



# Supplier Evaluation Criteria

ViveLibre's suppliers will be evaluated by the contracting committee at least once a year on the basis of the following criteria

## **Basic Supplier:**

The evaluation criteria applicable to all suppliers shall be as follows:

1) There have been no internal complaints/ claims in their deliveries or service provision.

a) In terms of delivery times

b) In terms of product or service quality

c) With regard to special conditions, if any, which have been forwarded to the supplier or laid down in the contract or order.

If there have been no complaints or if there have been complaints and they have been resolved, the supplier will remain as valid. If there have been unresolved complaints for more than 3 months or there have been more than 3 complaints on the same issue, an alternative supplier will be sought where possible.

## **Strategic Supplier:**

In the event that a supplier directly provides services or products to customers or users, it **shall be classified as strategic**. The contracting committee may designate other suppliers outside these criteria as strategic. All strategic suppliers shall be notified of this designation.

In the case of a strategic supplier, it will be additionally assessed that:

- 2) There have been no complaints / claims from customers or users related to the product, service provided by the supplier or in the execution of the process.
- 3) It has had no serious sanctions in terms of Occupational Risk Prevention or environmental aspects linked to its activity.

In the case of second level complaints, the corresponding complaint form shall be reviewed to assess if:

- i) The complaint has its origin in a need for change or improvement of the process, in which case the corresponding suggestion for improvement will be generated in the SGC and the solution will be transferred to the supplier.
- ii) The complaint has its origin in the product or service offered by the supplier, or in an incorrect operation of the process, in which case a period of 1 month will be given to analyse the causes and carry out the necessary corrective actions to prevent new complaints from occurring.

If the complaints persist over time, the contracting committee may propose a change of supplier.

If there have been no complaints or if there have been complaints and they have been resolved, the supplier shall remain valid.

For the verification of paragraph 3, written confirmation of compliance with these aspects shall be requested from the supplier and, if this is not the case, the contracting committee shall assess the actions to be taken.

Purchasing may request additional evidence if it deems it necessary.

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