

COMMUNICATION OF REQUIREMENTS TO SUPPLIERS

The purpose of this communication is to inform you that **TIBA AROUNDMAP**, has implemented a Management System certified under different norms and standards.

In accordance with the requirements arising from these certifications, we inform our suppliers of the methodology used at **TIBA**, to *control and monitor external supplier performance*.

In order to qualify them as Approved Supplier of **TIBA**, a methodology is applied which consists of a prior Initial Assessment and periodic monitoring (Ongoing Assessment) on an annual basis.

In the Initial Assessment of all suppliers the necessary information is collected annually and scored according to the following table.

Each supplier will be awarded 200 points annually, from which the following points will be subtracted as demerits:

- 10 points for a written complaint from a customer.
- 5 points for an error reported verbally by the customer.
- 1 point for an error detected by TIBA that does not affect the customer.

In the periodic monitoring, a Continuous Assessment of the occurrences of each supplier, recorded as non-conformities, is carried out annually and valued according to the following formula:

$$\text{Score} = 200 - (\text{n}^\circ \text{ orders with non-conformities} / \text{n}^\circ \text{ orders}) \times 200$$

- Minimum 70 points considering a 6-month period.
- Audits, whose results comply with the objectives and expectations created to carry out the service to the client.

With the 2 assessments carried out, a Global Continuous Score is extracted for each supplier, which results from the arithmetic average between the score obtained in the Initial Assessment and in the Continuous Assessment.