

SUPPLIER EVALUATION AND COMMUNICATION

Within HumanIT's Management System, continuous improvement is a fundamental principle. One way of contributing to this improvement is by maintaining appropriate relationships with our suppliers and monitoring their performance.

Accordingly, HumanIT evaluates its suppliers, taking into account the conformity of the products and/or services supplied, compliance with agreed deadlines, the quantity and condition of products, where applicable, as well as prices, terms and commercial relationships.

The evaluation enables HumanIT to monitor supplier performance, identify any deviations or improvement needs, and support decision-making regarding the continuation of the commercial relationship.

HumanIT evaluates supplies and/or service provision according to the following criteria:

Compliance with the specified product/service	Rating
The requirements specified in the order, including accompanying documentation and/or assistance, were met without any intervention by HumanIT.	GOOD
The requirements specified in the order were met, but HumanIT had to apply pressure to obtain them.	AVERAGE
More than one requirement specified in the order was not met.	POOR

Quantity (product suppliers only)	Rating
The quantity delivered/supplied corresponds to the quantity requested.	GOOD
The quantity delivered/supplied does not correspond to the quantity requested, but advance notice is given of the missing quantity for a subsequent delivery.	AVERAGE
The quantity delivered/supplied does not correspond to the quantity requested. The supplier does not provide advance notice of the missing quantity.	POOR

Product Condition (product suppliers only)	Rating
Product perfectly packaged and with no visible damage	GOOD
Product with no visible damage and reasonably packaged	AVERAGE
Product poorly packaged and with visible damage	POOR

Price and terms/commercial relationships	Rating
Best prices and best terms/commercial relationships	GOOD
Prices equivalent to competitors and satisfactory terms/commercial relationships.	AVERAGE
Above-average prices and unfavourable terms/commercial relationships.	POOR

COMMUNICATION TO THE SUPPLIER REGARDING THE EVALUATION

Without prejudice to ongoing communication regarding any incidents occurring during supply, suppliers are rated in accordance with the table below, and the result is communicated when the supplier receives an Average rating (annual rating between 50% and 70%). Whenever the annual evaluation is communicated, the supplier is requested to implement appropriate improvement actions.

Evaluation criteria	Product Suppliers	Service Suppliers
A – Compliance with the specified product/service	30%	30%
B – Compliance with deadlines	30%	25%
C – Quantity	15%	—
D – Product Condition	15%	—
E – Price and terms/commercial relationships	10%	45%
Calculation Method	Product Suppliers $A \times 0,30 + B \times 0,30 + C \times 0,15 + D \times 0,15 + E \times 0,10$	Service Suppliers $A \times 0,30 + B \times 0,25 + E \times 0,45$
TOTAL	100%	100%

ANNUAL SUPPLIER RATING

Result	Rating	Status
Above 70%	GOOD	Approved
Between 50% and 70%, inclusive	AVERAGE	Approved with restrictions
Below 50%	POOR	Excluded, except where no suitable alternatives exist in the market or where retention is justified by HumanIT's strategy or needs.