

# Xometry is a Leading Global Online Marketplace for Manufacturing

This paper explains how our network of manufacturing suppliers (“Partners”) allows us to leverage our Marketplace efficiently. Our policies help us communicate what Partners should expect from Xometry and what we should expect from our Partners.

Xometry uses several tools to manage our network of thousands of manufacturing Partners spread out across the United States, Mexico, Europe and Asia. Upon being accepted into our marketplace, our Partners are given a Partner Success Score (“PSS”) to measure their performance and ensure the overall success of Xometry. All Partners can see their own PSS scores through a confidential link. The process we outline below allows Xometry to monitor Partner performance in real time and enables us to respond to problems quickly and fairly.

## **The main factors tracked by Xometry are:**

- Quality: Parts conform to specifications
- On-Time Delivery: Meet delivery time
- Communication: Communicate to Xometry late delivery or job concerns
- Engagement: Rate of Job acceptance

The PSS score ranges from 0 to 100 and is recalibrated based on the factors above.

The scoring process above allows us to evaluate the performance of Partners to assure quality meets our customer’s expectations. We will judge Partners on the performance measures identified in this document. Xometry has created an automated process to measure daily performance of all Partners equitably.

As long as Partners maintain a PSS above a certain level they can continue to take jobs from Xometry.

It's critical that Partners **always** notify Xometry of non-conformances (minor or major) and wait for instructions prior to shipping. Conformance is a critical element of PSS. **We make it clear that it is better to ship late than to ship a bad part!**

## **PSS Disputes**

Partners are encouraged to regularly review and work to improve their PSS scores. They have access to the details about specific jobs that have impacted their score. If they have additional questions or need more information, they can select the "Request a Review" button located at the top of the Completed Jobs or Scorecard pages in Xometry's Workcenter software.

### **Valid Dispute Example(s):**

- Natural disasters and/or emergencies that resulted in a delay
- Delay due to Xometry customer (i.e. change order request)
- Delay due to supplies ordered through Xometry (i.e. material not arriving per date on order confirmation)

All Partners are subject to the terms and conditions based on their location. Xometry Partners must implement ethical business practices. We encourage Partners to report any violations of human rights. Xometry Partner terms and policies can be seen at: <https://www.xometry.com/legal/> and <https://www.xometry.com/esg>. Violation of any of these terms could lead to immediate and possibly permanent removal from Xometry's Partner network.

Please find links to the following Xometry policies related to ethical conduct and human rights:

- [Xometry Supplier Code of Conduct](#)
- [Xometry Environmental Policy](#)
- [Xometry Human Rights Policy](#)

Our Partners receive our policy statement on Human Rights. We require Partners to submit an annual signed attestation that they have read the policy and comply.

We have a hotline that employees or others can use to report issues. To report concerns about activity related to violations of the Supplier Code of Conduct, and matters related to Human Rights, you may do so confidentially, anonymously (if desired), and free of retaliation. You may report violations to your contact at Xometry or by any of the following: • phone: 86 21 56085857 • by mail: Room 4225, Building 4, No. 735 Liyang Rd, Hongkou Dist., Shanghai, China. 200080