



Criteria for Supplier Evaluation at Wise Pirates Group

In line with the Wise Pirates Group's compliance with the ISO 9001:2015 and ISO/IEC 27001:2022 standards, the Group has implemented a structured process for evaluating its suppliers. This procedure is an essential tool for managing and strengthening the relationship between Wise Pirates Group and its partners. A relationship of mutual benefit is considered fundamental to enhancing the joint capacity to create value. Therefore, the evaluation will be carried out systematically and transparently.

Performance Criteria

The following performance criteria are considered in the supplier evaluation:

	Criteria		
	Response/Follow-up	Product/Service Quality	Delivery Time/Availability
4 - Good	Always responds	No complaints	Always complies
3 - Satisfied	Responds most of the time	Minor deviations, no customer impact	Complies regularly
2 - Unsatisfied	Responds after much insistence	Some deviations, no customer impact	Complies with some failures
1 - Poor	Does not respond	Deviations with customer impact	Complies with lot of failures

Supplier Classification

The final score for each supplier is the result of the weighted average of the evaluation criteria. This score will determine the classification obtained:

Classification		Score
Good	A	> 85 %
Acceptable	B	50 % – 85 %
Unacceptable	C	< 50 %

- Suppliers who achieve a level B (Acceptable) or C (Unacceptable) classification will be requested to submit improvement actions.
- In the case of a level C classification, the Wise Pirates Group reserves the right to remove the supplier from the list of eligible partners.

The Wise Pirates Group appreciates the professionalism and commitment of its suppliers. Continued collaboration is expected to maintain quality and service standards.