
Services for professional procurement. Be better informed, make better decisions.

Procurement and supply chain risk management

www.achilles.com
Meeting your supply chain and procurement objectives.

As a Purchasing, Supply Chain or Vendor Management professional you are faced with the challenges of managing data, compliance and risk across increasingly global and multi-tier supply chains.

**Procurement Needs:**
- Manage risk in complex supply chains
- Provide evidence of procurement policy adherence
- Protect brand / corporate reputation and shareholder value
- Reduce risk and lead-times for new suppliers
- Meet legislation, regulation, compliance requirements

**Business Challenges:**
- Incomplete / obsolete data across multiple systems and locations
- Multi-site user need for consistent supplier data and standards
- Inaccurate data compromising ERP system performance
- Need for consistent and rigorous key supplier qualification
- Increased compliance needs: Health & Safety, Finance, CSR, Environment

**Achilles Solutions:**
- Fully-managed supplier data validation and maintenance
- Secure online access to source products and view compliance
- Interface APIs to sync clean data with your ERP systems
- Supplier pre-qualification of current and future supply base
- Systematic supplier risk and compliance management
Achilles supports your organisation’s risk management and procurement strategy by reducing the cost, effort and risk of sourcing and managing suppliers.

The heart of our solution is a systematic supplier pre-qualification programme with data capture through online questionnaires and rigorous validation through our assessment teams and qualified auditors.

**Comprehensive supplier pre-qualification**

Our modular questionnaires are configured around the risk management needs of your company, reflecting your industry sector and regions of operation. Typically they cover the following supplier criteria:

<table>
<thead>
<tr>
<th>General company data</th>
<th>Products &amp; Services</th>
<th>Finance</th>
<th>Insurance &amp; Legal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>Quality standards</td>
<td>CSR &amp; Sustainability</td>
<td>Health &amp; Safety</td>
</tr>
</tbody>
</table>

We also offer specialist modules giving you more detailed supplier information on areas of the highest importance to your business:

| Financial analysis | CSR / Sustainability | Carbon reduction | Multi-tier supplier visibility |

Your Achilles supplier pre-qualification solution can include a specific risk and compliance model.

This risk model segments suppliers on key criteria, and indicates the specific pre-qualification process you require them to complete.

Our secure cloud-based platform then allows your buyers to search for products and services and view validated compliance and risk assessment information on the associated suppliers.

We embed your policies and standards into the supplier pre-qualification process – driving consistency and compliance across your purchasing activities.

**Supply base and supply chain risk management**

- Supplier data consolidation on a single platform
  - for key vendors or your total supply base
- Systematic risk management and compliance
  - pre-qualification requirements for suppliers can be tiered based on their criticality to your business
- Fully managed supplier data capture and validation
  - via our contact & support teams, qualified auditors and trusted third-party data feeds
- Online supplier management
  - tools for your buyers to view performance and risk, prioritise suppliers and manage sourcing activities across the supply base
- Accurate and consistent supplier data across your systems
  - the data we capture, validate and maintain can interface with ERP and ePurchasing systems to improve data quality across your organisation
- Risk management information for stakeholders
  - in addition to procurement teams other organisational stakeholders can access data:

Our risk management solutions reduce cost and effort, allowing purchasing teams to focus on other high value and strategic purchasing activities.

**Reduced effort in supplier data validation**

1. **UK Electricity Company**
   - 6 FTEs engaged in validation: 83% reduction.

2. **UK Utilities Company**
   - 5 FTEs engaged in validation: 80% reduction.

**Reduced effort in supplier database management**

1. **Large Global Oil Company**
   - 10 FTEs engaged in database compilation: 100% reduction.

**Supporting your risk management objectives**

Whether your focus is compliance with legislation or corporate policies, the need to consolidate supplier data after a period of acquisitions or a requirement to improve the performance of your purchasing systems through an accurate data feed, we have a range of solutions to help.

“We use Achilles to reduce the time it takes to pre-qualify suppliers. In Achilles we can select a category and any vendor found is pre-qualified. It makes the process very quick.”

**Buyer**
UK Utilities

“My use of Achilles was not due to a cost factor, it was to reduce the procurement risk; I wanted a qualified supplier. Safety concern was the number one factor.”

**IT Procurement Manager**
Transport

“Achilles helps us comply with our legislative requirements - this is one of our key needs from their service.”

**Buyer**
UK Utilities

“Achilles performs well in industries where the risk of something going wrong is huge and a buyer can set criteria to make sure the suppliers are qualified to complete the job.”

**IT Procurement Manager**
Utilities
Working together to shape your solution

Every business is different. We will work with you to understand the specific objectives and challenges you face in improving supplier performance and risk management.

Our account managers and implementation teams will guide you through the range of solutions and configuration options available at key stages of the programme.

YOU DEFINE:
- Parameters of the service
- Suppliers to include
- Questions to ask and data to validate
- Risk model and compliance rules to apply
- Range of online tools to use the information gathered
- Interface needs with your other systems

WE:
- Configure the system, processes and rules
- Design the data capture and questionnaires
- Manage supplier contact and onboarding
- Validate and maintain data, undertake audits
- Present the information via a secure online platform
- Provide a data interface to other business systems

Managing adoption across your current and future suppliers

We support your suppliers through the pre-qualification process following a proven model that has already pre-qualified over 90,000 suppliers globally.

Our multi-language onboarding teams fully manage the supplier contact process to deliver high participation rates and we offer communication material and web portals that reflect your brand identity.

Supplier registration stage

<table>
<thead>
<tr>
<th>Process</th>
<th>Suppliers</th>
<th>Achilles</th>
<th>Buyers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Apply to join via Achilles Community or buyer’s website</td>
<td>Risk model drives Registration process. Low-risk suppliers: No further action. Critical suppliers: Proceed to next stage</td>
<td>Low-risk supplier information published</td>
</tr>
</tbody>
</table>

Supplier pre-qualification stages

| Process         | Suppliers                          | Achilles                                                       | Buyers                                      |
|-----------------|------------------------------------|                                                               |                                            |
| Data Submission | Annual subscription payment & complete online questionnaire(s) | Risk model drives scope of questionnaire (and audit) requirements |                                            |
| Validation      | Data checking of questionnaire(s) and audit including cross checking with third party data sources |                                            |                                            |
| Publish         | Pre-qualification complete         | Validation complete                                            | Supplier information published              |
| Search          | Access supplier data               |                                                               |                                            |

Specific process may vary reflecting sector and client requirements.
Your supplier focus:
- Key suppliers
- Total supply base
- Extended multi-tier supply chain

Supplier registration
A supplier pre-qualification programme for your total supply base includes a set of preliminary questions that all your suppliers complete. This provides a basic registration for low-risk suppliers and also powers a risk model to identify which suppliers are required to complete a more extensive pre-qualification process.

Validated supplier pre-qualification
Targeted suppliers complete a comprehensive and sector-specific questionnaire including:
- Core question set: Company details, products and services, finance, compliance, quality, corporate social responsibility, environment, health & safety.
- Region of supply questions: Reflecting criteria, regulation or legislation specific to the countries or regions the supplier wants to serve.
- Supplier location questions: Specific to the country the supplier is registered in.

Supplier pre-qualification questionnaire

Supplier location questions

Specialist pre-qualification modules can be added to deliver more detailed supplier information:
- Supply Chain Mapping: A programme to establish multi-tier supply chain visibility and associated risk.
- Sustainability / CSR: A detailed model including social responsibility, ethics, environment, health & safety, bribery and corruption.
- Financial Analysis Model: Developed with Deloitte, this model provides a financial health check of suppliers covering historic performance, benchmarking and future projections.
- Carbon and energy management and reduction: CEMARS audit and certification to support your organisation’s own approach to carbon and energy measurement and reduction. CarbonReduction programme for supplier pre-qualification.
Achilles Community

Buyer has exclusive visibility of their Low Risk Profile Suppliers

All Community Suppliers visible to Community Buyers

Online tools for purchasing teams

Product, service and supplier information supports buyers in supplier management and sourcing activities. In addition to our standard search and report tools, a range of additional functionality can be added to your programme including:

- **Request For Information**: An e-RFI tool supports supplier shortlist creation.
- **Buyer Alerts**: Tracks data and status changes for selected suppliers or product codes.
- **Communication Centre**: Provides secure, auditable and private online communications between buyers and suppliers.
- **Internal Qualification**: Allows buyers to record a combination of internal, third party and Achilles Solutions supplier information and share it across the organisation.
- **Supplier Scoring**: Configurable scoring of supplier data on any captured criteria to differentiate and benchmark suppliers.
- **Performance Feedback**: Assess, benchmark and review performance of current or potential suppliers.

7 Audit

On-site and desktop audit by fully qualified lead assessors can form part of your assessment and pre-qualification model.

9 Integration enhancements

To interface with your existing processes and systems we’ll work with you to make our data as open as possible.

- **Code Mapping**: An automated cross-reference between the standardised industry sector product and service codes established in our solutions mapped to the product codes used in your business.
- **Data Exchange**: Many clients use our solutions to establish and maintain accurate supplier data feeds into their internal business systems. To support this, we offer a number of options to pass data from Achilles to your ERP, spend analysis or contract management systems.
Supplier data you can trust

Data quality powers our solutions. The same rigour that goes into defining our questionnaires is applied to checking and validating the responses that suppliers provide. We validate information through our support teams, qualified assessors and via specialist third-party data feeds. Over 400 support staff and auditors complete more than 90,000 supplier pre-qualification questionnaire validations and over 10,000 on-site audits every year.

**Comprehensive approach to validation**

Only when a supplier’s questionnaire responses have gone through our validation process are their products, services and company information visible online to your buyers.

We review data formats, cross-check answers for consistency, validate responses against additional documents provided (e.g. insurance certificates) and use feeds from trusted third-party providers for specialist data such as company registrations and financial records.

**Achilles tiered assessment model**

We use 4 key assessment stages of registration, validated sector and specialist questionnaires and on-site audits to pre-qualify suppliers in line with your company or community risk model.

For the most critical suppliers to your organisation we can provide further levels of rigour in the pre-qualification process through desk-top and on-site audits carried out by fully-qualified lead assessors.

<table>
<thead>
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<th>400 support staff and auditors</th>
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<tr>
<td>90,000 supplier pre-qualification questionnaires annually</td>
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<tr>
<td>10,000 on-site audits annually</td>
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Power to procurement teams

Our secure online platform gives buyers “anytime – anywhere” access to source products and services, view validated supplier data and check supplier compliance through a range of powerful, easy-to-use tools. We have designed these around your key tasks to help drive performance and save time in day-to-day procurement and supplier sourcing activities.

You can configure your language, content layout, display preferences and report formats to reflect the regular tasks you perform.

Unlimited user licences means buyers in multiple locations can access the platform to drive process consistency across your procurement function.
Individual solutions - sector communities

Our business model offers the power of positive collaboration. The solutions we provide to individual organisations benefit from an industry sector community model.

**WITHOUT ACHILLES: ONE-TO-ONE**

- Narrow market view - excluding qualified new suppliers
- Duplication of supplier information and audit management
- Inefficient and costly for both buyers and suppliers to maintain
- Best practice opportunities missed

**WITH ACHILLES: MANY-TO-MANY**

- Shared information - driving greater efficiencies
- Increased sourcing opportunities for buyers
- Increased supply opportunities for suppliers
- Up-to-date, validated information
- A tried, tested and trusted business model
- Solution investment shared across multiple suppliers and buyers

We create, enable and develop these communities in conjunction with steering groups representing major buying organisations in each of our key sectors.

The model provides a range of benefits, improving efficiencies, opportunities and standards for our buyers and suppliers.

As a buyer you’ll have access to a wider choice of pre-qualified suppliers, be able to access benchmarking data, and benefit from best practice models and pre-qualification standards developed and proven within the community.
Global solutions and support

Achilles helps businesses to identify and manage potential risks in their supply chain in order to protect people, planet and profit.

We identify, qualify, evaluate and monitor suppliers on behalf of some of the world’s largest corporations and carry out thorough verification of data through assessments and audits.

Through our cloud-based platform, and network of offices in over 22 countries we have the scale, global reach and regional presence to provide multi language, multi time-zone support to buyers and suppliers in over 130 countries across the globe.

Contact us to discover why more than 790 of the world’s largest organisations use Achilles risk management solutions as part of their purchasing ecosystem.

<table>
<thead>
<tr>
<th>Country</th>
<th>Entity</th>
<th>Phone Number</th>
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</tr>
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<td></td>
<td><a href="mailto:enquiries@achilles.com">enquiries@achilles.com</a></td>
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</table>

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