global partner network.

IN Groupe offers state-of-the-art global identity solutions and secure digital services for Governments and Companies, integrating advanced electronics and biometrics technologies. Nexus's core values

Every day we make many decisions. Only a few of them are decided by group management. The rest are all tactical choices, priorities and concrete decisions taken locally, often close to our customers. That's the way we want it – short decision paths and straight answers.

To make this happen, we have created a common set of values and clear guiding principles, that allow us to follow our company compass and jointly strive for the same goal.

## 1.1 Nexus Principals

Nexus follows the following principals to guide us towards greatness. As a supplier to Nexus are you expected to that our principals into account with the service that you provide.



### Own it!

At Nexus you will be expected to take ownership of what you do and of Nexus as a whole. "This is not my job" is kind of a capital offence with us. Follow up on progress, never assume, and never let go before the whole team has passed the finish line.



### Customer engagement

Our customers are our pride and we want everyone to engage with real customers, no matter where in the organization you are and you should always make sure they are our biggest fans.



### Constant improvement

Okay, time for some boasting. We are one of the best in the world in our field (no, seriously we truly are). This doesn't mean we are perfect. To stay on top and to continue to evolve, we need a mindset of constant improvement. We are never done and you should never accept that things are just OK.



### Never assume

Be open-minded and unprejudiced - always listen to understand. It may sound obvious, but for us it's too important not to talk about. Don't take things for granted, be curious and care about the details (that's the difference between failure and success). This is how you will make sure you have the full picture and can take ownership and help us on our quest for excellence.



### Get things out

What we create is worthless if it's not used. To get results don't wait until your output is perfect; get it out, collaborate to get feedback and then improve. Do not be afraid to work outside of your normal responsibilities if it means getting things out. Take initiative. If it can go out today, don't wait until tomorrow.



### Collaboration

We are not organizational boxes; we are people and we should always solve problem together. Involve people; tell them what's going on and don't be an island. Remember, we win as a team!



## 2 Purpose of our general supplier handbook

The purpose of the Nexus Supplier Handbook is to give existing and potential suppliers an overview of Nexus's expectations and requirements. This document will guide suppliers in interacting with us, explain how we work with procurement and introduce Nexus's sourcing process, our approach to risk and compliance as well as eCommerce. Procurement and sourcing of goods and services for the Nexus Group is executed by Group Procurement and Group IT, Supplier Management. The decisions about what to buy from which suppliers are taken by the areas in the value chain responsible for the goods and services delivered to Nexus and for the related costs. Nexus procures products and services within areas such as:

- Business cards
- Collaboration
- Construction and Refurbishment Projects
- Consulting Services
- Debt Collection
- Exteriors
- Facility Services
- Industrial Print & Postage
- Interior & Furniture
- IT Hardware & Services
- Marketing
- Office Supplies
- Payment Services
- Postage & Logistics
- Recruitment Services
- Software and Cloud services
- Staff Services
- Travel Services

## 2 Sourcing Guidelines

Nexus Group believes that openness and transparency in business transactions with suppliers is the best way to build trust with suppliers. We select our suppliers based on Nexus's well-established sourcing process. As Nexus operates in an international environment our corporate language is English. This is the language we use in our communication with suppliers in the sourcing process. All formal documents must be in English.

Nexus applies the Code of Conduct, which forms part of the rules of engagement for Nexus employees. The code is based upon the principle of "comply or explain". Part of the Nexus Code of Conduct is the anti-bribery policy prohibits employees of the Nexus Group from making or approving any offer, promise, payment, or gift of anything of value to any individual, with an intent to improperly influence a decision by the individual.

Nexus place demands on us as well as on our suppliers.

- We condemn all forms of corruption and fraud, and demand openness, integrity, and honesty in all parts of our business operation in every country.
- We clearly repudiate child labor, forced labor and working conditions that can be viewed as harmful, abusive, or directly hazardous.
- We look after the environment and the communities where we and our suppliers work, and we want to be an international role model in the mining sector when it comes to the environment, ethics, the working environment, equality, and diversity.
- We will run a business that facilitates sustainable social development and generates wellbeing.

The supplier handbook can be used as a basis for various stakeholders, but is primarily targeted at the supplier's works management, who are responsible for carrying out systematic self-regulation to ensure that the assignment is carried out in accordance with applicable laws and regulations. It is also the duty of each employee to be aware of and to comply with these. There may be additional local regulations at each workplace, and these must also be complied with. The supplier is responsible for notifying Nexus Group of any subcontractors engaged in any element and must ensure that these comply with applicable laws and regulations. Failure to comply with applicable regulations can lead to sanctions and contract negotiations. Planners and other active parties must also consider other guiding documents and must request these from the appointed contact person within Nexus Group.

Nexus is committed to sourcing components and materials from companies that share our values regarding respect for human rights, integrity, and environmental responsibility. Affected suppliers to Nexus Group will be required to be or commit to becoming "conflict-free" (which means that such supplier does not source conflict minerals that directly or indirectly finance or benefit armed groups in the DRC or adjoining countries).

Sustainability initiatives and environment friendliness are important parts of the Nexus sourcing process. From sourcing to recycling, sustainability considerations drive everything we do, because it's important for the environment, and it is vital for our business. The objective is to develop the relationship and enhance the level of sustainability performance

### 3 Sustainability governance and organization

The Nexus management has the overall responsibility for identifying and managing existing and emerging risks on an organizational level. The executive team is responsible for sustainability risk management and decides on sustainability policy, Code of Conduct, and strategy.

### 4 Non-Disclose Agreement (NDA)

Suppliers must sign an NDA before entering the supplier self-assessment process. The NDA secures the rights of Nexus and suppliers in terms of disclosure of classified information about both parties. It is considered mandatory and non-negotiable by Nexus. It is mandatory to fill in the NDA template and it must be available throughout the sourcing process.

### 5 Privacy

#### 5.1 DPA

When Nexus engages with suppliers that processes personal data behalf of Nexus, a Data Processing Agreement ("DPA") needs to be signed between the parties in accordance with Article 28 in EU regulation 2016/679 (the "GDPR"). The DPA shall be signed before Nexus shares personal data with the Supplier. Nexus uses a standard DPA when signing with suppliers.

#### 5.2 Standard Contractual Clauses (and supplementary measures)

If the Supplier is located outside the European Union ("EU") or the European Economic Area ("EEA") in a country without an adequacy decision issued by the EU commission, the applicable Standard Contractual Clauses ("SCC") needs to be signed. If the law or practice of the third country impinges on the effectiveness of the appropriate safeguards contained in the Article 46 GDPR, supplementary



measures need to be taken.<sup>1</sup>The SCCs, together with the supplementary measures (if necessary), need to be in place before personal data is shared with the Supplier.

## 6 Information Security

**Nexus is certified according to the following standards:**

- ISO 27001:2013
- Tisax
- Common Criteria EAL4+

To ensure a high level of security to our customers in accordance with above referenced standards must all Nexus suppliers take the following into account.

### 6.1 Nexus Security Supplier Evaluation.

All nexus suppliers shall go through our Security evaluation process before our agreements are signed. This Process includes Risk assessment & Response to Security Annex and a Privacy Impact Assessment conducted by Nexus before the engagement of a Supplier. If the supplier has been classified as a critical supplier by nexus after the evaluation, then higher contractual security requirements will be applicable.

### 6.2 Monitoring of Nexus Suppliers

All supplier at nexus is regularly monitored to ensure a high level of security.

The monitoring consists of:

- Regular contract reviews as appropriate based on the services provided by suppliers.
- Compliance with contractual agreements
- Review of security certification if applicable.
- Review of incidents related to suppliers
- Review of security risks related to the supplier on a regular basis
- Regular Audits of critical suppliers.

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<sup>1</sup> In accordance with “Recommendations 01/2020 on measures that supplement transfer tools to ensure compliance with the EU level of protection of personal data Version 2.0 Adopted on 18 June 2021”

## 6.3 Secure transfer of information

When sharing information with nexus then the information must have sufficient protection that is in accordance with the classification of the information.

Nexus can provide tools for secure sharing of information. In the case that you as a supplier will provide a tool for information sharing then this tool will need to be approved by nexus before use.

## 6.4 Point of Contact for information security

For all question and matters related to information security can you as a nexus supplier contact our Information Security Officer. See contact details below.



Mail: [Fredrik.Ottosson@nexusgroup.com](mailto:Fredrik.Ottosson@nexusgroup.com)

Number +467- 060 939 11

## 7 General Terms and Conditions of Packaging and Delivery

### 7.1 Delivery Address and Delivery Date

Unless otherwise agreed with Nexus in each case, the delivery address for delivery of all partial deliveries by the supplier shall be to a Nexus warehouse as stated on the purchase order. Nexus main warehouse is based in Hägersten, Sweden with organization number 556258-0414:

Technology Nexus Secured Business Solutions AB  
Dialoggatan 17-19  
SE-126 26 Hägersten  
SWEDEN

Nexus shall determine the exact delivery address and the requested delivery date when sending an official purchase order to the supplier. Revised delivery plans and/or addresses may be requested by Nexus before shipment.

Unless the shipment contains for instance samples that should be inspected by a particular person, “attentions” on shipments should not be used. Unnecessary “attentions” on shipments may cause delays as the shipment may be received but not opened as the staff which the shipment was “attended” to was not available.

The supplier is expected to assist Nexus with recommendations regarding have as effective logistics as possible by within reason and without adding unreasonable delays co-ship consignments.

## 7.2 Invoice Information

Electronic invoicing is mandatory, unless otherwise agreed. An invoice is required to feature the following information as a minimum. If this information is not provided, the invoice may be rejected. If so, Nexus will expect a new corrected invoice from the supplier. Issue date and due date for the new invoice must be altered to reflect the revised date of submission.

Supplier's information:

- Supplier's name and address.
- Supplier's VAT number
- Supplier's unique payment information (IBAN, including BIC code / SWIFT, Post Giro, bank account number etc.).
- Supplier's contact information – email address, phone number and postal address

Standard information per invoice:

- Invoice date.
- Invoice number.
- Delivery date.
- Item description. All types of goods or services must have their own invoice line. All invoice lines must specify in separate fields: line item/product/service number, description, quantity, unit price, and total price.
- Name of consultant, if applicable
- Number and name of cost center in Nexus
- Total price.
- Total VAT.
- VAT per VAT rate.
- Applied VAT rate.
- Payment due date.
- Terms of payment – minimum 30 days.
- Credit notes must state a reference to the original invoice.

## 7.3 Regulations for invoice information

- Only one currency per invoice.
- One due date per invoice.
- Only one order number per invoice
- Reference to only one subscription per invoice.
- E-invoices must be sent to Nexus: [supplier@nexusgroup.com](mailto:supplier@nexusgroup.com).

## 7.4 Shipping Documents

All deliveries to Nexus shall be made with delivery notes as they form the basis of invoicing and payment of supplier invoices. A set of delivery notes and all other shipping documents required for the transportation company and customs, are to be enclosed with each shipping order.

Minimum requirements on data and particulars on shipping documents are:

- Supplier name and address.
- Supplier delivery note number.
- Nexus purchase order number
- Nexus part number per order line
- Quantity delivered per part number
- Pallet or box number of the packing list per item line.
- Weight of each respective pallet or box
- Summary Number of packages
- Summary Total weight

Delivery note and transportation data such as airway bill numbers and/or tracking number shall be transmitted to Nexus via email [purchase.se@nexusgroup.com](mailto:purchase.se@nexusgroup.com) from delivery of the consignment to the forwarder. If a purchase order has been issued by another Nexus warehouse, the local purchase function email address should be used for communication.

### 7.4.1 Long-Term Supplier's Declaration

Long-term supplier's declarations serve as proof of origin for the mentioned partial deliveries the supplier delivers regularly to Nexus. Supplier's declarations shall be provided by December 31 of the previous year at the latest.

## 7.5 Packaging

The goods shall be delivered in specific packaging determined between supplier and Nexus. The supplier must in any case ensure that the goods reach their destination in good condition using corresponding packaging and by load securing. When loading the goods, they must be secured in a way that the legal requirements and other valid rules and regulations are met.

In case of nonobservance of the defined packaging due to the fault of the supplier, Nexus reserves the right to charge the supplier's account with the accruing costs for handling and repacking.

The use of the agreed alternative packaging shall be allowed on consultation and approval by Nexus only.

### 7.5.1 Goods Labels

The supplier shall be obliged to use goods labels specified by Nexus and agreed together with the supplier.

The package and delivery note numbers shall be serial and clearly identifiable.

### 7.5.2 Packaging

The overall responsibility for the packaging and their inlays lies with our suppliers (procurement, maintenance, control, capacity adjustment, etc.).

The packaging design different considerations are prioritized depending on the packaging level, but the following considerations should be considered when designing packaging:

- Protection, the packaging must ensure protection for the product and be produced of a suitable material.
- Dimension, size, and volume of the packaging should be minimized to reduce transportation cost and stock shelf allocation and optimized to suit pallet dimensions.
- Cost, the packaging cost should consider and minimized. Depending on volume a standard packaging is normally most cost efficient.
- Environmentally friendly packaging should always be preferred, and a slightly more costly packaging made from recyclable materials is preferred.
- Availability, a standard packaging provides normally best availability and reduces the risk of bottlenecks because of sourcing issues with customized packaging.
- Handling friendly, the packaging must be safe and easy to handle and thus a simple construction and shape should be used.



### 7.5.3 Approval of Packaging

The supplier shall clarify the requirements of the packaging used for a component with Nexus. After that, the supplier submits his packaging proposal to Nexus, who agrees on the packaging proposal with the internal persons at Nexus responsible for the process.

## 7.6 Carrier

If there is no contractual agreement “ex works”, the supplier shall conclude the forwarding contract with a carrier of his choice. It is recommended to provide the carrier with the contents of this Supplier Manual.

Any additional expenditures due to nonobservance of delivery agreements by the carrier lie in the responsibility of the supplier.

When the contractual agreement is “ex works”, the supplier is expected to book and arrange collection of the shipment with carrier as appointed, either by Nexus based on individual order or general rules set forth by Nexus on what carrier to utilize based on the weight of the consignment.

## 7.7 Information Logistics

### 7.7.1 Information Behavior as to the Delivery Process

Inquiries/queries as to delivery dates shall be responded to by the supplier as soon as possible within a reasonable timeframe. Nexus recognizes that the queries may need some time to answer as it requires production planning and possible coordination with sub suppliers. The accuracy of the response is more important than a swift response time.

Each anticipated supply bottleneck which may lead to impairment of dates or quantities shall be communicated to the responsible purchase manager at Nexus without delay.

Information on deviation of quantities, reasons for deviation and immediately commenced corrective actions, impending bottlenecks shall, in individual cases, be informed to Nexus in writing.

If no information on bottlenecks is provided in due time, this will lead to downgrading of criterion "Communication" in the supplier rating.

For the delivery process, contact persons and their deputies who can make competent and reliable decisions, also outside business hours, shall be communicated to Nexus.

## 8 Active Information Concept

For the consistent supply and product quality, the supplier is encouraged to conduct self-assessment and process evaluation to identify and understand implications of for instance unforeseen bottlenecks. This and two-way transparency around the possible bottlenecks are part of the Active Information Concept. Nexus expects immediate information on anticipated or current faults (e.g., technical defects or quality issues). The Active Information Concept also includes the following mandatory points on which the supplier is obliged to inform Nexus about and get consent before implementing intended measures:

- Relocation of production (production site)
- Changes in the production process
- Changes of suppliers and primary products
- When major maintenance work which may affect the production, process is performed
- Nonobservance of delivery quantities and / or dates, also in the medium-term range (capacity leveling)
- In case of scheduled production stops or unscheduled pending events

For the same reasons Nexus may inquiry about the following points which at that point also should be made available from the Supplier.

Documentation of the Maintenance process. The supplier shall undertake to maintain his tools and operating resources in perfect condition. To ensure this, the supplier shall make repairs and take measures for preventive maintenance.