



Version 1.0

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TASNEE SUPPLIER REGISTRATION PROGRAMME

Why are we introducing the Supplier registration Programme?

We are presenting the Supplier Registration Programme to be able to confidently demonstrate reasonable business practices throughout the store network to both internal and external stakeholders, including our customers. This is imperative to the success of our business and is a fundamental prerequisite of winning and maintaining business with TASNEE– this applies to TASNEE just as our esteemed suppliers.

Having confidence in the sustainability of our supply chain requires reliable intelligence from our business partners. Hence, TASNEE has partnered with **Achilles** to build a Supplier Registration Programme (the "Programme") which meets the needs of our global business. The Programme will convey supplier insights allowing us to progress dependable sourcing practices throughout our business, guarantee a compliant supply chain and ensure we work only with dependable suppliers.

The Registration Programme underpins our core values, by enabling us to assemble a strong foundation from which we can continue to develop and evolve with our esteemed suppliers.

What are the aims of the Programme for TASNEE?

The Programme will:

- Confirm our suppliers are focused on the standards explained in the TASNEE Supplier Code of Conduct;
- Enable real-time compliance checks on each supplier against key prerequisites, including standards for sustainability and legislation compliance;
- Confirm our suppliers work to the highest moral, wellbeing, security, environmental work gauges and in this way adhere to good business practices;
- Give TASNEE buyers access to institutionalized supplier information to support an objective supplier evaluation process.

How does the Programme enable us to monitor supplier compliance?

Registration starts with a basic online application which decides the risk profile of a supplier and determines which stage of the supplier registration process the supplier will be required to finish. Factors used to decide risk have been pre-determined by TASNEE and will be consistently applied across our global supply base.

Suppliers will be asked to finish no less than one registration questionnaire (stage 1 or stage 2) and will be informed of their supplier registration questionnaire requirements by means of the Achilles online portal as part of the registration process. A few suppliers, who are asked to complete the advanced supplier registration questionnaire, may likewise be approached to undergo an audit. If an audit requirement prevails, this will be communicated separately.

The Programme guarantees all suppliers are examined using a standardised evaluation process in accordance with pre-defined registration requirements. The Programme will empower TASNEE to create a standardised central repository of supply chain information which has been validated by Achilles, can be used globally to monitor supplier compliance and support our procurement activities.

How will the Programme facilitate efficiency improvements for our suppliers?

The Programme provides suppliers with a simplified and streamlined mechanism for registering with TASNEE, as well as a single point of data entry for key compliance information which can be accessed by all TASNEE buyers globally.

The information in the Programme is accessible 24/7, whereby suppliers can view and update the data they provide at their own convenience.

How does the Programme support TASNEE strategic goal?

The Programme will bolster this strategic goal in two ways:

- It will convey important knowledge about supplier abilities, compliance and standards to help business development;
- It will help TASNEE to win new business by showing to our clients we operate sustainable supply chain practices.

How does the Programme protect the business of TASNEE and our suppliers?

By empowering supply chain transparency, the Programme encourages TASNEE to moderate potential supply or reputational damage brought about by supplier non-compliance and avoid liability claims as a result of major supplier non-compliances. The two components serve to guarantee continuation of service for our business and that of our suppliers.

REGISTRATION REQUIREMENTS AND RULES

Who is required to register?

Under the Programme, all TASNEE suppliers globally (current and prospective) should enrol in the Achilles online portal. Current suppliers will be invited to register – forthcoming suppliers can request to register via TASNEE’s website.

Any subsidiary or associated supplier, which contracts independently with TASNEE to supply goods and/or services must have its own registration profile. This ensures the risk is assigned correctly, for example a supplier giving hardware just might be viewed as low risk, however an offshoot of a similar supplier installing equipment on a TASNEE site might be viewed as high risk.

- Please note this standard does not make a difference to subsidiary or partnered associations which are supplying to TASNEE under a Global/Regional Framework Agreement if the parent company has enrolled with Achilles. For this situation, there is no necessity for the subsidiary or associated providers to register separately.

How will suppliers be notified of the requirement to register?

From mid December 2018, TASNEE will be informing suppliers of their prerequisite to enlist. At the point of invitation, Achilles will send suppliers email instructions on how to complete the registration process.

Because of the size of TASNEE’s supplier base, a staged methodology will be conveyed to actualise the Programme; be that as it may, the expectation is to invite all suppliers within six months from launch.

In the event you do not get an invitation mail promptly, there is no need for concern.

If you do not as of now supply products or services to TASNEE, but want to complete the registration process, please see the section ‘How can I register as a potential supplier to TASNEE?’

Registration requirements

- The registration requirement applies to all direct and indirect suppliers to TASNEE in all regions globally, as well as any subsidiary or affiliate organisation, which contracts individually with TASNEE to supply goods or services.
- Prospective suppliers will be approached to finish a similar registration process as present suppliers.
- Stage 1 registration is free-of-charge and should be finished inside **10 working days** from receipt of invitation.

- If the application procedure confirms a paid Stage 2 registration is required, this must be finished inside **1 calendar month** following initiation of the online application process.
- The information you provide to the Programme must be kept up-to-date, and as a minimum refreshed once each year via the annual renewals process. Suppliers are expected to make adjustments throughout the year as required e.g. updating certificates following expiration.
- Supplier registration requirements are re-evaluated as part of the renewals process.
 - subscription levels will be adjusted up or down accordingly.
- Stage 2 subscription fees are due at point of registration, and after that every year.

TASNEE business rules related to registration

- New suppliers cannot be set up as TASNEE vendors until an approved Achilles registration has been successfully validated and visible to TASEE.
- Registering at the right level in accordance with the Supplier registration requirements of TASNEE enables a supplier to be qualified for business with TASNEE.
- Current contracts will not be affected by non-registration.
- Existing suppliers will be ineligible for another agreement grant or contract restoration preceding finish of Achilles registration (unless contract award/ renewal occurs prior to the invitation into the Achilles system for the first time). A new supplier will not be qualified for business with TASNEE if it fails to register and qualify with Achilles.
- Suppliers can be incorporated into an RFI (Request for Information) and RFP (Request for Proposal) process without a legitimate/current registration in the Achilles System; be that as it may, a Purchase Order (PO) cannot be issued to a supplier without a current/ registration in the Achilles System at the right level dependent on pre-determined registration criteria.
- Registration in alternative Achilles communities does not exclude a supplier from registration process for the TASNEE Supplier registration Programme.

Why is it important for you to register in the Programme?

Registration at the required level in the Programme gives advantages to you as a TASNEE supplier, including:

- Become qualified for business with TASNEE and meet all requirements for contract grants and renewals*;
- Benefit from the chance to develop your business with TASNEE by exhibiting your full capacity to TASNEE buyers all around;
- Help us to show to our clients that we operate sustainable business practices;
- Provide Supplier registration data which can be accessed by all TASNEE buyers;
- Benchmark your business practices against TASNEE's requirements;
- Evidence your compliance status, show reasonable business practices, fortify and secure your business association with TASNEE.

**Please note: Registration does not guarantee your organisation business with TASNEE.*

THE REGISTRATION PROCESS

How do I know which stages I am required to undertake?

Registration begins with a straightforward online application process which determines the risk profile of a supplier, and which stages of the Supplier registration process the supplier will be required to finish in order to be enrolled in the Programme. Factors used to determine risk have been pre-determined by TASNEE.

Suppliers will be informed of their Supplier registration questionnaire requirements through the Achilles online portal as part of the registration process. If an audit requirement prevails, this will be communicated separately.

What are the Supplier registration stages?

Stage 1

TASNEE Supplier Registration System questionnaire* requests data related to the following:

Basic organisation data, for example, contact details;

- Capability to supply to TASNEE;
- Willingness to adhere to standards in TASNEE Supplier Code of Conduct;
- Local legal necessities, for example, company incorporation and tax payments.
- Stage 1 is free of charge.

Stage 2

Chemicals and Allied Industries Community questionnaire* demands advanced screening. Irrespective of stage 1 data, we require a more comprehensive understanding of the supplier business which includes information such as (but not limited to) anti-corruption, environment, health, safety and security (EHSS), corporate social responsibility, quality management, sustainability and labour practices. A fee is payable for Stage 2.

*Suppliers will be asked to complete at least one online questionnaire (Stage 1 or Stage 2). In certain cases, they might be required to finish both.

Annually, Stage 2 fees are payable specifically to Achilles, and are as per the following:

STAGE 1	Stage 1 is free of charge				
STAGE 2	Fees are determined by the number of Products / Services (Product Codes) a supplier enters for their organisation during the Application Process				
	Product Codes	Product Codes	Product Codes	Product Codes	Product Codes
	1 to 3	1 to 5	6 to 10	11 to 21	22+
	250 USD*	920 USD	1,350 USD	1770 USD	2,200 USD

*Only applicable to organisations with an annual turnover of less than \$800,000

How is the Stage 2 fee determined, and how do I make a payment?

The fee is determined according to the number of products and/or services which you enter in the application process based on product codes. (See ‘What is a Product/Service Code?’)

Once the fee is determined, you will be asked to make a payment. You can choose to **Pay Now** or **Pay Later**:

- **Pay Now** requires immediate online payment by credit or debit card. This option enables instant access to the Stage 2 questionnaire;
- **Pay Later** requires payment over the phone by credit or debit card or via Electronic Bank Transfer (i.e. the electronic exchange of money from one account to another based on an invoice) based on your own terms and conditions of payment. *(Please note, the link to the Stage 2 questionnaire can only be sent to you when payment is received by Achilles).*

Which currency can I pay in?

You can pay in Euros (€); American Dollars (USD\$); and British Pounds (GBP£). The invoice generated will automatically be calculated in the currency you have selected based on current exchange rates.

What does the Stage 2 fee cover?

The subscription fee is payable directly to Achilles and covers:

- Checking and verification of your company information by an independent third party for completeness and accuracy;
- Automatic alerts to remind you when important certification data is due to expire;
- 24/7 access to your data;
- Capability to update your company information quickly and easily in a secure online environment;
- An efficient online process to submit information to TASNEE;

Stage 3

An **On-site Audit**, if required based on the higher risk profile of the supplier, will serve to independently verify the supplier's processes meet best practice of the chemicals industry as well as the specific requirements of TASNEE. It will check for compliance with recognised standards for EHSS, local legislation requirements and appropriate standards for social and ethical behaviour.

Stage 3 fees are charged separately and are not included in the Stage 2 fee.

Annual Renewal Process

Suppliers are mandated to maintain a current registration in line with their risk profile and the requirements of the Programme.

A supplier's risk level will be re-evaluated annually as part of the standard Achilles renewal process.

Suppliers will be asked to review their online information as part of the renewal process and to submit any changes to Achilles. This is important to ensure supplier registration information remains up-to-date.

The outcome of an audit will be used to determine the need for further improvements and/ or when a future audit is required.

QUESTIONS ABOUT REGISTRATION

How can I register as a potential supplier?

If you do not currently supply products or services to TASNEE, you may still register in the Programme. In order to initiate the registration process, go to <https://supplier.TASNEE.com> and complete a short form.

Following submission of this short form, you will be sent further instructions for completing the registration process. Note that registration is not a guarantee of future business.

We always worked for TASNEE, why should we register with the Programme?

All organisations wishing to supply to TASNEE from this point forward are mandated to register at the required stage in the Programme.

Only suppliers who complete the registration process in line with our Supplier registration requirements will be considered approved for business with TASNEE and be included for future contract / PO awards.

Existing suppliers will only be eligible for contract renewal after they complete the Achilles registration unless the contract renewal occurs prior to the supplier being invited to register in the Achilles System.

What happens if I do not complete the registration process within the required timeframes?

TASNEE Vendor Management will be told not to set up any new vendors within our SAP framework without an approved Achilles registration on record. New suppliers will not be qualified for business with TASNEE except if they register in accordance with indicated Supplier registration requirements.

Existing vendors will be ineligible for contract renewals prior to completion of Achilles registration except if the agreement renewal happens preceding the supplier being invited into the Achilles System.

Finishing registration inside the required time spans is the most ideal approach to secure your business interest with TASNEE.

What happens if I do not complete the full registration process in line with TASNEE's requirements?

Suppliers who do not register at the minimum required Stage will be deemed as **not yet eligible** for business with TASNEE.

This will directly impact eligibility for inclusion in PO / contract awards as well as contract renewals. Such suppliers will be highlighted to TASNEE as non-compliant.

SUPPLIER INFORMATION, DATA MANAGEMENT & CONFIDENTIALITY

Who has access to my information?

Information provided as part of the TASNEE Supplier Registration System (Stage 1) will only be made visible to authorised persons in TASNEE.

Information provided as part of the Chemicals & Allied Industries Community questionnaire (Stage 2) will be made visible to all authorised persons in TASNEE as well as to all existing/future buying organisations within the Community.

Please note your data won't be visible to other suppliers; moreover, you cannot seek other suppliers' organisation records. This is to ensure suppliers confidentiality. Suppliers possess all the data they enter into the Achilles System.

PROGRAMME SUPPORT

What is a Product/ Service Code?

A product/ service code describes a category of products or services provided by a supplier. Product/ service codes enable TASNEE buyers to search for suppliers based on their specific sourcing requirements. A copy of the Product Code Guide will be made available to you when you commence the registration process.

How many Product/Service Codes do I need to enter?

You are required as a minimum to register the product codes for the products/ services you currently supply to TASNEE.

However, if you want to promote the full breadth of your product portfolio and potential to supply, you may register as many product codes as you wish.

What happens if I register incorrect products and/or services?

If you do not list all the products and services that you currently supply, or want to supply, you can add new products or services to your registration. ***Please note: addition of new product codes may affect your registration fee, which is determined by the number of product and/or service codes you enter.***

If you want to delete any product/service codes, you may do so at any time. In the event that this reduces your registration fee, adjustments will be made at point of renewal. ***Please note: Achilles cannot make a refund on current registration fees.***

What languages is the Programme available in?

The Programme will only be available in English. However, offline communications and live support will be provided in multiple languages, including Arabic.

How do I make changes to my questionnaire?

Once your questionnaire is submitted to Achilles for data checking, you cannot make any changes to your data until it is checked by Achilles and published for TASNEE buyers to view (other than as part of the data verification process if issues are raised directly with you).

Once a questionnaire is published to TASNEE buyers, you can make changes at any point in time. If you make any changes to your questionnaire(s) you will need to save them and re-submit for data checking. Once your changes successfully pass the Achilles data checking process, your updated information will be made available to TASNEE.

How often do I need to update my information?

Information must be maintained at a minimum on an annual basis. Achilles will contact you to advise when key information and/or your registration is due to expire.

What happens if I can't login?

If you are experiencing trouble logging in, you can request a new password notification email by contacting Achilles via TASNEE@achilles.com

How many users can have login details?

The main contact registered will have administration rights for other users and can control who has access to the system within your organisation. There is no limit to the number of users allowed.

How do I attach a document?

Supported document formats include: .jpg .jpeg .png .rtf .pdf. To attach a document:

- Save the document to your current computer
- Click on '**Browse**'
- Select the document from your system for upload

I can't find the states covered by the Gulf Cooperation Council (GCC) in the Regions of Potential Supply section of the Stage 2 questionnaire. What do I do?

All of the states covered by the GCC can be found under Asia.

I don't have all the information requested, what do I do?

You can only submit a questionnaire once all fields marked as "**required**" are completed. If the information you do not have available is not "required," you can continue with the rest of the questionnaire. You can save the details you have completed and add missing information at a later point in time.

What happens if my questionnaire is rejected during the data checking process?

If any issues or inconsistencies with the information you provide in your questionnaire(s) are identified during the data checking process, you will receive an email from Achilles listing these issues. It is important you address these as soon as possible.

Your information will not be visible to TASNEE in the Programme until your questionnaire(s) is submitted and successfully passes the Achilles data-checking process.

What is the role of Achilles?

Achilles runs the online portal which is utilised to accumulate, maintain and confirm the data given by suppliers as a component of the Programme. In addition to providing the online service, Achilles' job covers the following:

- Contacting and supporting all TASNEE suppliers through the registration procedure; from initial on-boarding, submitting the appropriate information into the system, verifying the information provided, to providing the information to TASNEE buyers and maintaining the data;
- Ensuring all suppliers know about the prerequisite to register in the Programme;
- Escalation of complaints to TASNEE;
- Providing additional supplier assessment services including scheduling, conducting and publishing the findings of the Achilles Audit process;
- Reporting to TASNEE all the time with respect to the status of all suppliers in the Programme.

Where can I find more information related to the Programme?

For more information about the Programme, please visit <http://www.TASNEE.com/en/Suppliers/Pages/Register-a-supplier.aspx>

For more information about Achilles, please visit www.achilles.com

For more information about the Chemicals & Allied Industries Community (Stage 2 of the Programme), please visit www.achilles.com/chemicals