



# 4. Suppliers

4.1 Communication channels

4.2 BME's suppliers

4.3 Quality standards for goods and services



PRONTO  
PODRÁS  
RESPONDER

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La innovación es la más potente fuente de creación de negocio. Y todos podemos ser fuente de innovación... BME somos más de 700 personas formando un único equipo. Juntos reunimos un inmenso capital de conocimiento. Conocemos la actividad financiera como pocos tienen la posibilidad de conocerla. Conocemos las soluciones tecnológicas de última generación para implementar las soluciones óptimas. Conocemos directamente la red de clientes y de potenciales clientes... En definitiva, juntos y posiblemente sin que seamos conscientes de ello, reunimos una inmensa capacidad de innovación y diversificación. ¿Le damos rienda suelta?

**TU CABEZA ESTÁ LLENA DE IDEAS**



**SACA LA INNOVACIÓN  
QUE LLEVAS DENTRO**



LA INNOVACIÓN  
ESTÁ EN TODAS  
PARTES Y EN CADA  
UNO DE NOSOTROS

## Suppliers

For BME to render its services correctly, the supplies it receives from its numerous suppliers must be of the highest quality. Therefore, the selection criteria applied by the Company when contracting suppliers has been standardised.

In 2009, BME designed and implemented an organised system to contract the services of external suppliers, called the Sistema de Autorización de Pedidos SI3, in order to standardise all the internal processes of the various companies and departments or business units in the areas of issuing an order, approval, budget control and payment. At the same time, this system is allowing the Group to optimise order management.

In addition to being an efficient means of managing suppliers, this system, which is constantly being updated, incorporates a registration and evaluation tool to measure the quality of the products and services provided by each supplier.

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## Suppliers

This process for contracting services from external suppliers has the following characteristics:

- It optimises BME's external service costs, as each order has to be justified, orders to the same supplier can be grouped together and the best offers can be consulted and selected.
- Suppliers are evaluated on an ongoing basis. In addition to initial assessment of suppliers newly contracted by BME, the system monitors the suppliers already registered to ensure the quality of their products and services and ensuring that they comply with established regulations.

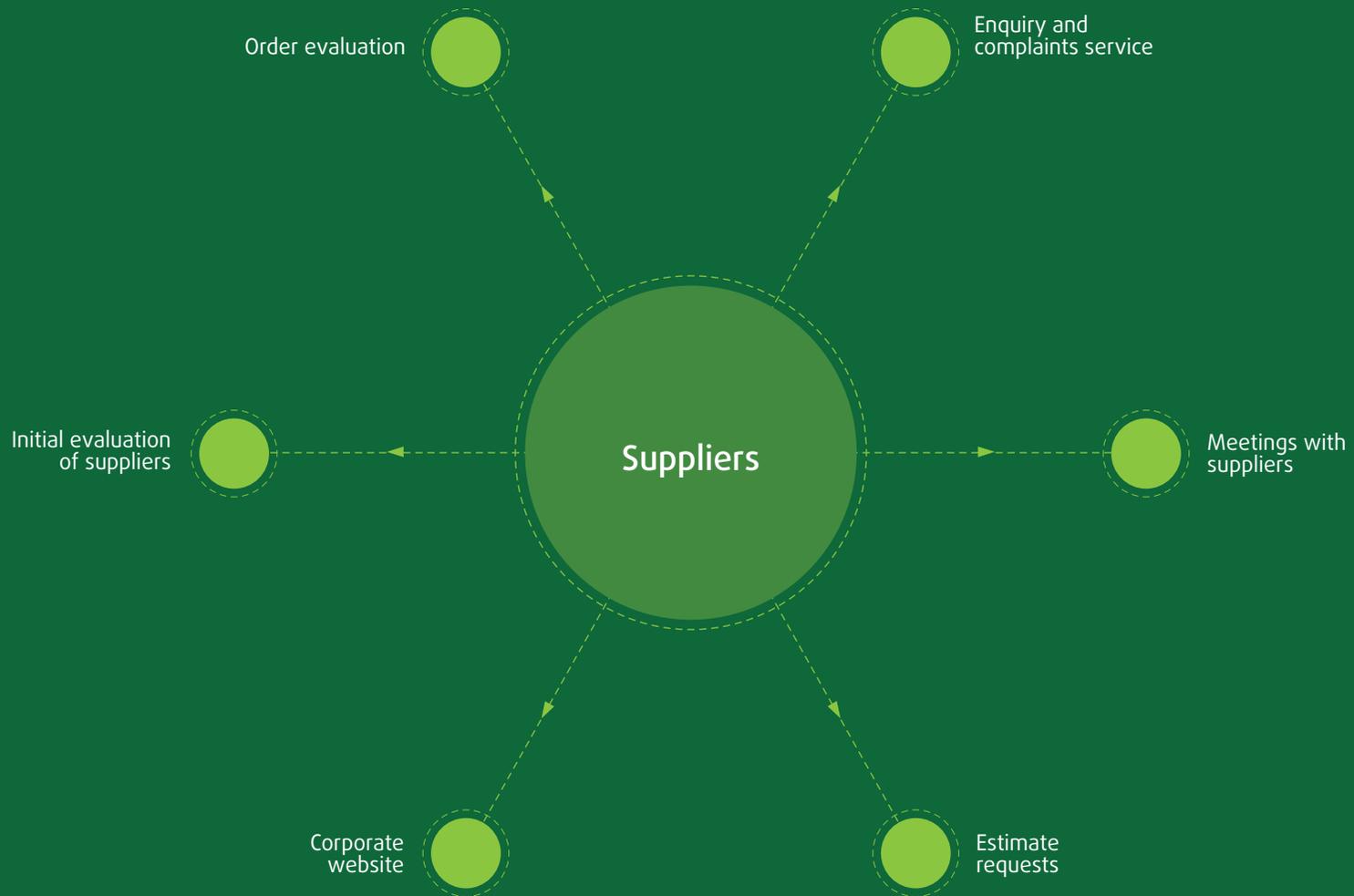
The following processes have been established to carry out this evaluation:

1. Evaluation of each delivery of goods or services made by the supplier;
2. Detection, recording and follow-up of any incidents occurring during the delivery of the goods or supply of the service;
3. Each supplier is reviewed annually based on the evaluations made after each delivery and any incidents occurring during the delivery of the goods or the rendering of the services.

- Orders are made in conjunction with the Legal Department, ensuring that contracts are legally drawn up and reviewed.
- Ongoing contacts are encouraged with services suppliers, leveraging on knowledge and past experience. Therefore, relations with suppliers are maintained directly by the heads of the Company or business unit requiring the goods or services in question, on the understanding that these people can best define the requirements for purchasing and contracting goods and services.
- Control over payment made to suppliers following processing of the order by a member of the accounting department.

## Suppliers

### BME's Communication channels with



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## Suppliers

## 4.2 BME's suppliers

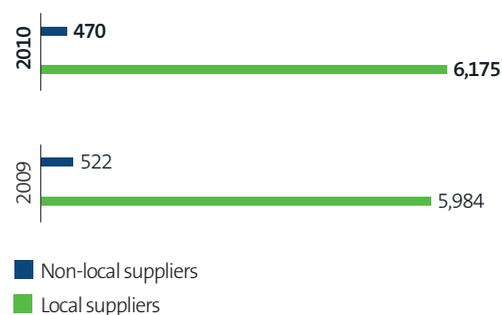
On 31 December 2010, there were 6,695 suppliers registered on the system to contract services from external suppliers, of which 92.23% are local suppliers (suppliers whose registered office is based in Spain). Of the total amount earmarked for payments for services provided by external suppliers, 99.91% correspond to payments made to local suppliers.

In 2010, 55 suppliers were registered for evaluation. A preliminary assessment was made for all suppliers with which the Company had placed an order worth over €10,000 or supplying critical products or services, i.e. products and services with a direct impact on BME's activities or services rendered directly to its clients and member entities.

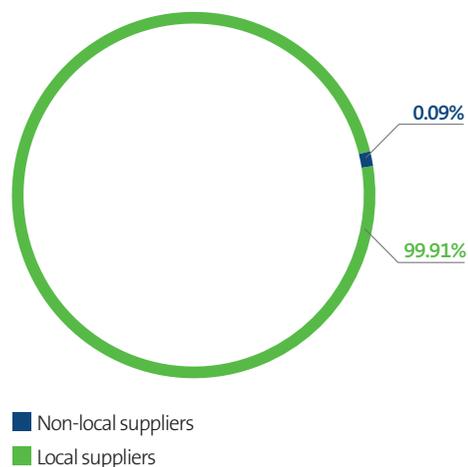
In addition to this, as part of the Company's policy of following up on habitual suppliers, 819 assessments of orders to 127 suppliers were made. Of the 819 assessments, 20 received negative evaluations while 14 out of the 127 suppliers assessed received, at least, one negative evaluation.

The essentially local nature of BME's suppliers and their adherence to Spanish labour laws and occupational health and safety legislation means that it is not necessary to assess these suppliers in the area of human rights.

## Number of BME suppliers



## Turnover from services provided by external suppliers in 2010



## 4.3. Quality standards for goods and services

In 2010, BME maintained minimum quality standards for certain services or the acquisition of certain goods as established in previous years. Therefore, suppliers wishing to maintain commercial relations with BME must conform to certain quality standards.

For the technological assets important for BME's activities, where IT equipment must be updated regularly and always be at the forefront of technology, the Company uses suppliers whose products are guaranteed with the ENERGY STAR label.

ENERGY STAR-tagged computers feature an energy savings mechanism which automatically disconnects the machine when not in use, helping to slash energy consumption (by up to 40%, according to the manufacturer) and ensure that the computer performs better and lasts longer.

Also, for office supplies such as paper the Company works exclusively with suppliers who respect the environment. Manufacturing processes at BME's paper suppliers therefore meet the quality and sustainability standards contained in ISO 14001:2004 and OHSAS 18001:1999.

Although it may appear less important, the coach operator used by the Company has certificates issued by Madrid's Chamber of Commerce and Industry verifying that the company complies with UNE-EN ISO 14001:2004 standards

for environmental management systems and with UNE-EN ISO 9001:2000 standards for quality systems, which contain guidelines for best environmental practices and waste management, respectively.

These certificates guarantee, among other things, that drivers operate the coaches in an environmentally responsible manner and that the service reduces fuel use by up to 10% compared with coaches that are not driven with these best practices in mind.