

Frequently Asked Questions (FAQ) for Aveng Suppliers & Sub-Contractors Aveng Supplier Registration System Achilles Construction Africa Community



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Overview

Why has Aveng partnered with Achilles?

Aveng has partnered with Achilles to implement a standardised and streamlined online Supplier Registration Process that will be deployed across our total supply base for all our Operating Groups.

This new Supplier Registration System is critical to meeting our regulatory obligations, particularly South Africa's Broad-Based Black Economic Empowerment (B-BBEE) Act. It is an integral part of our sourcing strategy, enabling us to pre-qualify and monitor supplier performance in a consistent and objective manner.

Implementation of the Aveng Supplier Registration Process will support the proper evaluation of our suppliers and sub-contractors based on information that has been carefully validated by an independent, impartial third party and enable us to track critical compliance against key aspects such as Safety, Health, Environment & Quality (SHEQ); Broad-Based Black Economic Empowerment (B-BBEE); legal and financial.

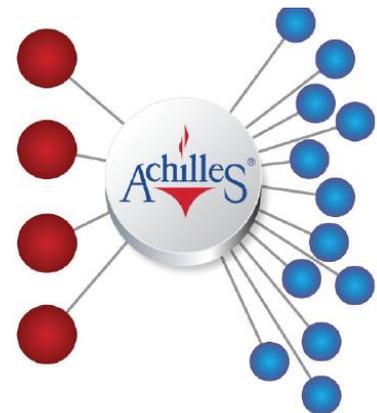
It is an Aveng business expectation that all current and future suppliers/sub-contractors register in the Aveng Supplier Registration System, and if required (based on our pre-set registration criteria), in the Achilles Construction Africa Community in order to complete the Aveng Supplier Registration Process, and to ensure continued business activities with the Aveng Group regardless of the Operating Group or the status of the contract.

What is the Achilles Community model and how does it work?

Achilles Community model is a proven supply chain management system that standardises and streamlines the way buyers and suppliers conduct business with each other. This in turn drives important efficiencies for all parties involved in the procurement process.

Relevant and consistent data is gathered via an online, secure system and carefully scrutinised via an impartial and rigorous evaluation and validation process. The data is then made available to all buying organisations within a particular Achilles Community. As a result, the buyer-supplier engagement process is a much leaner one – suppliers only have to complete one pre-qualification questionnaire that can be accessed by all member buying organisations; buying organisations have one central point of entry to access all the information they need to support the decision-making process.

Data is maintained at a minimum via the annual renewals process. Suppliers/sub-contractors, however, can update their company information at any point in time. This ensures that buyers have access to real-time information at all times. The net result - the time, cost and risk associated with procurement activities is significantly reduced.

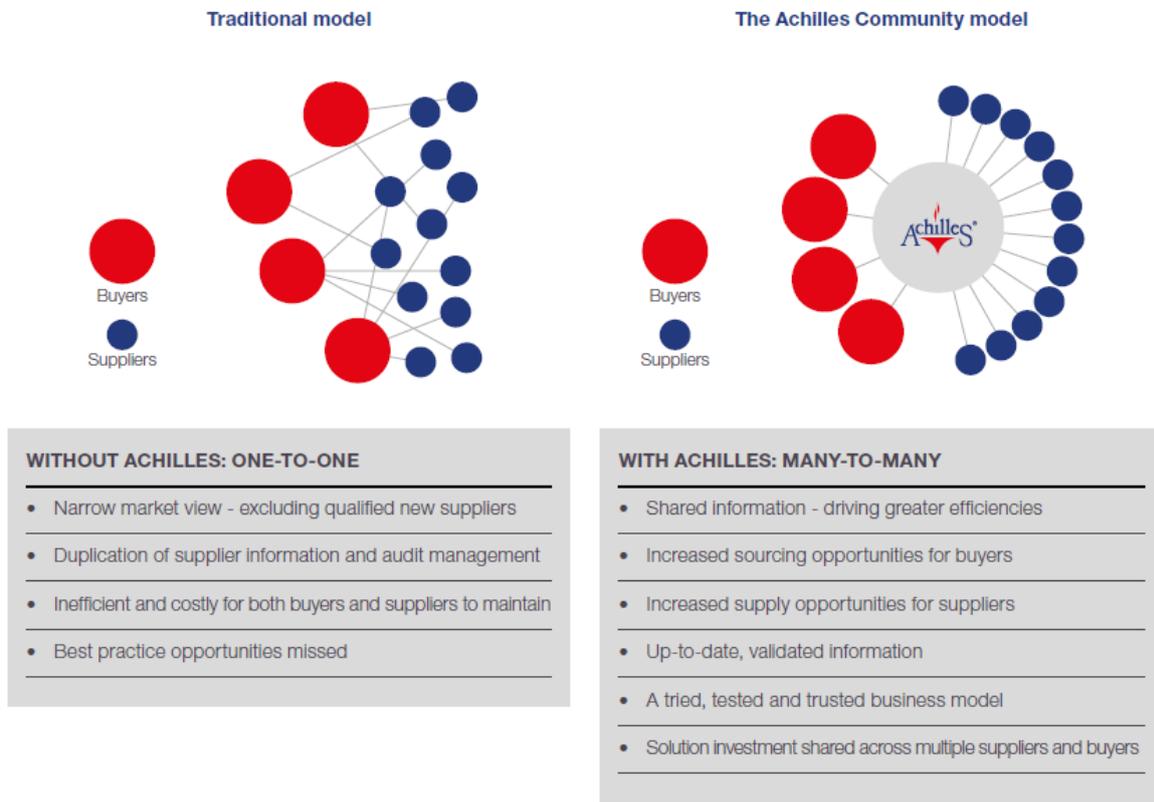


What is the Achilles Construction Africa Community?

The African construction market has become increasingly competitive and cost-sensitive, with growing legislative demands in areas such as Compliance, Ethics, Safety and Social Welfare, as well as South Africa’s Broad-Based Black Economic Empowerment policy. Organisations are under pressure to manage and maintain compliance requirements

The Achilles Construction Africa Community has been tailored to meet the specific needs of the African Construction Sector, including engineering, manufacturing, steel and mining. It has been developed in partnership with Aveng – the first buying organisation to join this new Community – as well as other third party sector experts.

Benefits of the Achilles model over the traditional model



Who is Achilles?

Achilles is one of the world’s largest service providers of global supply chain risk management solutions with more than 1,000 people working in 22 countries. Achilles works on behalf of over 860 buying organisations, from 11 industry sectors, to collect, validate and maintain essential data about more than 133,000 suppliers. This enables buying organisations to gain visibility of their suppliers’ capabilities and compliance before making important sourcing decisions. With an understanding of their supply chains, buying organisations can proactively identify and mitigate potential risks to protect people, planet and profit.

For more information on Achilles visit www.achilles.com.

What is Achilles' role?

It is Achilles task to support Aveng with the on-boarding of its suppliers into the Aveng Supplier Registration System, and if required, the Achilles Construction Africa Community, as well as to manage the Audit Process with suppliers.

Achilles' role is to assist suppliers and sub-contractors with their registration from start to finish, providing support and guidance as required and to work with them to ensure their data is maintained via an annual renewals process.

Once a supplier has completed the registration / renewal process, it is Achilles' task as an impartial third party, to check and validate that the information provided by each supplier/sub-contractor is accurate and up-to-date. It is furthermore their task to flag up any issues or inconsistencies with the data directly with each supplier and to work with them to resolve these quickly and efficiently.

As soon as your information has successfully passed the data validation process, it will be published by Achilles. Information provided via the Aveng Supplier Registration System will then become available to authorised people within Aveng; information provided via the Achilles Construction Africa Community, will become available to all buying organisations in the Construction Africa Community, including Aveng.

As part of these activities, Achilles Customer Support Teams are required to engage with our suppliers on our behalf on all issues related to registration. It is therefore of utmost importance that all our suppliers and sub-contractors work with Achilles to achieve registration and respond in a timely manner to any requests.

The appointed Achilles Account Manager will work closely with designated points of contacts within Aveng to ensure supplier registration and to address any issues raised by suppliers.

Registration

Who needs to register?

All suppliers and sub-contractors with whom Aveng has done business with in the last 24 months will be requested to register in the Aveng Supplier Registration System, and **if necessary** (based on pre-set registration criteria) register in the Achilles Construction Africa Community as well as undergo an on-site Audit.

New suppliers, who are interested in pursuing business opportunities with Aveng, will also be required to register (see "**Potential Supplier**").

Registration at the correct level is a mandatory requirement in order to complete the Aveng Supplier Registration Process, and to ensure continued business activities with the Aveng Group regardless of the Operating Group or the status of the contract.

Criteria that will be considered in order to determine if your organisation needs to complete the Achilles Construction Africa Community Registration have been pre-set by Aveng.

All separate legal entities will be required to complete the registration process.

Potential Suppliers to Aveng (New)

Potential suppliers and sub-contractors who have expressed an interest in pursuing business opportunities with the Aveng Group will also be required to register in the Aveng Supplier Registration System.

To register as a potential supplier/sub-contractor with the Aveng Group, you are required to complete the Aveng Supplier Registration System process, which is managed by Achilles on our behalf. This is Stage 1 of the Registration Process. There are no costs associated with Stage 1.

Based on pre-set registration criteria, you may also be asked to register in the Achilles Construction Africa Community. This is Stage 2 of the Registration Process. Stage 2 is subject to an annual subscription fee that is payable to Achilles and is determined by the number of products and / or services you would like to register for your organisation.

It is important to understand that completion of Stage 2 of the Registration Process is **not compulsory** for potential suppliers; it is purely voluntary. However, this may change should Aveng show interest in doing business with your organisation, at which point this may become mandatory.

You have two options:

1. Complete the Achilles Construction – Africa Community registration in readiness for potential inclusion in future sourcing events.
2. Complete the Achilles Construction – Africa Community registration as a result of an invitation from Aveng to participate in a particular sourcing event for eligibility for a potential contract award.

Please note: completion of this process does not in any way guarantee any business with Aveng nor does it guarantee your inclusion in a current or future sourcing event.

Should you be awarded any business by Aveng, please note that no business activities will be initiated and / or concluded without the completion of the full registration process by your organisation in line with the pre-determined set of registration requirements for a particular service category.

How to commence the registration process:

To register as a potential supplier/sub-contractor, you will need to complete and submit an online [Contact Form](#). This will then be sent to Achilles via aveng@achilles.com

An invitation to start the registration process will then be sent from Achilles to you within 24 hours. Simply follow the instructions to complete.

Joining the Aveng Supplier Registration System and Construction Africa Community

There are three ways to join:

By direct invitation - This applies to suppliers/sub-contractors who currently hold a contract with member buying organisations of the Community, including Aveng. If this is the case, an invitation to register will be sent directly to you by your customer – in your case, this will come directly from Aveng. This will be followed by an email from Achilles with full instructions on how to complete the registration process.

[As a potential supplier to Aveng](#) – If you are interested in pursuing business opportunities with Aveng only, you can register as a potential supplier/sub-contractor via the [Aveng Website](#). In this case you will need to send a request to Aveng to register in the Aveng Supplier Registration System.

[As a potential supplier to the Community](#) - If you are looking to pursue business opportunities with any of the member buying organisations of the Community, including Aveng, you can register as a potential supplier/sub-contractor and use the Community to market your full business capability to supply to new customers in a cost-effective and unique way. Registration in this instance is directly via www.achilles.com/construction-africa

What is the invitation/registration process?

Suppliers/sub-contractors will receive a formal invitation requesting them to register in the Aveng Supplier Registration System. This will be sent directly by Aveng to the supplying organisation.

Following this communication, you will receive a full Information Pack from Achilles to support and guide you through the registration process.

This will be followed by a further email communication from Achilles with instructions on how to commence and complete the registration process. This email will be sent to you via system.admin@achilles.com

An Achilles' representative will also contact you directly to answer any questions and to help you through the registration process.

What are the different levels of Registration?

Based on Aveng's pre-determined registration criteria, the Registration process may comprise 3 stages in line with the business requirements of Aveng. These are as follows:

Stage 1: Aveng Supplier Registration System questionnaire* will collect basic company information such as contact details, products and services supplied to Aveng. This is a free subscription. Stage 1 registration is applicable where a commodity has minimal risk associated (such as a florist) and none of the criteria for Stage 2 are triggered.

Stage 2: Construction Africa Community questionnaire* will collect the same information as Stage 1, plus more detailed input related to with additional input related to critical areas such Safety, Health, Environment & Quality (SHEQ); Broad-Based Black Economic Empowerment (B-BBEE); financial and legal. Stage 2 is subject to an annual subscription fee that is payable directly to Achilles. For more information on fees, go to **Annual Subscription Fees**.

Completing Stage 2 registration can make you a supplier of choice for Aveng and will put you at an advantage over your competitors.

If you have a high B-BBEE score there is a way to still differentiate and upsell yourself to Aveng – by progressing to Stage 2. Stage 2 will enable Aveng to see other factors of your business operations, showing you to be a compliant supplier and able to demonstrate widespread compliance in multiple areas.

***Suppliers will be asked to complete at least one on-line questionnaire (Stage 1 or Stage 2); in some instances, they may be required to complete both.**

Stage 3: An On-site Audit will serve to further independently verify that a supplier's management systems meet the best practice requirements of the Construction Industry as well as the specific requirements of Aveng.

In particular, it will seek to confirm compliance with recognised standards for SHEQ; local legislation requirements; and appropriate standards for social and ethical behaviour.

The ensuing Audit Report is then uploaded to the supplier's secure on-line record. This is subject to additional charges based on supplier location and size of organisation.

What information do I need to supply as part of the registration process?

You will be required to provide information related to a range of compliance information, including Safety, Health, Environment & Quality (SHEQ); Broad-Based Black Economic Empowerment (B-BBEE); legal and financial. This will include the uploading of relevant certification and other supporting information.

To view a full list of information that you will be asked to supply, please refer to:

- Registration Checklist (Aveng Supplier Registration System) – can be downloaded via the [Aveng](#) website.
- [Registration Checklist \(Achilles Construction Africa Community\)](#)

Please consult the Checklist in advance of completing the registration process as this will save you valuable time and effort, and ensure you have all relevant information and documentation to hand.

I have always worked with Aveng; why do I now need to register with Achilles?

It is Aveng's intention, over time, to only work with suppliers/sub-contractors who complete the Aveng Supplier Registration Process in line with our pre-determined registration criteria, which includes being registered at the correct level in the Achilles System (Aveng Supplier Registration System and if required, the Achilles Construction Africa Community), and undertaking an Audit if required.

To support our business objectives, including working towards maintaining and improving our B-BBEE levels, which underpins not only the sustainability of the current Aveng business, but is crucial to our business growth, we need to capture more compliance information on our suppliers and sub-contractors. The Achilles System will support this goal and enable us to work more effectively with our suppliers and sub-contractors and to develop meaningful and lasting business relationships with our supplying organisations.

It also ensures that your organisation's information is accessible and visible to all of the entities that constitute the Aveng Group, providing a gateway to potential opportunities within the rest of the Aveng Group.

It furthermore reduces the administrative burden on your business; eliminates the need to send the same information to multiple parts of the Aveng business and Group; and enable us to transact effectively and efficiently with your organisation

Do I still need to register even if I don't have a current contract with Aveng?

If you have done business with Aveng in the past and would like to be considered for future sourcing events as part of the Aveng tender process, you need to register in the Aveng Supplier Registration System, and if required, based on pre-set registration criteria, in the Achilles Construction Africa Community, including an on-site Audit.

The importance of registration

Aveng will be using the data collected through the Aveng Supplier Registration Process as the preferred source of supplier information for all existing and potential suppliers and sub-contractors.

Both ecosystems will be used by the Aveng Group to ultimately conduct all procurement activities. By registering on the System, you will enhance our ability to transact more effectively with your organisation.

Furthermore, any supplier that completes the Registration Process at the correct level in line with our pre-set registration criteria will not only enhance their attractiveness to the companies that make up the Aveng Group, they will also improve their visibility to other buying organisations in the Construction Africa ecosystem.

Your registration on these ecosystems is important to Aveng as it will create a single point of entry to standardise data on all Aveng's current ERP Systems, and as a result, will also mean that you are not having to supply the same information across the Aveng Group to participate in important business opportunities.

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 buyers to search for suppliers based on their specific sourcing requirements. A copy of the Construction Product & Services Code Guide will be made available to you when you commence the Registration Process. It can also be downloaded [here](#).

How many product codes do I need to enter?

Suppliers are required as a minimum to register the product codes for the products and services they currently supply to Aveng.

If a supplier is looking to exploit the full marketing potential of the Achilles Construction Africa Community, and wishes to promote the full breadth of their product portfolio and potential to supply, they may register as many product codes as they wish.

What happens if I have registered incorrect products and/or services?

If you feel that you have not listed all the products and services that you currently supply or would like to supply to Aveng and/or the wider Community, you can go back and add new products or services. Please note: addition of new product codes may affect your subscription fee, which is determined by the number of products and/or services you register in the Community.

If you would like to delete any products and services, you may also do this. In the event that this reduces your subscription fee, your subscription fee will be adjusted accordingly at point of renewal. Please note that Achilles cannot make a refund on current subscription fees.

What if I cannot find the Product or Service code that applies to my company?

Please contact our Operations team via the emails in the How Can I Contact Achilles section. Our agents will be happy to assist you to find the right code and, if necessary, raise a request for a new code to be added to the catalogue.

What happens if I am required to undergo an Audit?

If your company is required to undergo an audit, a separate communication will be issued to your company covering these requirements. Audits are arranged via Achilles and carried out on-site by independent, qualified verifiers. All auditors used by Achilles are qualified and have completed training validated by IRCA (International Register of Certified Auditors). Alternative quality auditing service providers will **not** be accepted.

What sort of Audit may I need to undergo?

There are two types of Audit protocol:

1. [Contractor Protocol](#) – this Audit protocol is for suppliers that deliver services on site at Aveng;
2. [Manufacturer Protocol](#) – this Audit protocol is for suppliers that supply raw materials and/or manufactured products and install these on-site at Aveng.

Audits are delivered on-site at your organisation. The costs of audit are not included in the subscription fee, but charged separately based on the size and the location of your business.

What is the Audit Process?

1. **Step One:** You will receive an email communication from Achilles confirming that you are required to undergo an Audit. The email will contain information about the type of audit required as well as the associated costs based on the audit duration required (determined by the location of your business; and the number of days required based on the size of your organisation).
2. **Step Two:** An Achilles Customer Service Agent will call you directly and talk you through the payment process – you will be given the option to pay immediately via credit card or to pay later via electronic bank transfer (BACS). If you are able to pay immediately, the Agent can also take your payment over the phone.
3. **Step Three:** Following receipt of payment, Achilles will then agree a date for the on-site Audit to suit your convenience.
4. **Step Four:** The Auditor will attend your premises and carry out the Audit – this will take between 1 and 2 days per Audit depending on the size of your organisation.
5. **Step Five:** Following completion of the Audit, all the results will be summarised in an Audit Report and uploaded into the Construction Africa Community, where once published, will be made available to Aveng and all buying organisations that that join the Community in the future.

Supplier Information, Data Management and Confidentiality

Who has access to my information?

Information provided as part of the Aveng Supplier Registration System will only be made visible to authorised persons in Aveng.

Information provided as part of the Construction Africa Community questionnaire will be made visible to all authorised persons in Aveng as well as to all future buying organisations within the Community. This includes any Audit Reports for your business.

Please note that your information will not be visible to other suppliers; likewise, you cannot search other suppliers' company records. This is to protect supplier confidentiality.

Can I update my information?

Suppliers can update their information at any time during the year. See **“What happens if I need to make any changes to my questionnaire?”**

As part of the service provided by Achilles, suppliers will also receive automatic reminders when critical information such as certification is due to go out of date to ensure that they have every opportunity to keep their profile up-to-date.

Also an annual renewal process ensures suppliers update their information at least once a year.

Payment and Subscriptions

Are there any costs associated with registration?

Registration in the Aveng Supplier Registration System is free of charge for all suppliers – existing and new. These costs are borne entirely by Aveng. Registration in the Achilles Construction Africa Community is subject to an annual subscription fee that is payable directly to Achilles. The fee is determined by the number of products and / or services you enter for your business.

The Achilles Construction Africa Community is based on a shared cost model – this means that it is jointly funded by member buying organisations and suppliers through the annual payment of subscription fees. The subscription fee covers the costs of extensive data validation as well as system maintenance, customer support and any future system upgrades.

It is important to note that the subscription fee **will not increase** as more buying organisations and their suppliers join the Achilles Construction Africa Community, so this will ultimately increase the potential Return on Investment for all parties in the ecosystem.

Payment can be made either by credit card or by bank transfer. Payment by credit card is highly recommended as this will give you immediate access to the Construction Africa Community questionnaire. If you pay by bank transfer, a link to the Community questionnaire will be sent to you as soon as your payment has been processed by Achilles.

To support the aims and objectives of Aveng, Aveng kindly requests that payment of the subscription fee is made within 30 working days following notification that registration in the Achilles Construction Africa Community is required.

Any supplier that has not paid or committed to payment within the 30 day time period will be escalated by Achilles to Aveng for direct follow up by Aveng, in line with our guidelines and instructions and the agreed Escalation Management Process between Achilles and Aveng.

Please note:

- The cost of an Audit is dependent on the type of audit required; the location of your business; and the number of days required based on the size of your organisation.
- Access to the Achilles Construction Africa Community Questionnaire can only be granted once payment has been received by Achilles.

Annual Subscription Fees

Number of registered product codes	ZAR (R)	GBP (£)	Euro (€)	USD (\$)
1 to 5	8,500	425	510	580
6 to10	12,800	640	770	870
11 to 21	17,000	850	1,020	1,150
22+	21,200	1,060	1,280	1,440

- Charges apply to each legal identity registered with Achilles.
- Prices exclude VAT; VAT will be added where applicable
- Prices quoted in Euro, GBP and USD are only indicative. These will be determined at point of payment based on the current exchange rates at the time. The price in ZAR is fixed.
- Achilles reserves the right to adjust the pricing structure
- Prices quoted do not include the costs of Audits

What does the subscription fee cover and who is it payable to?

The subscription fee is payable directly to Achilles. The fee covers:

- Validation of your company information by an independent third party
- Automatic alerts to remind you when important certification is due to expire
- 24/7 access to your data
- Capability to update company information quickly and easily in a secure online environment
- An efficient online process to submit information to the Aveng Group
- Customer Support
- The opportunity to demonstrate your capability to supply to Aveng and other buying organisations that join Construction Africa in the future

When and how will I be expected to pay the subscription fee?

Suppliers will be initially required to complete an application process to determine the level of subscription fee they are required to pay. This will be determined according to the number of sites that a supplier is required to register.

Once this is determined, suppliers will be asked to pay the fee. The supplier will be given the option to “**Pay Now**” or “**Pay Later**”.

- **Pay Now** option includes online payment by credit or debit card. – This method of payment gives the supplier immediate access to the questionnaire
- **Pay Later** option means suppliers can pay over the phone by credit or debit card or via Electronic Bank Transfer (i.e. the electronic exchange, transfer of money from one account to another based on an invoice) based on their own terms and conditions of payment. - Only when payment has been received by Achilles, can the link to the Construction Africa questionnaire be sent to the supplier.

What currency can I pay in?

The baseline currency for the Community is South African Rand (ZAR). You can also pay in American Dollars (USD\$), Euros (€) and British Pounds (GBP£). Depending on the location of your business, the invoice generated will automatically be calculated in the relevant currency based on the exchange rates at the time.

The prices quoted in the Annual Subscription Fee table (listed above) for ZAR are fixed; the rates provided in GBP, Euro and USD are only indicative and may vary depending on the exchange rate at point of payment.

How long will my subscription be valid?

Your subscription will be valid for 12 months from the moment of payment. The expiry date for your subscription will be visible once you log into the system.

Achilles will send you timely reminders regarding your subscription renewal to ensure you remain compliant in the Construction Africa Community.

Does the subscription fee cover the costs of Audit?

No. If you are required to undergo an audit, this will be subject to additional charges based on the type of audit required; the location of your business; and the number of days required based on the size of your organisation. Information related to audit fees will be made available to you by the Achilles Audit Team as part of the Audit Process.

Benefits

Why your business should register from the Aveng perspective

Registering at the correct level based on our pre-set registration criteria, will enable your business to:

- Remain compliant and continue to be eligible for future business with Aveng Group;
- Strengthen your business relationship with our organisation;
- Realise important efficiencies for your business with one single point of entry for all company data relevant to the procurement process that can be accessed by buyers and other stakeholders across the Aveng Group using an efficient and secure online tool;
- Demonstrate/evidence critical compliance against a range of key criteria and increase your chances of new contract awards;
- Ensure that we have your latest company information available to enable us to transact effectively and efficiently with your organisation
- Ensure that your data remains in all Aveng's internal ERP systems
- If you are required to or elect to become a member of the Achilles Construction Africa Community, you can benefit from new business opportunities with other buying organisations that are set to join the Community in the future as they too will have access to your full company profile thus providing you with an excellent, low-cost marketing tool for your business

How does the Construction Africa Community benefit suppliers?

Demonstrate compliance and increase the likelihood of contract award.

More and more buyers are coming to realise that they are increasingly accountable for the behaviour of their suppliers and legislative and regulatory compliance is featuring high on their strategic agenda. They need to protect their reputation and avoid loss of business confidence through the association with the wrong supplier.

As a supplier, being able to demonstrate your compliance, particularly in relation to SHEQ and B-BBEE, and provide the necessary certification as evidence of that compliance gives you a strong competitive advantage and increases your chances of being awarded a contract.

Through the provision of more detailed information about your business this will serve to strengthen your business relationship with your client organisation, and help you to build new ones.

Increase visibility and generate new business opportunities

The Construction Africa Community offers suppliers a unique and strong marketing tool for their business. By putting your company in front of key decision makers, it provides a gateway for new business with all member buying organisations in the Community, including Aveng. Having the opportunity to demonstrate the full capability of your business to supply at a click of a button is worth its advertising weight in gold.

Benefit from efficiencies and save time, effort and money

Registering in the Construction Africa Community takes the hassle out of procurement and cuts down the associated administration time and costs with just one single point of entry for all data relevant to the supplier pre-qualification process. Furthermore, by only having to complete one pre-qualification questionnaire that meets the basic sourcing requirements of all member organisations of the Construction Africa Community, it provides your business with a labour-saving and cost-effective means to remain compliant

Ensure buyers have access to your latest company information

As the data is owned by you, this means that you can ensure that it is up-to-date and accurate at all times and guarantee that buyers have your latest company information to hand when undertaking sourcing activities, therefore increasing your chances of appearing in relevant search results. With 24/7 access to the Achilles system, you can update your information when it suits you.

Technical Issues and Support

What languages is the Construction - Africa Community questionnaire available in?

Currently, the Community questionnaire is available in English only.

What happens if I can't login?

If you're having trouble logging in you can request a new password notification email by contacting Achilles at construction.africa@achilles.com and they will assist you.

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 company. There is no limit to the number of users from a system perspective.

How do I attach a document?

To attach a document you will need to:

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

Supported document formats include: .jpg .jpeg .png .rtf .pdf

What happens if I need to make any changes to my questionnaire?

Once your questionnaire has been submitted to Achilles for data validation, you cannot make any changes to your questionnaire until it has been checked and published by Achilles (other than as part of the data validation process where issues have been raised directly with you).

Once a questionnaire has been published, you can make changes at any point in time. If you make any changes to your questionnaire(s) you will need to save your changes and re-submit your questionnaire for data validation.

Once your changes have successfully passed the Achilles data validation process, your updated information will be published and made available to authorised persons within Aveng.

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

If any issues or inconsistencies with the information you have provided in your questionnaire(s) are flagged up during the data validation process, you will receive an email from Achilles listing the issues you need to address. It is important that you address these issues as soon as possible.

Please be aware that until all issues have been successfully and satisfactorily resolved, your questionnaire cannot be published and will not be accessible to Aveng.

What happens if the information I provided goes out of date?

You will be informed by Achilles before the data you have provided expires. We recommend that you update this information as soon as possible to ensure that Aveng and other buying organisations have access to your most up-to-date information and latest certification.

I don't have all of the information being asked for; what do I do?

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

Remember, that until your information has been fully completed, submitted and has successfully passed the data validation process, it will not be visible to Aveng or other buying organisations in the Community.

Can I provide any pricing information on my company’s products and services?

No, you cannot provide any pricing information in your registration. You may be asked to provide detailed product & services pricing information if you are invited by Aveng to submit an offer for a contract. This process is managed by Aveng.

How can I contact Achilles?

<p>Achilles Head Office 30 Western Avenue Milton Park, Abingdon Oxfordshire OX14 4SH United Kingdom</p>	<p>Achilles Website: www.achilles.com/construction-africa</p> <p>Aveng Website: http://www.aveng.co.za/become-supplier/aveng-supplier-registration-system</p>
	<p>For enquiries related to the Aveng Supplier Registration Process, email: aveng@achilles.com</p> <p>For enquiries related to the Construction Africa Community, email: Construction.africa@achilles.com</p>