

Annual Supplier Evaluation Criteria

Services

| Section | Definition | Limits | Score | Weight | |
|--|---|---------------------------------------|---|--------|---|
| The on-time response ratio of acceptable answers of complaints | The proportion of complaints for which we received an acceptable response within the expected response period. | 100% | 1 | 8 | |
| | | 90 - 100% | 0,8 | | |
| | | 80 - 90% | 0,5 | | |
| | | < 80% | 0 | | |
| | | No complaints | N/A | | |
| Complaints | PO lines without complaint. 100% means that you did not received any complaints. | 100% | 1 | 14 | |
| | | 95 - 100% | 0,9 | | |
| | | 85 - 95% | 0,7 | | |
| | | 75 - 85% | 0,5 | | |
| | | 50 - 75% | 0,2 | | |
| | < 50% | 0 | | | |
| Minus point in case a complaint has led to interruption in production. | -5 per/ complaint leading to serious business damage | # complaints | | | |
| Onsite work | In case the supplier does not undertake any activities on Bekaert premises, indicated N/A | NA | NA | | |
| | | SHE-incident reporting and correction | 0 class A/B/C incidents and reporting all incidents including near miss and closing actions on time | 1 | 3 |
| | | | Reporting only class A/B/C incidents and take actions to close it on time | 0,8 | |
| | | | *Have fatality incident/ have any serious local SHE legal citations/ prosecutions, repeated willful violation of incident reporting rules including non-reporting/hiding accidents/injuries | 0 | |
| Critical SHE rules - Including Life Saving Rules | Always fully comply with critical SHE rules | 1 | 3 | | |
| | Comply with critical SHE rules most of time and with 1-2 employees with repeated willful violation, taken corrective actions immediately and closed on time | 0,8 | | | |
| | *>= 3 employees with repeated willfull violation of critical SHE rules | 0 | | | |

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|---|--|---|-------|--------|
| | SHE-Permit to Work | Always follow up requirement of PtW for all hazardous works | 1 | 3 |
| | | Seldom violate requirement of PtW for any hazardous work but without any consequence management, take immediate actions to close gaps | 0,8 | |
| | | Violate requirement of PtW for any hazardous work and with 1-4 written violation letters, take actions to close all gaps | 0,5 | |
| | | *Violate requirement of PtW for hazardous work with >=5 written violation letters | 0 | |
| | Contractor management staff- Including manager and SHE coordinator | Always follow up SHE rules | 1 | 3 |
| | | Not always follow up SHE rules but taking actions immediately for employees who violate SHE rules | 0,8 | |
| | | Instructing employees to violate SHE rules, or repeated condoning critical rules (including LSR) violations | 0 | |
| Response attitude for operational tasks | Proportion of PO lines you confirmed. | ≥ 80% | 1 | 4 |
| | | 75% ≤ x < 80% | 0,8 | |
| | | 70% ≤ x < 75% | 0,5 | |
| | | < 70% | 0 | |
| | Service quality incl. the quality of communication, flexibility to changes and contract performance. Assessed by our procurement service center. | Better than average | 1 | 4 |
| | | Average | 0,8 | |
| | | Worse than average | 0 | |
| On time delivery (Keeping of contracted service date) | Degree to which milestones and deliverables are completed within agreed upon schedule. | Meet expectations | 1 | 10 |
| | | Below expectations | 0,8 | |
| | | Far below expectations | 0 | |
| Unplanned costs | Related to situations where additional costs have been incurred that were not foreseen at the moment of ordering e.g. premium freight. | No occurrences of unplanned cost or unplanned costs caused by Bekaert | 1 | 3 |
| | | Regular occurrences unplanned costs but paid back by supplier | 0,5 | |
| | | Situations have occurred regularly and were not compensated | 0 | |

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| Landed cost level | Cost compared to average cost of existing suppliers or market. | Competitive cost | 1 | 14 |
| | | Cost within an acceptable range | 0,8 | |
| | | Cost outside of acceptable range | 0,5 | |
| | | Uncompetitive cost | 0 | |
| Commercial advantages | Related to additional advantages longer payment terms than industry standard, longer guarantee than industry standard, etc. | More than 1 commercial advantage | 1 | 6 |
| | | 1 commercial advantage | 0,5 | |
| | | No commercial advantage | 0 | |
| Collaborative attitude | Willingness to work on joint projects or programs where relevant, top management meetings, regular performance/ business review meetings, long term strategies on innovation, long term strategies on sustainability, volume rebate schedule, etc. This is assessed by your supplier manager based on the expectations for your current segment. | Exceeded our expectations | 1 | 11 |
| | | Met our expectations | 0,8 | |
| | | Did not meet our expectations | 0,5 | |
| | | Severely lacking engagement | 0 | |
| Supplier audit | Result from supplier audit performed within the past 3 years. | A | 1 | 4 |
| | | B | 0,8 | |
| | | C | 0 | |
| | | No supplier audit performed in past 3 years | N/A | |
| Supplier certificate | Score dependent on quality management system certification . | Supplier has ISO9001 or IATF16949, or minimum certificate of the industry | 1 | 4 |
| | | Supplier does not have any quality management system certificate or minimum certificate | 0 | |
| Sustainability (Ecovadis) | Assessment of suppliers' engagement in Ecovadis and resulting sustainability performance. | Have an Ecovadis medal | 1 | 6 |
| | | Ecovadis Score > 45(< 3 years scorecard) | 0,8 | |
| | | Ecovadis Score < 45 with CAP (< 3 years scorecard) | 0,5 | |
| | | Undergoing first time assessment or re-assessment OR Ecovadis Score < 45 without CAP (< 1 year scorecard) | 0,25 | |
| | | Ecovadis Scorecard > 3 years and not currently undergoing reassessment OR No Ecovadis assessment | 0 | |