



**Quality Guide
for Suppliers**

Foreword

Dear suppliers,

Petróleo Brasileiro S.A. - Petrobras excels in the high level of quality and performance in its activities and has as historical marks the safety and efficiency in its operations, the technological development, and the incessant search for technical excellence.

We recognize that our successful trajectory is the result of the partnership between the Petrobras teams and our suppliers.

In this context, we have prepared this Quality Guide for Suppliers, which presents our quality management model in the supply of goods and services and what is expected from the entire supply chain.

We believe that compliance with the guidelines available in this document contributes decisively to the improvement of the Quality Management System (QMS), aiming to ensure the performance, quality and continuous improvement of the goods and services purchased and used in our operations.

Good reading to all!

Marina Quinderé Burnett Corredor Barbosa

Executive Supply Manager

Summary

0

ABOUT THE GUIDE	02
TO WHOM IT APPLIES	04

1

QUALITY DIMENSIONS	06
ROLE OF LEADERSHIP	07
RELATIONSHIP WITH PETROBRAS	07
SUPPLIER REGISTER	08
COMMITMENTS OF THE SUPPLIER	09
TECHNICAL QUALIFICATION	10
ASSESSMENT, PERFORMANCE AND CONTINUOUS IMPROVEMENT	10
FINAL REMARK	13

A photograph of an industrial refinery or chemical plant. The image shows a complex network of silver-colored pipes, metal structures, and a large vertical distillation column. The scene is set against a bright blue sky with scattered white clouds. The image is partially obscured by a large, semi-transparent teal graphic element that shapes the right side of the page.

About the guide

The main goal of the **Quality Guide for Suppliers** is to communicate, to readers, the quality expectations and guidelines associated with the process of supplying goods and services to Petrobras, especially in the sense of acting in a safe and competitive manner, with emphasis on performance and technical excellence.

The guide materializes the importance that Petrobras gives to the quality of the goods and services provided and was prepared based on the main documents, standards, guidelines and legislation regarding the quality currently used or issued by Petrobras, such as the Corporate Policies and Guidelines on Health, Safety and Environment (HSE); the Social Responsibility Policy; the Petrobras Human Rights Guidelines; the Petrobras Sustainability Report; the UN Sustainable Development Goals and the Petrobras Ethical Conduct Guide for Suppliers.

This guide presents information aimed at supporting suppliers in obtaining and maintaining a successful commercial relationship with Petrobras in the development, production, execution and delivery of goods and services. The information contained in the guide is provided as a supplement, not as a substitute or a modification for the terms or conditions of agreements and contracts.

Petrobras believes that its suppliers play a key role in providing goods, services and information to achieve the highest levels of quality and performance.




¹ Sites: www.canalforneceador.petrobras.com.br and www.petronect.com.br

**To whom
it applies**



This guide applies to entire supply chain, regardless of whether they are located in Brazil or not, involved in business processes with Petrobras, such as bids, pre-qualifications and direct contracting procedures, as well as those that will sign with Petrobras, subsequently, legal instruments arising from these processes, such as contracts, agreements, cooperation terms, or other instruments. This guide does not apply to commercial oil and derivatives transactions.



1

Quality dimensions



1. Role of Leadership

1.1. The leadership of the Petrobras is committed to the Quality Management System (QMS) in the supply process of goods and services, establishing the guidelines and goals of this system, ensuring the resources necessary for its maintenance and communicating its importance, with a focus on generating value, performance, safety, continuous improvement and respect for the environment and society in an ethical way.

1.2. Petrobras presents the main Quality Goals in the supply of goods and services:

a) ensuring that the company's needs for goods and services are met in line with its Strategic Plan;

b) planning, implementing and providing effective, integrated and innovative solutions and processes associated with the supply of goods and services;

c) ensuring the best levels of quality, time and cost in the supply processes that enable the maximum generation of value for the company;

d) managing the supply of goods and services and their direct and indirect impacts, in a safe and ethical mode, with respect to people, society and environment;

e) maintaining a close and continuous relationship with their stakeholders, especially suppliers;

f) maintaining and developing practices and a culture of continuous improvement in the processes related to the supply of goods and services.

1.3. The leadership of the supplier shall ensure the production of goods and the execution of services with integral care to the requirements contractually established with Petrobras (e.g., commitments, technical, safety, administrative and financial requirements).

1.4. The leadership of the supplier shall demonstrate a commitment to quality and to the continuous improvement of the goods and services provided to Petrobras and its own Quality Management System (QMS).



2. Relationship with Petrobras

2.1. Petrobras encourages and values an open, transparent, and objective communication process with suppliers at all stages of the supply cycle of goods and services.

2.2. Petrobras continuously seeks to improve its standards, procedures and guidelines in the formulation of procurement requirements, in line with market practices and through frequent interactions with its supply chain.

2.3. Petrobras Supplier Channel and the Petronect website are collaborative platforms with entire supply chain of the company and through which relevant information is released, such as: hiring rules, quality requirements, technical specifications, standardized contractual drafts, procedures for registering suppliers, operation of bids and contracts, among others.

2.4. Petrobras, through its contract management and supervision teams, monitors the fulfilment of the obligations and responsibilities described in the contract and in its annexes, in accordance with the requirements set out in its object: scope, term, cost, technical quality, safety, environment and health.

2.5. Additionally, Petrobras may participate in audits and inspections related to the quality verification of supplies in different locations (supplier facilities, Petrobras facilities or construction sites, for instance) and in the various stages of production of the good or execution of the service. Such participation may occur in events of design, manufacture, construction and assembly activities, or other activities associated with the verification of technical, normative and contractual conditions established.



3. Supplier Register

3.1. Petrobras maintains the Goods and Services Suppliers Registry, which includes domestic and foreign suppliers interested in participating in the hiring processes carried out by the company. Through this registration, Petrobras previously evaluates the technical, economic, legal and integrity situation of the supplier. In this way, the supplier plans and minimizes risks of disqualification in the events, ensuring more agility in the hiring processes. More details can be found on the Petrobras Supplier Channel on the Internet.

3.2. The Corporate Registry has supply lines grouped into families, taking in consideration the peculiarities of the goods to be supplied or services to be provided. It includes goods and services of greater complexity, size or value, while the Simplified Registry is for goods and services of local interest and less complexity, size or value.

3.3. The evaluation varies according to the family of the good or service and may include the following criteria:

a) legal: it consists in the presentation of documents capable of proving the supplier's possibility of acquiring rights and obligations, such as instruments of incorporation, articles of association or authorization decree (in the case of foreign companies), among others;

b) economic: evaluates whether the supplier has economic conditions to meet the commitments related to hiring, analyzing accounting indicators, aiming to offer a diagnosis on the real economic and financial situation of the supplier and its economic capacity to perform the contract;

c) technical: evaluates the capacity of the supplier to perform the contractual object;

d) technical-HSE: evaluates the Occupational Health and Safety Management System (OHSMS) of the service providers, in accordance with OHSAS 18001, the Environmental Management System (EMS) and ISO 14001;

e) integrity: evaluates information on reputation and anti-corruption practices, as reported in the Due Diligence Integrity (DDI) questionnaire.

3.4. The supplier shall plan adequately the activities necessary for the production of goods or the execution of services, in order to guarantee the level of quality, performance and contractual requirements established with Petrobras.

3.5. The supplier shall be committed to the appropriate management of the changes and control process associated with the production of goods or the execution of services. This management must include a communication process and a close interaction with Petrobras, so that the unintended changes do not generate adverse effects and are carried out in a systematic and planned manner.



4. Commitments of the Supplier

4.1. The supplier shall have, or have at its disposal, the resources necessary to implement and maintain its structures for the production, execution and supply of goods and services, with the levels of quality and performance required by Petrobras. These resources can include people, infrastructure and facilities needed for operations, the means for monitoring and organizational knowledge, levels of competence, awareness and communication appropriate to business.

4.2. The supplier shall mobilize a qualified workforce to carry out the planned activities, maintaining, where possible, evidence of this qualification, as well as ensuring a healthy and safe working environment.

4.3. The supplier shall establish, maintain and provide the necessary documented information (procedures and records, for instance) to enable proper planning, operation and control of your processes, with the appropriate level of confidentiality.

4.4. The supplier shall provide operational facilities that enables to ensure the levels of quality and performance established for the goods and services to be provided to Petrobras. This system shall include the planning, implementation and control of processes in order to meet the normative, legal, technical, safety, administrative and sustainability requirements defined contractually.

4.5. The supplier shall carry out a critical review of the contractual requirements established in the contracts signed with Petrobras (standards, technical specifications and data sheets, for instance), in order to ensure the effective and full understanding of these requirements.

4.6. The supplier shall guarantee the identification and traceability of their processes to ensure that established quality and performance requirements are met and that nonconformities are properly identified and treated.

4.7. The supplier shall manage and control its sub-suppliers, so that goods or services purchased externally and used in the Petrobras' orders ensure full compliance with contractual quality and performance requirements.



5. Technical qualification

5.1. Petrobras, during bids, performs the qualification stage, in which the company evaluates the capacity of the supplier to execute the contract, including the quality and technical integrity requirements. The qualification for the hiring of goods and services will be analyzed based on the parameters of Article 58th. of the Brazilian Law 13.303/2016 and its criteria.

5.2. Petrobras may use the procedure known as pre-qualification before starting the hiring process in cases where the object of the bidding requires a more detailed technical analysis. This process seeks to evaluate, in advance, the technical capacity of suppliers, ensuring the quality of goods or services and making the hiring process more agile and efficient.

5.3. Petrobras may adopt the Vendor List as an additional requirement to be met by its contracted suppliers, containing the list of suppliers previously qualified according to high performance technical requirements, to be used for the contracting of sub-suppliers.



6. Assessment, Performance and Continuous Improvement

6.1. Petrobras establishes, communicates, monitors and evaluates the required level of performance of its suppliers of goods and services. This process aims to identify best practices, deviations and needs for adjustments, provide subsidies

for the evaluation of effectiveness, support decision-making and enable alignment to the business goals of the company. This performance evaluation is represented by:

a) Supplier Performance Index (SPI): grade representing the performance of the supplier in the execution of services and in the supply of goods for Petrobras. Its main purposes are to: (i) monitor supplier performance; (ii) support contractual decision-making; (iii) serve as a criterion to attest supply tradition; (iv) serve as a criterion for enabling and tie-breaking bidding; and (v) serve as selection criteria in contracts for consortia with Petrobras and in direct hires, by waiver, unenforceability and inapplicability of Brazilian Law 13.303/2016. The SPI grade varies between 1.00 and 6.00 points (see Table I) and may be submitted by Supplier, Family of Good or Service, or Contract/Order. In these three forms, it is also possible to detail the SPI by the macro criteria of HSE, Management, Term and Quality;

b) Supplier Performance Concept: grade that considers at the same time four parameters to evaluate the performance of the supplier - the SPI (Global); the SPI of each macro criterion (HSE, Management, Term and Quality); the amount of high gravity occurrences and the amount of medium gravity occurrences. The Performance Concept varies between one and five stars;

c) Supplier Quality Index (SQI): grade that represents the performance of the supplier in the supply of strategic and critical goods to Petrobras. Its purpose is to evaluate the compliance of manufacturing and inspection processes and products with the technical contractual requirements

established. The SQI score varies between 0.0% and 100.0% and is related to the family of the good and to the plant of the audited supplier. It is derived from the Degree of Risk concept, which considers the Probability, Severity and Relevance (PSR) of each audit item, contributing to the composition of the SPI grade and the Supplier Performance Concept, specifically in the Quality macro criterion.

Table I

Rating	Range
Excellent	5,50 a 6,00
Optimal	5,00 a 5,49
Good	4,00 a 4,99
Regular	3,00 a 3,99
Insufficient	2,00 a 2,99
Bad	1,00 a 1,99

6.2. Petrobras executes performance evaluations throughout the contractual execution and according to the type of the goods and services provided. Evaluations may be carried out at different times, under the following conditions:

a) periodic evaluation of contracts or spot orders for the supply of goods or the execution of services performed by Petrobras' diligence, management and contractual supervision teams;

b) quality and term evaluation in the delivery of goods;

c) item cancellation evaluation;

d) quality audit of strategic and critical goods.

6.3. Suppliers can access the results of their performance evaluations, individually and restrictively, by accessing the Petrobras Supplier Channel and the Petronect websites on the Internet.

6.4. Petrobras seeks to engage its suppliers in the continuous improvement of quality in the production of goods and in the execution of the services to be provided. This engagement is recognized and valued by the company through the following actions:

a) dispensation to hire an Accredited Inspection Body (AIB) for high-performing suppliers in the Supplier Quality Index (SQI) and with absence of Notice of Divergence Occurrence (NDO). This dispensation allows greater autonomy in the management of the manufacturing and inspection processes by the supplier, therefore, a decrease in costs;

b) Petrobras Best Suppliers Award, which aims to recognize suppliers with outstanding performance in quality, safety, environment, health and diversity promotion practices, positively stimulating the supply chain, especially in the areas most relevant to the company's operations;

c) implementation and management of Operational Excellence Programs with suppliers (Operational Excellence Program in Air and Maritime Transport and Drilling Rigs Operation's Program for Excellence, for instance), aiming to align and encourage the development of the management system, focusing on quality assurance and improvement of operational, technical and HSE performance in supplies to Petrobras;

d) monitoring of Corrective Action Plans (CAP), contributing to the improvement of the supplier's Quality Management System (QMS).

6.5. The supplier shall adopt the necessary measures to ensure that nonconforming goods or services are not delivered or performed at Petrobras.

In the case of the provision of goods or the execution of services under these conditions, the Petrobras user may register the divergence (through Anomaly Treatment Record or Occurrence Record, for instance) and inform the responsible for contractual surveillance and diligence processes to deal with the issue with the supplier. In case of ineffectiveness in the solution of the divergence, the actions foreseen in the Petrobras Consequences System described in this guide may be adopted.

6.6. In the case of supply of nonconforming goods or services to Petrobras, the company, without prejudice to other contractual terms, may issue the Notice of Divergence Occurrence (NDO). In such cases, the supplier will be notified to implement corrections, investigations, analyses, corrective actions, monitoring and improvements, to avoid the recurrence of nonconformities. See the details:

a) Notice of Divergence Occurrence (NDO): a procedure that formalizes the occurrence of technical nonconformity, to lead the supplier to make corrections, to identify the root cause or causes and to implement corrective actions in its Quality Management System (QMS). The issuance of NDO by Petrobras requires (i) that the material has already been formally received by the unit, being in stock, maintenance or in operation and (ii) that the material or service is classified as strategic or critical. It should be noted that the possible issuance of NDO can be carried out regardless of whether the material is under contractual guarantee or not. The NDO can be classified as moderate, severe, or critical by assessing the Operational Impact of Failure (OIF), which considers the value of

the equipment and the operational failure, the risks of personal accidents and the environmental impact of the identified technical divergence.

6.7. The supplier, regardless of the existence of NDO, shall proactively establish and maintain a corrective action system to address and prevent the recurrence of nonconformities that may affect the quality and performance of goods and services provided to Petrobras.

6.8. In addition to NDO, the Petrobras Consequences System is composed of the following instruments:

a) contractual sanctions: measure in accordance with clauses of penalties established in the contractual instrument and/or material Supply Conditions;

b) public notice measure: measure applied in cases where the bidder, by action or omission and in an unjustifiable way, causes its elimination from the bidding process, as forecast in public notice and in the scenarios of (i) no presentation, after the completion of the bidding stage, of the Price Sheet adjusted to the final bid; (ii) no maintenance of the proposal after the effectiveness stage; (iii) failure to present the authorization documents, or their delivery in disagreement with the public notice, even after the deadline for correction of inconsistencies or defects found and (iv) not signing the contract within the deadline set in the public notice, when called within the period of validity of the proposal. The public notice measures may result in formal reprimand or impediment to participating in future bidding procedures of similar scope;

c) *administrative sanction: measure described in Brazilian Law 13.303/2016 (arts. 82nd. to 84th.), in the Petrobras Bid and Contract Regulations (arts. 213th. to 229th.), in the Petrobras Simplified Bid Regulations (Decree nº 2.745/1998, item 7.3) and in the Petrobras Manual for Contracting (Chapter 9), which may have its guidelines applied to companies or professionals who negotiate and contract with Petrobras, for the practice of illegal acts or acts that cause or have the potential to cause losses to the company. In accordance with the gravity of the act, the following types of administrative sanctions may be applied: formal reprimand; administrative penalties provided for the public notice or contract; temporary suspension of participation in bidding and impediment to contract with Petrobras; suspension and impediment of registration for a term not exceeding 2 (two) years. If the potential existence of an act liable to an administrative penalty is identified, the Commission for Analysis of Sanctions Application (CASA) should be nominated to receive the information concerning the act, as well as carrying out the investigation and analysis in a duly constituted administrative procedure;*

d) *penalties provided for art. 6th. of Brazilian Law 12.846/2013: penalties arising from the practice of prejudicial acts defined in art. 5th. of Brazilian Law 12.846/2013, which will be determined through the establishment of an Administrative Process of Responsibility of Legal Entities at Petrobras (APR-PB).*

6.9. Petrobras expects its suppliers to use the lessons learned from nonconformities associated with the supply of goods and services to continuously improve their production or execution process and prevent recurrence of failures.

6.10. Petrobras requests the implementation of Corrective Action Plans (CAP) derived from nonconformities identified in the quality audits at the supplier's facilities and monitors them, according to procedures and terms described in the Petrobras Quality of Goods General Requirement, aiming to implement corrections, analysis of causes and corrective actions and to verify their effectiveness, to prevent the recurrence of failures and nonconformities.



7. Final Remark

7.1. Based on the expectations and guidelines presented in this document, Petrobras reaffirms the importance of the role played by its supply chain, where suppliers are key partners to achieve the highest levels of quality and performance of the goods and services that support our operations.

For more information, please visit or contact:

- **Petrobras Supplier Channel**
www.canalfornecedor.petrobras.com.br
- **Petronect –** www.petronect.com.br
- **Petrobras Ethical Conduct Guide for Suppliers**
- **Petrobras Sustainability Report**
- **Petrobras Quality of Goods General Requirement**
- **Petrobras Supply Chain Quality and Sustainability Department:**
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