

# ***Qualification of Suppliers***

## ***Questionnaire***

# ***Classes of Supply of Services***

*Should any discrepancy occur between the Portuguese and English versions of this document the Portuguese version shall prevail*

**January 2011**

## AIM & SCOPE

This questionnaire is intended to inform the process of qualification of suppliers for one or more of the services supply classes, in accordance with the Technical Specifications for the Qualifications and Evaluation of Suppliers (ET-0012).

**Notes:** All information provided in response to the questionnaire must be documented according to the instructions given in each point.

## A. IDENTIFICATION OF COMPANY

A.1. Company name:

A.2. Address (registered Office):

A.3. Telephone:

A.4. Fax:

A.5. E-mail:

A.6. Contact person:

A.6.1. Job title:

A.7. Person responsible for the Quality area:

A.8. Person responsible for the Environment area:

A.9. Person responsible for the Safety area:

A.10. Other premises:

A.11. Market area:

A.12. List of main clients:

*(present list in Annex A)*

A.13. Identification of the Code/Name of Supply Classes being applied for:

A.14. Persons empowered to bind the company:

## B. ECONOMIC AND FINANCIAL CAPACITY

### B.1. Submit the following documents:

Annual Report and Accounts (for last 3 years);

**(present document in Annex B)**

IES (simplified corporate information) for last 3 years;

**(present document in Annex B)**

Documentary evidence that no Social Security contributions are owed;

**(present document in Annex B)**

- Documentary evidence that no taxes are owed to the Portuguese State.

**(present document in Annex B)**

If it is not possible to present the abovementioned document, the following items are requested instead:

- Share Capital:

**(present document in Annex B)**

- Balance Sheet;

**(present document in Annex B)**

- Profit & Loss Account.

**(apresentar documento no Anexo B)**

B.2. Documentary evidence that the company is not bankrupt.

**(present document in Annex B)**

## C. TECHNICAL PERFORMANCE

C.1. Area and location of the company's premises (in detail):

C.2. New product/services development programs:

C.2.1. Are there any new product/services development programs? Yes \_\_\_ No \_\_\_

If you answered "Yes" in C.2.1, present:

C.2.1.1. Program details, identifying their technical, operational and commercial characteristics.

**(present documents in Annex C)**

C.3. National and international codes and standards, and relevant legislation:

C.3.1 Lists of relevant standards and legislation;

**(present lists in Annex C)**

C.3.3 Procedures showing the updating of relevant standards and legislation.

**(present documents in Annex C)**

## C. TECHNICAL PERFORMANCE

#### C.4. Company structure:

Present:

C.4.1. General staffing chart of the company and by sector, identifying the managers, and detailing the areas allocated to the supply classes for which you are applying;

**(present document in Annex C)**

C.4.2. Academic qualifications and professional experience of senior management in the activities of the supply classes for which you are applying;

**(present list in Annex C)**

C.4.3. Identification and description of the duties of the managers, by class of supply for which you are applying (in detail):

#### C.5. Material resources allocated to supply of services:

Indicate:

C.5.1. For each supply class for which you are applying, a list of main activities, material resources and specific equipment used, mentioning where appropriate their inspection frequency/checks/calibration.

**(complete Table C1 in Annex C)**

#### C.6. Human resources allocated to the supply of services and contractual relationship:

Indicate:

C.6.1. List of technical staff, qualified for the activities involved in the classes of supply for which you are applying, indicating their basic training, professional experience and contractual relationship;

**(complete Table C2 in Annex C)**

C.6.2. If relevant, describe the procedure or program for the recruitment and induction of new company employees:

#### C.7. Training of Human Resources allocated to the Provision of Services (class of supply for which you are applying):

Indicate:

C.7.1. Current annual training plan;

**(complete Table C3 in Annex C)**

C.7.2. List of main training activities undertaken by the technical team in the last 3 years, broken down by employee/function.

**(complete Table C4 in Annex C)**

### C. TECHNICAL PERFORMANCE

#### C.8. Main suppliers you use in the classes of supply for which you are applying:

Indicate:

C.8.1. What process for qualifying suppliers do you use?

*(present relevant procedures in Annex C)*

C.8.2. What process for evaluating suppliers do you use?

*(present relevant procedures in Annex C)*

C.8.3. List of main suppliers, indicating the products/equipment supplied or services rendered.

*(complete Table C5 in Annex C)*

#### **C.9. Main supplies made in the last 3 years:**

Indicate:

C.9.1. Main clients and supplies made in the last 3 years relevant to the classes of supply for which you are applying.

*(complete Table C6 in Annex C)*

### **D. SALES & AFTER-SALES SERVICE**

#### **D.1. Tradename of Service:**

Present:

D.1.1. Detailed list indicating the services to be rendered within the classes of supply being applied for, mentioning qualification/certification by recognized bodies, as applicable;

*(present list in Annex D)*

D.1.2. Declarations/Certificates of good practice in conducting similar services (qualifications recognized by other entities);

*(present list in Annex D)*

D.1.3. Extract from the register of companies;

*(present relevant documents in Annex D)*

D.1.4. Certificates/licences/accreditations and authorisations the company holds;

*(present relevant documents in Annex D)*

D.1.5. Certificate of public works contractor (when applicable);

*(present documents and Licence in Annex D)*

#### **D.2. Sales Conditions for Services:**

Indicate:

D.2.1. Procedures or other related documents;

*(present documents in Annex D)*

D.2.2. Any commercial conditions related to delivery deadlines (describe):

### **D. SALES & AFTER-SALES SERVICE**

#### **D.3. Capacity of After Sales Service:**

Indicate:

D.3.1. Procedures or other related documents.

*(present documents in Annex D)*

**D.4. Technical and/or commercial warranties for supply of services:**

Indicate:

D.4.1. Procedures, instructions or specifications related to service warranties.

*(present documents in Annex D)*

**D.5. Ability to provide training for the client's technicians:**

Indicate:

D.5.1. Availability to conduct training activities related to the products or services supplied, as applicable:

D.5.2. Training/awareness activities provided within the scope of the supply to be made, as applicable:

**E. HEALTH & SAFETY**

**E.1. Does the Company have a department responsible for the area of Safety? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in E.1, indicate:

E.1.1. Who is this department responsible to? Board of Directors \_\_\_  
General manager \_\_\_  
Other. Indicate who: \_\_\_\_\_

**E.2. Is the Company's safety Management System certified? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in E.2, indicate:

E.2.1. Scope of certification, certifying body and certification standard;

*(present copy of certificate in Annex E)*

If you answered "No" in E.2, indicate:

E.2.2. Does the Company use a Safety Management System (SMS)? Yes \_\_\_ No \_\_\_

*(If you answered "Yes", present the implementation plan in Annex E, referring to the standard on which the SMS is based)*

**E. HEALTH & SAFETY**

**E.3. Company organization in terms of Hygiene, Health and Safety at Work – HHSW (in detail):**

**E.4. Does the company have an Occupational Health department? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in E.4, indicate:

E.4.1. Its human and technical resources;

E.4.2. The type of services offered.

*(e.g. pre-employment and periodic medical examinations,...)*

**E.5. Safety Policy and Hygiene, Health and Safety at Work Handbook.**

*(present documents in Annex E)*

**E.6. Standard Health & Safety Plan.**

*(present documents in Annex E)*

**E.7. Prevention and safety at work regulations.**

*(present documents in Annex E)*

**E.8. Human Resources and Equipment allocated to the area of Safety.**

*(complete Table E1 in Annex E)*

**E.9. Are accidents recorded? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in E.6, indicate:

E.9.1. Accident rates in the last 3 years.

*(present documents in Annex E)*

**E.10. Periodic Reporting on Prevention & Safety activities.**

*(present document in Annex E)*

**E.11. Training/Awareness Programs in Hygiene, Health & Safety at Work conducted for employees in the last 2 years.**

*(present list in Annex E)*

## F. QUALIFICATION OF PRODUCT/SERVICE

**F.1. Specifications of Service:**

Present:

F.1.1. Procedures, instructions and technical specifications for the services in the classes of supply being applied for.

*(present documents in Annex F)*

## F.2. Quality Control & Inspection & Testing Plans (ITP):

Present:

### F.2.1. Quality Plans;

*(present documents in Annex F)*

### F.2.2. Standard ITP for each phase of the services to be rendered;

*(present documents in Annex F)*

### F.2.3. Identification of human resources and description of the material resources allocated to the conducting of inspection and testing plans;

*(present list in Annex F)*

### F.2.4. Procedures, instructions and technical specifications related to quality control.

*(present documents in Annex F)*

## F.3. Identification and traceability of the Services in the various phases of implementation (review, verification & validation)

### F.3.1. Procedures, instructions and technical specifications;

*(present documents in Annex F)*

## F.4. Specific procedures related to special processes;

Present (if applicable):

### F.4.1. Full description of procedures, instructions and technical specifications.

*(present documents in Annex F)*

## G. QUALITY

### G.1. Does the Company have a department responsible for the area of Quality? Yes \_\_\_ No \_\_\_

If you answered "Yes" in G.1, indicate:

#### G.1.1. Human resources, functions and training, of the personnel in this department;

*(complete Table G1 in Annex G)*

#### G.1.2. Who is this department responsible to?

R: Board of Directors \_\_\_



General manager \_\_\_\_

Other. Indicate who: \_\_\_\_\_

**G.2. Is the Company's Quality Management System certified? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in G.2, indicate:

G.2.1. Scope of certification, certifying body and certification standard;

**(present copy of certificate in Annex G)**

If you answered "No" in G.2, indicate:

G.2.2. Does the Company use a Quality Management System (QMS)? Yes \_\_\_ No \_\_\_

**(If you answered "Yes", present the implementation plan in Annex G, referring to the standard on which the QMS is based)**

**G.3. Statement of Quality Policy and Quality Handbook.**

**(present documents in Annex G)**

## H. ENVIRONMENT

**H.1. Does the Company have a department responsible for Environmental issues? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in H.1, indicate:

H.1.1. Human resources, functions and training, of the personnel in this department;

**(complete Table H1 in Annex H)**

H.1.2. Who is this department responsible to?

Board of Directors \_\_\_\_

General Manager \_\_\_\_

Other. Indicate who: \_\_\_\_\_

**H.2. Is the Company's Environment Management System certified? Yes \_\_\_ No \_\_\_**

If you answered "Yes" in H.2, indicate:

H.2.1. Scope of certification, certifying body and certification standard;

**(present copy of certificate in Annex H)**

If you answered "No" in H.2, indicate:

H.2.2. Does the Company use a Environment Management System (EMS)? Yes \_\_\_ No \_\_\_

**(If you answered "Yes", present the implementation plan in Annex G, referring to the standard on which the EMS is based)**

**H.3. Statement of Environment Policy and Environment Management System Handbook.**

**(present documents in Annex H)**

ANNEXES	DESCRIPTION
ANNEX A	List of main clients.
ANNEX B	<p><b>Economic &amp; Financial Data (must contain the following documents):</b></p> <ul style="list-style-type: none"> <li>– Annual Report and Accounts for last 3 years;</li> <li>– IES (simplified corporate information) for last 3 years;</li> <li>– Documentary evidence that no Social Security contributions are owed;</li> <li>– Documentary evidence that no taxes are owed to the Portuguese State;</li> <li>– Documentary evidence that the company is not bankrupt.</li> </ul>
ANNEX C	<p><b>Documents concerning Technical Performance:</b></p> <ul style="list-style-type: none"> <li>– New product/services development programs;</li> <li>– Lists of relevant standards and legislation;</li> <li>– Procedures showing the updating of relevant standards and legislation;</li> <li>– General and sectoral corporate organisation chart with identification of senior managers;</li> <li>– Academic Qualifications and Professional CVs of Senior Personnel;</li> <li>– Table C1 (Material resources allocated to provision of services);</li> <li>– Table C2 (Human resources allocated to provision of services); <ul style="list-style-type: none"> <li>o List of personnel qualified for the activity;</li> <li>o List of technical staff allocated to the Provision of Services, with indication of training, qualifications and experience;</li> </ul> </li> <li>– Table C3 (Current annual training plan);</li> <li>– Table C4 (List of main training activities undertaken in the last 3 years);</li> <li>– Table C5 (List of main clients);</li> <li>– Procedures for the process of qualifying and evaluating suppliers;</li> <li>– Table C6 (Supplies conducted within the classes of supply – List of references).</li> </ul>
ANNEX D	<p><b>Documents relating to Sales &amp; After Sales Service</b></p> <ul style="list-style-type: none"> <li>– Detailed list indicating the services being applied for, mentioning qualification/certification by recognized bodies, as applicable;</li> <li>– Declarations/Certificates of good practice in conducting similar services (qualifications recognized by other entities);</li> <li>– Extract from the register of companies;</li> <li>– Certificates/licences/accreditations and authorisations the company holds;</li> <li>– Certificate of public works contractor (when applicable);</li> <li>– Procedures or other documents relating to sales conditions for services;</li> <li>– Procedures, instructions, technical specifications relating to the capacity for after sales service;</li> <li>– Procedures, instructions, technical specifications relating technical/commercial warranties for the services.</li> </ul>
ANNEXES	DESCRIPTION

<p align="center"><b>ANNEX E</b></p>	<p><b>Documents relating to the HHSW System - Hygiene, Health and Safety at Work:</b></p> <ul style="list-style-type: none"> <li>- Safety System Certificates;</li> <li>- Statement of Safety Policy;</li> <li>- Health &amp; Safety Handbook;</li> <li>- Prevention and safety at work regulations;</li> <li>- Standard Health &amp; Safety Plan;</li> <li>- Table E1 (Human resources and equipment allocated to the area of safety);</li> <li>- Accident rates;</li> <li>- Periodic report on Prevention &amp; Safety activities;</li> <li>- List of HHSW training/awareness activities in the last 2 years.</li> </ul>
<p align="center"><b>ANNEX F</b></p>	<p><b>Documents relating to Product/Service Qualification:</b></p> <ul style="list-style-type: none"> <li>- Procedures, instructions &amp; associated technical specifications for the services;</li> <li>- Quality Plans;</li> <li>- Standard Inspection &amp; Testing Plans for each phase of the services to be rendered;</li> <li>- List of personnel and description of the material resources allocated to the conducting of inspection and testing plans;</li> <li>- Procedures, instructions &amp; technical specifications associated with inspections at various phases of the work;</li> <li>- Procedures, instructions &amp; technical specifications associated with the identification and traceability of the services (review, verification &amp; validation);</li> <li>- Procedures, instructions &amp; technical specifications associated with special processes (if applicable).</li> </ul>
<p align="center"><b>ANNEX G</b></p>	<p><b>Documents relating to the QMS - Quality Management System:</b></p> <ul style="list-style-type: none"> <li>- Table G1 (Human resources allocated to Quality area);</li> <li>- Quality Management System Certificates;</li> <li>- Implementation Plan for the Quality Management System (if applicable);</li> <li>- Statement of Quality Policy;</li> <li>- Quality Handbook.</li> </ul>
<p align="center"><b>ANNEX H</b></p>	<p><b>Documents relating to the EMS – Environment Management System:</b></p> <ul style="list-style-type: none"> <li>- Table H1 (Human resources allocated to Environment area);</li> <li>- Environment Management System Certificates;</li> <li>- Implementation Plan for the Environment Management System (if applicable);</li> <li>- Statement of Environmental Policy;</li> <li>- Environmental Management Handbook.</li> </ul>

## ANNEX 1 – IDENTIFICATION OF COMPANY

List of main clients.

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## ANNEX B - ECONOMIC AND FINANCIAL CAPACITY

**Economic & Financial Data (must contain the following documents):**

- Annual Report and Accounts for last 3 years;
- IES (simplified corporate information) for last 3 years;
- Documentary evidence that no Social Security contributions are owed;
- Documentary evidence that no taxes are owed to the Portuguese State;
- Documentary evidence that the company is not bankrupt.

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## ANNEX C – TECHNICAL PERFORMANCE

### Documents concerning Technical Performance:

- New product/services development programs;
- Lists of relevant standards and legislation;
- Procedures showing the updating of relevant standards and legislation;
- General and sectoral corporate organisation chart with identification of senior managers;
- Academic Qualifications & Professional CVs of Senior Personnel;
- Table C1 (Material resources allocated to provision of services);
- Table C2 (Human resources allocated to provision of services);
  - o List of personnel qualified for the activity;
  - o List of technical staff allocated to the Provision of Services, with indication of training, qualifications and experience;
- Table C3 (Current annual training plan);
- Table C4 (List of main training activities undertaken in the last 3 years);
- Table C5 (List of main clients);
- Procedures for the process of qualifying and evaluating suppliers;
- Table C6 (Supplies conducted within the classes of supply – List of references).

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QUALIFICATION OF SUPPLIERS  
QUESTIONNAIRE - CLASSES OF SUPPLY OF SERVICES

IP – 004

Issue: 8

Date: 2011-01-05

**TABLE C1 - MATERIAL RESOURCES ALLOCATED TO PROVISION OF SERVICES**  
(INCLUDING MEASURING & MONITORING EQUIPMENT WHEN APPLICABLE)

NAME OF SUPPLY CLASS	IDENTIFICATION OF ACTIVITIES	IDENTIFICATION OF MATERIAL RESOURCES & SPECIFIC EQUIPMENT USED	FREQUENCY OF INSPECTION/ VERIFICATION/CALIBRATION (WHEN APPLICABLE)	OBSERVATIONS

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**QUALIFICATION OF SUPPLIERS  
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IP – 004

Issue: 8

Date: 2011-01-05

**TABLE C2 – HUMAN RESOURCES ALLOCATED TO THE PROVISION OF SERVICES**

IDENTIFICATION OF EMPLOYEE	AREA OF COMPANY (DEPARTMENT/ SECTOR)	FUNCTION / ACTIVITY	CONTRACTUAL RELATIONSHIP (1)			BASIC TRAINING (2)				No. YEARS PROFESSIONAL EXPERIENCE IN FUNCTION
			S	F	S	G	B	S	O	

(1) - S – Staff; F – Freelance; S – Subcontracted.

(2) - G – Graduate; B – Baccalaureate; S – Secondary School; O – Other.

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TABLE C3 - CURRENT ANNUAL TRAINING PLAN

EMPLOYEE	NAME OF TRAINING ACTIVITY	DURATION	DATE:

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TABLE C4 - LIST OF MAIN TRAINING ACTIVITIES UNDERTAKEN IN THE LAST 3 YEARS (TECHNICAL STAFF)

EMPLOYEE	NAME OF TRAINING ACTIVITY	DURATION	DATE:

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TABLE C5 - LIST OF MAIN SUPPLIERS

SUPPLIER	PRODUCT/EQUIPMENT SUPPLIED OR SERVICES RENDERED	QUALIFIED SUPPLIER		SUPPLIER SUBJECT TO EVALUATION	
		Yes	No	Yes	No

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TABLE C6 - SUPPLIES CONDUCTED WITHIN THE CLASSES OF SUPPLY (LIST OF REFERENCES)

CLIENT	DESCRIPTION OF SUPPLY	VALUE (THOUSANDS OF EUROS)	YEAR	CLASS OF SUPPLY

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## ANNEX D - SALES & AFTER-SALES SERVICE

### Documents relating to Sales & After Sales Service

- Detailed list indicating the services being applied for, mentioning qualification/certification by recognized bodies, as applicable;
- Declarations/Certificates of good practice in conducting similar services (qualifications recognized by other entities);
- Extract from the register of companies;
- Certificates/licences/accreditations and authorisations the company holds;
- Certificate of public works contractor (when applicable);
- Procedures or other documents relating to sales conditions for services;
- Procedures, instructions, technical specifications relating to the capacity for after sales service;
- Procedures, instructions, technical specifications relating to technical/commercial warranties for the services.

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## ANNEX E - HEALTH & SAFETY

**Documents relating to the HHSW System - Hygiene, Health and Safety at Work:**

- Safety System Certificates;
- Statement of Safety Policy;
- Health & Safety Handbook;
- Prevention and safety at work regulations;
- Standard Health & Safety Plan;
- Table E1 (Human resources and equipment allocated to the area of safety);
- Accident rates;
- Periodic report on Prevention & Safety activities;
- List of HHSW training/awareness activities in the last 2 years.

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TABLE E1 - HUMAN RESOURCES AND EQUIPMENT ALLOCATED TO THE AREA OF SAFETY

HUMAN RESOURCES	FUNCTION	TRAINING COURSES UNDERTAKEN IN THE AREA OF SAFETY	DURATION	LIST OF MATERIAL RESOURCES ALLOCATED TO THE AREA OF SAFETY

Should any discrepancy occur between the Portuguese and English version of this document,

English version shall prevail

## ANNEX F - QUALIFICATION OF PRODUCT/SERVICE

### Documents relating to Product/Service Qualification:

- Procedures, instructions and technical specifications for the services in the classes of supply being applied for;
- Quality Plans;
- Standard Inspection & Testing Plans for each phase of the services to be rendered;
- List of personnel and description of the material resources allocated to the conducting of inspection and testing plans;
- Procedures, instructions & technical specifications associated with inspections at various phases of the work;
- Procedures, instructions & technical specifications associated with the identification and tracking of the services (review, verification & validation);
- Procedures, instructions & technical specifications associated with special processes (if applicable).

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## ANNEX G - QUALITY

**Documents relating to the QMS - Quality Management System:**

- Table G1 (Human resources allocated to Quality area);
- Quality Management System Certificates;
- Implementation Plan for the Quality Management System (if applicable);
- Statement of Quality Policy;
- Quality Handbook.

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TABLE G1 - HUMAN RESOURCES ALLOCATED TO QUALITY AREA

IDENTIFICATION OF EMPLOYEE	FUNCTION OR JOB PERFORMED	BASIC TRAINING (1)				TRAINING IN QUALITY AREA (SPECIFY)
		G	B	S	O	

(1) G – Graduate; B – Baccalaureate; S – Secondary School; O – Other

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## ANNEX H - ENVIRONMENT

**Documents relating to the EMS – Environment Management System:**

- Table H1 (Human resources allocated to Environment area);
- Environment Management System Certificates;
- Implementation Plan for the Environment Management System (if applicable);
- Statement of Environmental Policy;
- Environmental Management Handbook.

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TABLE H1 - HUMAN RESOURCES ALLOCATED TO ENVIRONMENT AREA						
IDENTIFICATION OF EMPLOYEE	FUNCTION OR JOB PERFORMED	BASIC TRAINING (1)				TRAINING IN ENVIRONMENT AREA (SPECIFY)
		G	B	S	O	

(1) G – Graduate; B – Baccalaureate; S – Secondary School; O – Other

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