

Communication of criteria and requirements for supplier approval

Version

Version	Action	Autor	Company	Date
1.0	Created by	Enrico Mongiat	Councilbox	03/11/2023

Reference documents

Documents	Comments
ISO 27001	
ISO 9001	

Document qualification

Diffusion		Security	
IN1: Internal	IN3	NL1: General	NL1
IN2: Clients		NL2: Limited	
IN3: External		NL3: Confidential	

One of the objectives that **COUNCILBOX** sets as a daily challenge is the continuous improvement of its ability to provide its clients with better service and attention.

In order to achieve this goal, **COUNCILBOX** has implemented an internal Management System based on UNE-EN-ISO-IEC 27001 and UNE-EN ISO 9001.

One of the requirements established by the Management System is the need to assess and select suppliers based on their ability to fulfill the commitments established with **COUNCILBOX**.

In accordance with this, we communicate our continuous supplier evaluation and approval system, along with the general requirements for the provision of your service:

INITIAL SUPPLIER EVALUATION:

- Certification/Accreditation: Positive consideration will be given to suppliers who have certified their product or Management System by an accredited certification entity. Similarly, suppliers are evaluated based on the accreditations/qualifications that enable them to carry out their work.
- On Trial: new suppliers will be placed on a trial basis, with an initial order. After this, their suitability to be **COUNCILBOX** suppliers will be analyzed and determined.
- Strategic: suppliers with whom the organization strategically engages in operational relationships, image, positioning, etc...
- Exclusivity: suppliers who are the sole providers of that service/product. There are no alternatives.
- Historical: suppliers who have collaborated with COUNCILBOX for at least two years, providing reliability and consolidating the quality of their services and respect for information security.
- Agility: suppliers are evaluated based on their agility in providing the required service or supplying the requested product.

CONTINUOUS SUPPLIER EVALUATION:

Following the initial evaluation, COUNCILBOX conducts the reevaluation of its suppliers annually, based on incidents and non-conformities associated with each supplier.

Furthermore, in compliance with the requirements of the reference standards and as a supplier to our company, we inform you of the minimum requirements applicable regarding the provision of your service:

GENERAL REQUIREMENTS FOR SERVICE PROVISION:

- The supplier commits to ensuring compliance with the purchase order and/or the provisions of the Service Provision Contract.
- The supplier is obliged to comply with the legislation applicable to the service being provided at all times (authorizations or registrations as an authorized entity, technical inspections, etc....).
- The supplier must implement the necessary preventive measures to avoid danger or emergency situations during the execution of the assigned work and train and inform its personnel about the work to be carried out.

- The supplier must comply with the internal procedures communicated to them regarding the company's Management System.
- If any risk/emergency situation is detected, it must be reported immediately to any person in the company or the person who attended to it.

REQUIREMENTS TO BE EVIDENCED:

- General supply: technical product sheets, CE marking of the product, warranty certificate, and certification according to UNE-EN-ISO-9001 or other applicable standards, if applicable.
- Hardware and maintenance suppliers: information on company backups, risk information for the company, and certification according to UNE-EN-ISO-IEC 27001 or other applicable standards, if applicable.
- Cloud service providers: security controls included in contracts or agreements, functions and responsibilities of the cloud service provided, information on service changes made before production, information on possible security threats or incidents occurring in the cloud service, service availability during migrations.
- Other types of suppliers (external prevention service, management and consulting, among others): provide evidence such as NDA, personal data processing agreement, as applicable, and/or certification according to UNE-EN ISO IEC 27001 or other applicable standards, if applicable.

Signed
Management

Pontevedra, November 15, 2023