



Supplier Evaluation Criteria

As the performance of our suppliers is fundamental to our success, we hereby inform you that Topbrands evaluates its suppliers considering the following criteria:

- Meeting the production deadline
- Meeting the delivery deadline
- Compliance with requirements
- Responsiveness to requests
- Payment Terms
- Problem-solving skills
- % of non-conformities

The average of the different requirements is calculated, leading to the decision to maintain the supplier according to the following criteria:

Not Satisfying	< 3
Good	≥ 3

Approved suppliers are those that have an evaluation equal to or greater than 3.

In case of anomalies/deviations, complaints or non-conformities, Topbrands communicates appropriately to resolve them in a positive perspective, and it is expected that the appropriate actions will be implemented for their treatment.

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