

External Staff Evaluation Criteria

At the end of each year, Hexa Consulting identifies which external staff are critical for service delivery and completes the Mod.005 – Supplier Evaluation Questionnaire, adapted for this purpose.

In this questionnaire, external staff are evaluated based on the following criteria:

- ◆ Competence in the service provided;
- ◆ Professional and behavioural competencies;
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These parameters are then rated according to the following scale:

Parameter	4	3	2	1	Weight
Competence in service delivery	100% performance	80–99% performance	50–79% performance	<50% performance	0,5
Professional and behavioural competencies	100% compliance	80–99%	50–79%	<50%	0,25
Social and interpersonal competencies	100%	80–99%	50–79%	<50%	0,25

WEIGHTED SCORE AND CLASSIFICATION

At the end of this process, a weighted average is calculated from the parameters above, combined with the individual's self-assessment, resulting in a classification:

Categoria	Classificação
A - Qualified	3.1 to 4
B - Qualified	2.0 to 3.0
C - Excluded*	1.0 to 1.9

***Exception:** if no alternative is available – improvement actions will be proposed, including training, individual meetings, ongoing evaluations, and performance input reviews.

SCORING FORMULA

Final Score = 50% x Competence in Service Delivery + 25% x Professional and Behavioural Competencies + 25% x Social and Interpersonal Competencies

USE OF EVALUATION RESULTS

The results of the external staff evaluation will be incorporated into the Management Review, specifically within:

- ◆ Process A01 – Strategic Planning;
- ◆ Process A02 – Results Analysis.

Any complaint or suggestion arising from this evaluation must be addressed according to: **Process E01 – Non-Conformities and Improvement Opportunity Management.**
