

common goals
balanced
collaboration
understanding
neutral
objectivity



services for sustainable procurement
global resource. **local** skills.



welcome to Achilles
www.achilles.com

welcome to Achilles

Achilles works to identify, qualify, evaluate and monitor suppliers on behalf of major organisations worldwide. We build and support buyer-supplier communities in many industry sectors, creating unique and powerful global networks. Our services for sustainable procurement help create opportunities for business and reduce risk in the supply chain.

Today's procurement and supply management professionals are faced with a range of complex challenges. No longer is the role confined solely to cost and contract management. Issues such as globalisation, the trend for low-cost country sourcing, shortages in supply, legislation, risk management and the whole area of corporate social responsibility must all now be considered part of the supplier management equation.

Understanding this challenging, changing and evolving environment is a cornerstone of Achilles' business. It continues to shape the way in which we tailor and develop our services. Our aim is to offer services that enable organisations to manage supply chain risk and achieve their sustainable procurement goals.

To do this, Achilles uses a unique combination of local knowledge and understanding combined with global experience and resources, together with a collaborative, insightful approach that makes us a leader in our field.

Our full range of identification, qualification, evaluation and monitoring services and tools help customers manage supply chain risk, with individual schemes for buyer and supplier communities available across a diverse range of industry sectors.

Achilles: bringing you services for sustainable procurement.

sustainable procurement

Social, environmental, ethical and economic factors all directly impact on both supply chain management and wider business strategy. Developing strategies to both manage the resulting risks and create new opportunities is what sustainable procurement is all about.



relevance
transparent
knowledgeable
impartiality
fairness
equitable



Sturla Sand

Achilles – helping create supply chains that work

“We are dedicated to providing services that help organisations make their procurement activities more efficient, effective and sustainable.”

“Ever since Achilles was created in 1990, we have sought to facilitate collaboration between buyer and supplier communities, providing accurate, up-to-date information within a trusted, neutral setting.

Today, as our business has grown, we are dedicated to providing services and tools that help our customers – both buyers and suppliers – make their procurement activities more efficient, effective and sustainable.

As a result, organisations can confidently minimise and manage supply chain risk and maximise the potential of their procurement activities.

Achilles is a trusted partner for more than 500 of the world's largest companies, and for over 30,000 suppliers.”

Sturla Sand
Chairman, Achilles Group Limited



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supporting sustainable procurement

the challenges and trends

Today's dramatically changing business environment highlights the strategic importance of procurement.

Companies require procurement-related services that enable them to manage risk, meet legislative requirements and tackle the challenges posed by globalisation and scarcity of supply. At the same time, they are seeking to meet the important day-to-day goals of finding and pre-qualifying suppliers, and ensuring data quality.

Each of these areas can be complex and time-consuming. Together, they represent a formidable collection of resource-intensive procurement challenges, which are increasingly hard for businesses to overcome alone.

Add to this the need for continued flexibility in accommodating the needs of shareholders, customers and other stakeholders alike – such as improving quality, identifying and adhering to corporate social responsibility standards, or reducing an organisation's carbon footprint – and the pressures on today's procurement professionals become clear.

a solution from Achilles

Achilles understands these complex needs and offers services that help organisations manage all these issues to achieve a sustainable procurement solution. Working together with buyers and suppliers, we tailor our services to meet the demands of individual industry sectors or customers.

These services and tools enable our customers to identify, qualify, evaluate and monitor suppliers, without straying into general procurement or transactional services. We aim to provide the highest quality data about suppliers and contractors.

As a result, organisations can better manage their supply chains, reducing risk, and increasing data quality and consistency, together making procurement more sustainable. At the same time, this approach helps create business opportunities for both buyers and suppliers.

achieving the right balance

Sustainable procurement is undoubtedly a strategic business activity for today's successful business, no matter what size it may be. Our broad view of sustainable procurement means the services we provide help organisations, not only to reduce risk, but also to enhance business opportunity – helping to optimise supplier relationships.

for buyers...

Procurement has moved over time from being simply a function to a strategic, boardroom-level activity. It is no longer solely about finding and pre-qualifying suppliers. Achilles helps buyers take procurement activities beyond these basics – delivering additional benefits such as improving risk management, raising standards and ensuring CSR compliance among suppliers. Working with others across each industry sector, Achilles develops services that help buyers achieve not only these sustainable procurement goals, but also those of cost control, data accuracy and quality.

for suppliers...

Joining an Achilles supplier management service enables businesses to connect to a network of potential buyers with increased opportunities across a whole industry sector. With just one pre-qualification questionnaire to be completed, once this data has been verified, a supplier's details can be viewed by every single buyer registered in that particular regional industry sector. At the same time, registered suppliers also have the opportunity of discovering more about industry standards and quality requirements, improving their existing service levels and enabling a better appreciation of what is required to match and beat the competition.

global resource. local skills.

Recognising that every market, in every sector and every region is unique, Achilles prides itself on offering global expertise and insight, delivered at regional level and taking into account local requirements.

This global/local approach means customers always have the benefit of the backing of an international organisation, while receiving the individual support and attention that comes from local, 'on-the-spot' resources.

It also means they can benefit from being part of wider, global networks, comprising buyer and supplier communities.

This approach, combined with the unique, collaborative way in which Achilles works with customers to develop tailored industry solutions and help them achieve their sustainable procurement goals, sets us apart from other companies.

The result is a range of services that truly meets the needs of each individual industry sector and region it serves, offering flexibility and opportunity for change and growth.

The majority of Achilles' solutions are developed with steering groups comprising cross-industry representation, and each group continues to contribute to the development of the service throughout its life.

Building relationships with these organisations and their representatives is crucial to the long-term success of the services we offer, and bringing together the right people, with the right skills and experience is a vital element in the mix.

Our level of expertise has been recognised by Microsoft, which has awarded Achilles its coveted Microsoft Gold Certified Partner Status. This represents the highest level of competence and expertise with Microsoft technologies.

Having demonstrated through a strict accreditation process that it meets the software company's stringent quality standards, Achilles first achieved this top-level status in 2006, and successfully renewed its partnership in 2007, after proving that it continues to meet Microsoft's exacting targets.



foresight
insightful
acumen
empathy
proactive
local

Achilles recognises the increasing complexity of global supply chain management, and we are committed to providing services that support sustainable procurement while helping organisations deal with that complexity and change.

services and solutions

Identify, qualify, evaluate, monitor – manage risk in the supply chain

Sustainable procurement services encompass everything from finding and selecting potential suppliers, through to pre-qualifying, evaluating and monitoring performance. Each of these is an important step towards the continuous management of risk throughout the supply chain. Achilles offers all of these services as part of its portfolio.

services for sustainable procurement

identify & qualify

Achilles offers a standard pre-qualification service, gathering information about suppliers (such as financial performance, health, safety, environmental policy, CSR, products and services data), checking that it is accurate and current, and provides this, online, to buyer communities.

Achilles also offers a tailored Total Supplier Management Solution (TSMS) which gives organisations a complete view of supply chain risk, while validating and maintaining information about all suppliers, however large or small they may be. This data links fully into organisations' existing supplier networks and back office systems.

Our Global Business Directories link together our regional services to provide top level information about suppliers around the world, providing a handy reference for buyers and increasing suppliers' visibility in the market.

evaluate

We can evaluate information on suppliers in a number of ways, and buyer communities can choose the methods which work best for them.

Scoring can be applied by topic, or product code or however the customer requires.

Some buyers like to take the information we have validated and check it against their own criteria before they approve that supplier.

Benchmarking offers benefits for both buyers and suppliers. Buyers can view supplier scores and compare performance. For suppliers, it offers the chance to see how they perform against other companies offering similar services and identify ways of improving so that they can become more competitive in the future.

For more risk-critical suppliers, physical audits are carried out by Achilles, and the resulting data is then assessed and verified.



monitor

Achilles provides performance monitoring tools to help both buyers and suppliers. Buyers can be asked to rate their suppliers, and vice versa, the two parties working together to identify opportunities for improvement. This can be done as often as is required.

An additional service is offered in the shape of document monitoring, ensuring that all documentation whether visas, safety permits or other legal paperwork remains valid.

other services

Achilles offers additional services. **Notice**, for example, delivers matched contract opportunity information direct to the desktops of suppliers. eQual enables buyers to ask selected suppliers additional questions that are not included in the standard pre-qualification questionnaire.

Our EC services bring our expertise to the complex world of European Community public and utility procurement. Achilles has a specialist team dedicated to this area and offers advice and training as well as an online system called THEMIS.

It is this broad service portfolio, with its built-in flexibility, that ensures our customers receive the tailored procurement support they need.

Achilles operates in eight main industry sectors

construction

Safety, health, sustainability, illegal labour and CSR are just some of the areas covered by our construction services. We offer a robust pre-qualification and audit process designed to meet our clients' high supply chain management standards.

We also provide benchmarking, document management and performance improvement tools for clients including local authorities, and social and private housing sectors.

ict

The ICT (Information, Communication, Technology) sector is one of Achilles' newest customer groups. The service that has been developed is helping the industry deliver its corporate responsibility (CR) targets by collating and managing related information across the supply chain – encouraging a consistent and standardised approach.

mining

Achilles offers information management and performance rating services to help the mining industry's major players manage risk across the supply chain, with an emphasis on health, safety and environment and corporate social responsibility.

Working closely with the world's leading mining companies, including Chile's Codelco, Achilles has developed services that meet the specific procurement needs of the industry.

oil & gas

Our oil and gas services have become a cornerstone of our operations. Each service is tailored to meet the individual needs of the specific region in which it operates.

We continue to refine and develop the services offered in the United Kingdom Continental Shelf (UKCS), Norwegian and Dutch sectors. This is in addition to services provided further afield – e.g. in Argentina, Kazakhstan, Nigeria and Venezuela.

pharmaceuticals

The management, pre-qualification and assessment of suppliers is of critical importance in the pharmaceutical industry.

Achilles offers the sector a range of supplier management services that take the pain out of procurement processes, saving time and money, increasing efficiency and helping to raise standards across the industry. The sector pre-qualification scheme Achilles has developed can be operated on both a local and global basis.

public sector

Achilles has provided supplier management services and consultancy support to the public sector for more than 10 years, and is well established as a key service provider in this domain. We offer a wide range of services for organisations in central and local government, education, health, police and state-funded agencies.

transport

Our particular experience and strength here lies in those areas where safety is of paramount importance, for example, rail and public transport.

Our tailored solutions for the sector span pre-qualification and evaluation through to auditing, performance management and benchmarking. In the UK alone, we carry out more than 2,000 on-site health, safety and environment-focused audits a year – helping to raise standards and reduce risks.

utilities

Today, with more than 175 utilities, this sector represents one of Achilles' largest customer groups. It is a group which continues to grow, bringing buyer and supplier communities together.

Our services are used by companies from power generation, transmission and distribution, nuclear, water, telecom and gas industries. Initially developed to deal with sourcing and qualifying suppliers, today's services are increasingly addressing wider issues, not only of health and safety, but also of CSR and climate change.

While we are already active in eight major industry sectors, we continue to seek opportunities for expanding our portfolio. We are exploring opportunities with other companies in different sectors, for example, in the finance, cement, insurance and pulp and paper industries.



services for sustainable procurement
global resource. local skills.



global
committed
genuine
multi-sector
openness
collaborative

listening
trusted
people
standardisation
CSR
ethical



services for sustainable procurement
global resource. **local** skills.



Achilles is dedicated to delivering equal treatment and total objectivity to the thousands of buyers and suppliers in the communities we manage. As a result, our principles are fast becoming the recognised standard in every sector we serve.

our values

Underpinning all of Achilles' activities are three core values. Together, these values help us to develop services for sustainable procurement.

collaborative

Achilles establishes and manages key buyer and supplier communities around the world, creating strong global networks. In bringing these communities together, Achilles acts as an informed source of global procurement expertise, offering sector-specific understanding and local knowledge – delivering just what's needed to enable organisations to build stronger, more sustainable procurement relationships.

insightful

To make the right procurement decisions, organisations need access to the right information. Achilles' proven supplier management services help buyers and suppliers reduce information-related risk, providing the accurate, up-to-date data essential in making procurement activities sustainable.

neutral

Achilles is a name trusted by procurement communities the world over, and you'll find us open and unbiased, with a reputation for neutrality and fairness. We are dedicated to delivering equal treatment and total objectivity to the thousands of buyers and suppliers in the communities we manage. As a result, our principles are fast becoming the recognised standard in every sector we serve.

corporate social responsibility (CSR) – the Achilles commitment

Organisations the world over are increasingly recognising that certain practices, such as the use of child labour, or poor stewardship of the environment, are no longer acceptable – and have the potential to damage corporate reputations, brands and ultimately, profits.

But managing the diverse range of issues that fall under the CSR umbrella (such as health and safety practice, environmental performance, labour standards and community involvement) is becoming ever more complex.

managing the risk

Achilles, in its role as a provider of information to buyer and supplier communities in a range of geographical and industry sectors, is uniquely placed – not only to help organisations manage these complex CSR issues, but also to encourage performance improvement and the raising of standards across the supply chain.

Working with customers, Achilles has, for some time, been integrating CSR-related issues into its services.

the UN Global Compact

Achilles aims to be at the forefront of the drive to help organisations meet their CSR and wider risk management obligations across the whole supply chain.

To demonstrate its commitment, in 2005 the company signed the United Nations Global Compact, which enshrines a set of 10 principles covering human rights, labour standards, the environment and corruption. Achilles publishes regular Communications on Progress to show our activities in relation to each of the 10 principles.

Saïd Business School, Oxford University

Achilles has joined forces with Oxford University's Saïd Business School to create The Oxford-Achilles Working Group on Corporate Social Responsibility. The group seeks to provide a forum for debate on CSR supply chain issues, and is producing white papers and case studies, as well as a CSR e-resource. Highly-knowledgeable speakers continue to provide intelligent insights into the roles of business and academia in this important arena of debate.

Outward Bound

Achilles is a Patron of the Outward Bound Trust, the largest educational charity in the United Kingdom working with young people. The charity has a long-established reputation for its 'hands-on' training and employee development, and Achilles sees great value in investing in the next generation. The company has also seen substantial benefits from the programme developed by the charity to train and develop its own staff.

We are also the main sponsor of Outward Bound's annual charity challenge, which is open to teams from all industry sectors, and encourages both teamwork and the raising of funds for Outward Bound's charitable work.

our history

Achilles was founded by Sturla Sand, now the company's Chairman, in Norway in 1990, when he launched a supplier pre-qualification service for the country's oil and gas industry.

Since then, the company has grown into one of the world's largest supplier management service providers, with customers from a diverse range of industry sectors. Its services too have grown to embrace evaluation, monitoring and risk management.

The current Chief Executive Officer, Colin Maund, appointed in 1993, set up the company's operation in the United Kingdom, where Achilles has its headquarters.

Achilles today

Today, the company employs around 380 people in 22 countries, offering truly global sustainable procurement services, with local expertise. We have 28 established supplier management schemes, serving more than 500 of the world's largest companies and around 30,000 registered suppliers.

We work in partnership not only with buyers and suppliers, but also with other organisations which offer expertise that is complementary to our own.

a word from the Chief Executive Officer

When Achilles was first established, its sights were set firmly on Norway, and the oil and gas sector. Since then, however, our vision has expanded, along with our geographical horizons, with our activities growing and changing to meet the needs of the buyers and suppliers we serve.

Effective, efficient and dynamic supply chain management is an ever-more complex challenge for everyone in the world of procurement. With an increasing emphasis in the boardroom on performance management, quality and the raising of standards, it is clear that the concept of sustainable procurement is here to stay.

Also here to stay is the environment of change. Yesterday the importance of health and safety was regarded as the top business priority for procurement professionals. Today, that focus has changed to include corporate social responsibility. Tomorrow – and we are already working on this – the shift will be towards climate change and reduction of emissions. Who knows what may be around the next corner.

Whatever issue or challenge is next on the agenda: Achilles will be ready to learn and adapt to it, while continuing to help our customers raise standards and reduce risk in their supply chains.

At the same time, we will continue to look for new opportunities to expand the business – bringing new industry sectors into the Achilles family; and finding new countries where our services and experience can bring benefits.

Whatever the future holds for us, Achilles' flexibility and ability to listen to its customers will continue to serve us well in the 21st century. Responding to what buyers and suppliers tell us has helped us shape our services over the past two decades. And it is this same collaborative approach that will enable us to deliver sustainable procurement solutions that are fit for purpose for the next 20 years and beyond.



Colin Maund
CEO, Achilles Group Limited



responsible
environmental
community
insightful
innovative
excellence

Achilles: an adaptable, global organisation, with an international footprint, and services for sustainable procurement that are delivered with a local focus.



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Iberoamerica



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