

1. Objective & Scope

Define the procedure and rules for the evaluation, selection, categorization, and performance monitoring of suppliers of products and services for EIB.

2. Definitions / Abbreviations and Acronyms

Quality and Environment Director: Responsible for guiding the evaluation process, recording non-conformities, and requesting improvement plans.

PPE: Personal Protective Equipment.

QI: Supplier Quality Index.

Global QI: Global Suppliers Quality Index.

N/I: No Importance (weighting factor 0).

I: Important (weighting factor 1).

MI: Very Important (weighting factor 2).

3. Procedure

- **Responsibility:** Supply Chain, Quality and Environment Directorate, General Management, OHS (Occupational Health and Safety) Responsible, Administrative Assistant, Sales Responsible, Maintenance Responsible, IT Responsible, Financial Director.
- **Supporting documents:** MOD 01/COM, MOD 65/QUA

3.1 Supplier Categorization

Suppliers are divided into 3 categories (A, B, and C), according to the list in Annex I:

- **Category A:** Suppliers whose supplied products or services condition the quality of products manufactured by EIB, compliance with legal or regulatory requirements, or have an impact on the Environment, and may, in case of failure, cause customer dissatisfaction, legal or regulatory non-compliance, or negative environmental impacts.
- **Category B:** Suppliers whose supplied products or services do not directly affect the quality of products manufactured by EIB, compliance with legal or regulatory requirements, nor the possibility of generating negative environmental impacts, but which may indirectly condition manufactured products, compliance with legal or regulatory requirements, and/or the Environment.
- **Category C:** Suppliers whose supplied products or services do not affect the quality of products manufactured by EIB, legal compliance, nor have the potential to cause negative environmental impacts.

3.2 Evaluation Frequency

Annually, the areas responsible, in accordance with Annex I and under the guidance of the Quality and Environment Director, proceed with the evaluation of suppliers.

3.3 Selection of Suppliers to Evaluate

The selection of suppliers to be evaluated in each category proceeds as follows:

- **Category A Suppliers:** 100% of active suppliers in the year under analysis are evaluated.
- **Category B Suppliers:** 50% of suppliers with the highest purchase volume in the year under analysis are evaluated.

- **Category C Suppliers:** Are not evaluated. However, non-conformities detected upon receipt of products or services are handled similarly to the remaining cases (in accordance with the provisions of the Non-Conformity Treatment Procedure).

3.4 Evaluation Criteria

Suppliers in Category A and B are evaluated according to the following criteria:

- **Compliance with delivery deadlines:** Supplier ability to comply with and respect delivery deadlines stated in purchase orders.
- **Contractual conditions:** Supplier ability to negotiate more favorable contractual conditions and establish a more favorable and competitive quality/price ratio.
- **Compliance with specifications:** Supplier ability to comply with purchase order conditions or requested product specifications.
- **Compliance with environmental, legal, and contractual requirements:** Supplier ability to send the technical and safety data sheet as well as the certificate of analysis of requested products, in accordance with current legislation/standards/specifications.
- **Responsiveness to submitted complaints and unforeseen supply needs:** Consider speed of response, flexibility for adjustments, transparency in communication, and logistical efficiency.
- **Responsiveness in technical assistance:** Consider speed of service, efficiency in problem resolution, availability of parts, and clarity in communication.

3.5 Criteria Scoring

Each of the previously defined criteria is assigned a score according to the following scale:

0 – Poor

1 – Need Improvement

2 – Acceptable

3 – Good

By inserting the score given to each criterion and the total number of criteria evaluated, a first indicator of supplier performance is obtained, given by the average score.

Note: Some evaluation criteria may not be scored when the evaluator(s) understands that it is not applicable to the supplier under evaluation or when evaluating a new supplier and the historical data is insufficient to evaluate one or another criterion.

3.6 Treatment of Non-Conformities

If no non-conformities are verified, this result prevails.

Whenever non-conformities are verified, it is the responsibility of the Quality and Environment Director to record the number of detected non-conformities, according to the following classification parameters (in MOD 65/QUA):

- **N/I – No Importance:** When the non-conformity does not represent relevant costs for EIB, and/or can be resolved immediately upon detection, and/or has no repercussions on the quality of EIB activities or on the Environment (weighting factor 0 [zero]).
- **I – Important:** When the non-conformity is detected internally or originates from a customer complaint attributable to the supplier and represents relevant costs for EIB, and/or, although there are no repercussions on the quality of activities developed and, on the Environment, there may be a need to make some adjustments regarding their planning and the execution of certain activities or tasks (weighting factor 1).
- **MI – Very Important:** When the non-conformity represents high costs for EIB and/or its customers and/or the Environment, and/or represents total or partial stoppages in the execution of EIB activities (weighting factor 2).

The total related to the marked non-conformities is immediately calculated, as well as their weighted value. Whenever non-conformities exist, the quality index is calculated based on the following formula:

$$IQ_{\text{de fornecedor}} = \frac{\text{Classificação atribuída}}{\text{Não conformidades}}$$

3.7 Evaluation Weighting

The decision on the qualification of product and service suppliers is made based on the weighted results of the score assigned to the evaluation criteria or through the QI, if non-conformities occur in the deliveries made, following the criteria set out below:

$0 \leq I_Q < 0,5$ – Negative result, the supplier is disqualified if alternatives exist.

$0,5 \leq I_Q < 2$ – Neutral result, with the possibility of requesting an improvement plan.

$2 \leq I_Q \leq 3$ – Positive result, the supplier remains qualified.

The request for improvement actions referred to in the previous point must be made for each type of product / service provided by the evaluator during the annual communication.

3.8 Quality Index

The Global Quality Index (QI) of Product and Service Suppliers is calculated according to the following formula:

$$IQ = \frac{\sum IQ_{de\ fornecedor}}{N^{\circ}\ de\ Fornecedores}$$

Whenever the Quality and Environment Directorate considers it important or necessary, it may request an improvement plan from suppliers. If non-compliance by the supplier is verified, they are disqualified.

Whenever deemed necessary, General Management reserves the right to maintain the respective supplier.

3.9 Communication of Results to Suppliers

Annually, after closing the supplier evaluation process, evaluators will send category A suppliers (100% of suppliers) and category B suppliers (with business volume > €2500) the evaluation result and a reminder of how the evaluation is carried out and based on which criteria.

Furthermore, whenever supplier performance evolves negatively, it is the evaluator's responsibility to make known the reasons that negatively influenced the supplier's evaluation.

4. Safety and Environment

Not applicable.

5. Revisions

Edition	Revision Date	Identification of Change /Reason for revision
0	21/08/2026	Initial Emission: Transition of the old documents to the new work instruction in the organization's new format and layout. (Revokes previous instruction ITG24)

ANNEX I

Designation	Supplier Category	Responsible Area
Current Expenses		
Product Acquisition:		
Raw materials and auxiliaries (chemicals)	A	Supply Chain
Packaging materials	A	Supply Chain
Replacement materials (maintenance)	B	Maintenance Responsible
Tools and utensils	B	Maintenance Responsible
Fuels and lubricants	B	Maintenance Responsible
Cleaning and hygiene products	C	Administrative Assistant
Work clothing	C	OHS Technician
Personal protective equipment	C	OHS Technician
Office supplies	C	Administrative Assistant
Pharmaceutical products	C	OHS Technician
IT equipment	B	IT Responsible
IT software	B	IT Responsible
Administrative equipment	C	IT Responsible
Service Acquisition:		
Transport	A	Supply Chain/Administrative Assistant
Waste management	A	Quality and Environment Director
Monitoring	A	Quality and Environment Director/OHS Technician
Gardening	B	Quality and Environment Director
Equipment maintenance	B	Maintenance Responsible
Infrastructure maintenance	B	Maintenance Responsible
IT material maintenance	B	IT Responsible
Transport vehicle maintenance	B	Maintenance Responsible
Communications	B	IT Responsible
Insurance	C	Financial Director
Travel and accommodation	C	Financial Director
Studies, opinions, projects, and consultancy	C	Financial Director
Training	C	Técnica SST
Equipment calibration	B	Técnica SST
Seminars, exhibitions, and similar	C	Técnica SST
Advertising	C	Sales Responsible
Surveillance and security	C	IT Responsible
Technical assistance	A	Maintenance Responsible
Cleaning and hygiene	B	Maintenance Responsible