

SONOS VENDOR MANAGEMENT POLICY

OVERVIEW

Sonos maintains strong partnerships with vendors and service providers. This policy ensures consistent, ethical, and efficient vendor relationships.

VENDOR SELECTION CRITERIA

- Financial stability and business continuity
- Quality of products/services
- Competitive pricing and payment terms
- References from similar organizations
- Compliance with Sonos values and ethics

APPROVED VENDOR CATEGORIES

Payment Processing:

- Stripe Payment Processing (primary)
- Backup processors as needed

Cloud Infrastructure:

- AWS (primary cloud provider)
- Google Cloud Platform (secondary)

E-Commerce:

- Shopify Commerce (online store platform)

CRM & Sales:

- Salesforce CRM (customer relationship management)

Logistics:

- UPS Logistics (primary shipping)
- FedEx Logistics (secondary)

Retail Partners:

- Best Buy, Target, Apple Retail Stores

PROCUREMENT PROCESS

1. Requisition submitted through procurement system

2. Manager approval (purchases under \$10K)
3. Director approval (purchases \$10K-\$50K)
4. VP approval (purchases over \$50K)
5. Vendor onboarding and contract execution
6. Purchase order issued
7. Goods/services delivered
8. Invoice processed for payment

PAYMENT TERMS

- Net 30 standard payment terms
- Early payment discounts evaluated on case basis
- No personal vendor relationships without disclosure

CONTRACT REQUIREMENTS

All vendor contracts over \$25,000 require:

- Legal review
- Signed vendor agreement
- Insurance requirements met
- Data privacy compliance (GDPR, CCPA)

For vendor inquiries: procurement@sonos.com