

Frequently Asked Questions (FAQ) for Suppliers

Achilles Construction Africa Community



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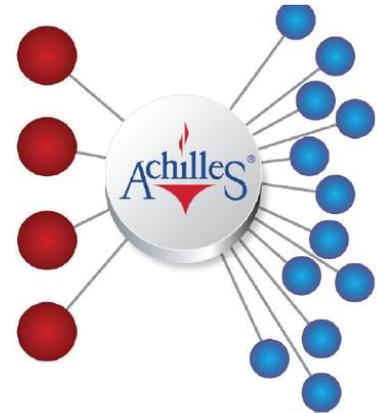
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Overview

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.



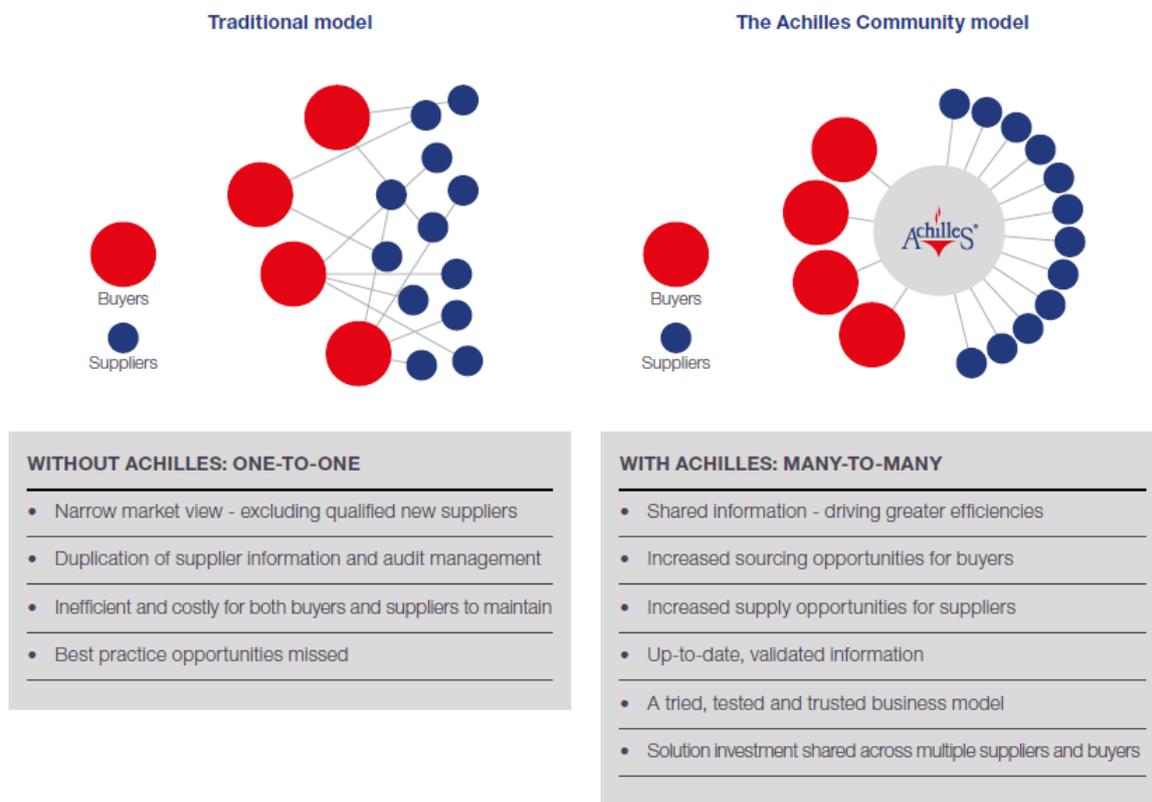
Data is maintained at a minimum via the annual renewals process. Suppliers, however, can update their company information at any point in time. This ensures that buyers have access to real-time information at all times. The net result - the time, cost and risk associated with procurement activities is 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. 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 buying organisations with the on-boarding of their suppliers into the Achilles Construction Africa Community, as well as to manage the Audit Process with suppliers.

Achilles' role is to assist suppliers 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 is accurate and up-to-date. It is furthermore their task to flag up directly with each supplier any issues or inconsistencies with the submitted data, and to work with them to resolve these quickly and efficiently.

As soon as a supplier's information has successfully passed the data validation process, it will be published by Achilles into the Construction Africa Community, and made available to all registered buying organisations.

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

Is there only one registration level?

The Registration Process may comprise several stages in line with the business requirements of the inviting buying organisation. These can be as follows:

1. **A Client-specific Supplier Registration System** (Stage 1)

This captures basic company details as well as information that relates to your business relationship with your customer. There are no costs associated with this part of the registration process as all costs are borne by your direct customer. If a buying organisation chooses to implement a Supplier Registration System, they generally require all current suppliers to register in this. This then serves as a filter to decide which suppliers are required to complete Stages 2 and 3.

2. **The Achilles Construction Africa Community Registration** (Stage 2)

This captures input related to critical compliance areas such Safety, Health, Environment & Quality (SHEQ); Broad-Based Black Economic Empowerment (B-BBEE); financial and legal, and is a much more comprehensive registration process.

Community Registration is subject to an annual subscription fee that is payable directly to Achilles. Some organisations opt not to implement a Supplier Registration System, but choose to use the Community as their only supplier register/compliance system. Voluntary or potential suppliers are required to register at this level. For more information on fees, go to **Annual Subscription Fees**

3. **On-site Audit** (Stage 3)

If a buying organisation requires a supplier to undergo an audit, a separate communication will be issued covering these requirements. Audits are generally initiated following completion of the Community Registration process.

Suppliers may be asked by their direct customer to undergo an audit based on pre-determined risk criteria; alternatively, suppliers may elect to undergo an audit as part of their business improvement strategy. To find out more email enquiries@achilles.com

Joining the Construction Africa Community

There are two ways to join:

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

Community Registration Process by Direct Invitation:

| Process | Buying Organisation (Client) | Achilles | Supplier |
|---|--|--|---|
| Invitation | Buying Organisation sends an invitation to register to the supplier | Achilles contacts the supplier with instructions on how to commence registration | Supplier clicks on the "Join the Construction Supplier Pre-qualification" button on the Achilles Website Construction Supplier Pre-qualification Home Page |
| Account Creation | | | Supplier creates an account with Achilles (only for suppliers who are not yet registered with Achilles) - registered suppliers use existing login credentials |
| Application | | | Supplier completes the initial application process to determine the level of subscription fee required |
| Subscription Payment | | Achilles sends a link to the online questionnaire to the supplier as soon as payment has been received | Supplier pays the annual subscription fee in order to gain access to the online questionnaire |
| Community Questionnaire Completion and Submission | | | Supplier completes the questionnaire and submits to Achilles for data validation |
| Data validation | | Achilles checks and validates the information - several iterations may be required before a questionnaire is fully validated | |
| Data publication | Supplier data is made available to all registered buying organisations | Achilles publishes the questionnaire | |

As a potential or voluntary supplier to the Community - If you are looking to pursue business opportunities with any of the member buying organisations registered in the Community, you can register as a potential supplier 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

Community Registration Process for Potential (Voluntary) Suppliers

| Process | Buying Organisation (Client) | Achilles | Supplier |
|---|--|--|---|
| Joining the Community | | | Supplier clicks on the "Join the Community" button on the Achilles Website Construction Africa Home Page |
| Account Creation | | | Supplier creates an account with Achilles (only for suppliers who are not yet registered with Achilles) - registered suppliers use existing login credentials |
| Application | | | Supplier completes the Initial application process to determine the level of subscription fee required |
| Subscription Payment | | Achilles sends a link to the Community questionnaire to the supplier as soon as payment has been received | Supplier pays the annual subscription fee in order to gain access to the Community questionnaire |
| Community Questionnaire Completion and Submission | | | Supplier completes the questionnaire and submits to Achilles for data validation |
| Data validation | | Achilles checks and validates the information – several iterations may be required before a questionnaire is fully validated | |
| Data publication | Supplier data is made available to all buying organisations in the Community | Achilles publishes the questionnaire | |

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

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 the Registration Checklist (Achilles Construction Africa Community), which can be downloaded from the [Achilles](#) website.

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.

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 the customer that invited them to register.

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 your customer or to 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 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 that apply to the Construction Africa Community:

1. Contractor Protocol – this Audit protocol is for suppliers that deliver services on-site at their customer's premises;
2. Manufacturer Protocol – this Audit protocol is for suppliers that supply raw materials and/or manufactured products and install these on-site at their customer's premises.

Audits are delivered on-site at your premises and take between one and two days depending on the size of your organisation.

Audits are subject to additional costs and are not included in the subscription fee. 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.

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 all buying organisations in the Community.

Supplier Information, Data Management and Confidentiality

Who has access to my information?

Information provided as part of the Construction Africa Community questionnaire will be made visible to all authorised persons in all buying organisations registered in 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 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?

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.

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 to 10 | 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 your customers – current and prospective
- Customer Support
- The opportunity to demonstrate your capability to supply to all buying organisations registered in the Community

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

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. 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 from registered buying organisations.

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 registered buyers.

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 your customer 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 buyers from member buying organisations of the Construction Africa 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 a registered buying organisation to submit an offer for a contract. This process is managed by the organisation in question.

How can I contact Achilles?

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| <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> <hr/> <p>For enquiries related to the Aveng Supplier Registration Process, email: aveng@achilles.com or call +27 105 007983 (for suppliers based in South Africa) or +421220992342 (for all other suppliers).</p> <p>For enquiries related to the Construction Africa Community, email: Construction.africa@achilles.com</p> |
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