

External Contractors: Vendor Guidelines

Each request for external contractors goes through the Connecting Expertise platform. Extensions are managed outside the platform by Procurement.

1. Preferred Vendors

Only vendors who have concluded a framework agreement with Belfius and have been placed in a specific cluster will be able to offer profiles. This procedure may be departed from if Belfius is unable to find the requested profiles. This supply list may be reviewed and adapted, based on Key Performance Indicators (KPIs), combined with the relevance of business needs.

All preferred vendors are present on Connecting Expertise and vendors are managed by Procurement. If a new vendor must be added to the supply list for a specific request or a specific reason, Procurement carries out the necessary due diligence first to onboard the vendor.

2. Certain specific rules apply to preferred vendors

External contractors working at Belfius may not bring in other external contractors through their own company.

A start and an end date are always agreed with the external contractor, the term is maximum 12 months. Extensions are considered as soon as the budgets for them have been approved.

Vendors who bid on the platform offer only their very best candidates and provide 3 CVs maximum per requested profile. Belfius will invite candidates it considers suitable for an interview.

For the period covered by this agreement, the vendor has agreed on a yearly volume discount for the non-subcontracting services provided by the vendor, and not later than January 31st of the year following the period in which the discount applies. The discount will be applied based on the turnover generated by the vendor at Belfius on a yearly basis.

3. Vendor Performance Management

In order to provide and maintain high-quality service, Belfius will hold meetings with the preferred vendors at regular intervals to resolve together potential mutual obstacles to optimal cooperation and to see how the service can be optimized.

Belfius will also monitor the performance of individual vendors in relation to the average, based on pre-defined KPIs. Only vendors who are given a positive assessment will be able to offer profiles.

To assess the quality of the relationship between Belfius and the vendor, Belfius will apply the following KPIs:

- > 1. Request Participation
- > 2. Hit percentage in the average
- > 3. Placed versus participated requests
- > 4. Placed versus total request
- > 5. Cost

The results of the monitoring of the KPIs will be used by Belfius to take decisions on future cooperation and will be shared with the vendor on an annual base.

4. How to become a preferred vendor?

Once a year Procurement will work with the Business to evaluate the vendor base. This will be done based on a detailed reporting: KPIs + business needs. We will assess together whether we have the right vendor base in place to assure future needs. Where needed Procurement will launch a Request for Proposal (RFP) to add new vendors to the clusters we have put in place.

- > 1. Assess existing vendors
- > 2. Define clusters per area of expertise
- > 3. Define future needs and adapt clusters where needed
- > 4. Exceptionally new vendors can be added by Procurement at the request of the Business

4.1. Requirements for becoming a preferred vendor

Belfius has set the following minimum eligibility criteria for concluding a framework agreement:

4.1.1. Company structure

- > Manpower: vendors can prove that they employ a wide range of profiles (on the payroll or on a freelance basis).
- > Quality assurance: upon request vendors can prove minimum quality assurance requirements such as Limosa, and basic background screening (including education and certificate of good conduct).
- > Financial statements: vendors have a minimum turnover of 1,000,000 EUR.
- > Vendors have a positive Graydon multiscore (>33).
- > In case of authorized subcontracting, the vendor shall apply a maximum margin of 15% of the purchase price (purchase price x 1.15) of the consultant. In addition, the names of all the subcontracting companies involved must be clearly identified.

4.1.2. Legal requirements

Vendors are compliant with all GDPR requirements.

4.1.3. Experience

- > Vendors can show that they have experience with financial institutions.
- > Vendors can show what they:
 - 1) operate in a clearly defined niche (and can name the profiles), or
 - 2) they are generalists (and vendors can name these profiles).
- > Vendors can share action plans (process) for assessing and monitoring external contractors.
- > External contractors working for Belfius may not bring in other external contractors through their company.