



# GROUP SOURCING COMMUNICATION

Dear Business Partner

## SUPPLIER ONBOARDING PROCESS

Santam considers its suppliers as business partners and an extension of the Santam brand. As part of the sourcing process in developing a diverse, resilient and sustainable supply chain, it relies on its suppliers to conduct business transparently and credibly. This page allows potential suppliers to familiarise themselves with the basic information required/necessary for the supplier onboarding process. The information supplied is specific to the various categories in the Santam supply chain and may require further mandatory compliance and governance to complete the onboarding process.

### How to register to become an approved-preferred supplier

Santam Group Sourcing: Claims Procurement are responsible for engaging existing and prospective suppliers when it comes to meeting our business needs. We will not always have an open and active application process available for suppliers to respond to. It is important to first contact one of the staff (details are listed below) to enquire about whether there is an open application before just going to register on the Santam vendor portal. The list of required documents below, provides an indication of the types of information that your business will need when you apply. Ensure that you have these available and that they are not expired.

#### Standard Governance & Compliance Requirements:

NO.	COMPLIANCE DETAIL	ADDITIONAL INFORMATION
1.	CIPC	Latest CIPC document with all directors' detail
2.	IDs	Provide IDs of all directors
3.	Bank Letter	Confirmation of bank letter (stamped no later than 3 months ago)
4.	Tax Pin Document	Valid good standing certificate. Tax pin document status needs to be in good standing, NOT tender.
5.	BBBEE certificate	SANAS, EME, sector approved BEE certificate
6.	Business Insurance	Public liability, Fire, Theft insurance certificates
7.	Company Profile	Updated company profile with evidence of your latest project and workshop.

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**Over and above the standard governance & compliance requirements**, we will also request the following documentation from your business. *(Please note that you will only need to submit these documents if you offer the service which you would have ticked on the Services tab.)*

## Plumbing

- Proof of active membership of either association – PIRB, IOPSA, Department of Labour.
- Copy of front and back of the plumber's member card that must match your business name.

## Electrical

- Copy of front and back of the electrician member card that must match your business name.
- Proof of active member of either association – ECB, ECA, Department of Labour

## Building

- Proof of active membership in either association – NHBRC, MBSA

## Professional Claims Services

Each assessor employed within the assessing company:

- A CV per assessor, with a minimum of three years or more relevant experience as an assessor in short-term insurance.
- Adequate or acceptable criminal record clearance certificate per Assessor (at the discretion of the insurer).
- Motor assessors require an Audatex certification and/or refresher course within past 3 years.
- Motor assessors require Vehicle Damage Quantification Governance Body of South Africa (VDQGBSA) membership.
- Quantity Surveyors and Engineers require Proof of membership to Professional bodies / associations / affiliations.
- Quantity Surveyors and Engineers require Proof of Qualifications for each professional.

## Retail

### Jewellery Suppliers

- Authorized Distributor documentation – documentation reflecting that your company is authorized to sell branded products and that your company holds a valid Distributor license per brand.
- Jewellery Council of South Africa Membership confirmation letter – please upload your company's most recent Jewellery Council of South (JCSA) membership letter
- Jewellers Permit – it is required that all Manufacturing Jewellers hold a Jewellers Permit, which is a legal requirement in terms of the Mining Charter and Precious Metals Act. This will be excluding the silversmiths. If the manufacturing of jewellery is outsourced, Jewellers Permit(s) for all third parties. Please load the required documentation on the portal

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- Technician/Goldsmiths/Watchmaker/Valuator certification (qualification) documentation – certification (qualification) documentation for all technicians, goldsmiths, watchmakers and valuers employed by your company.
- Gold licence – this is required for Manufacturing Jewellers
- Diamond Dealer licence
- Photos of the business premises (internal and external), clearly reflecting signage indicating business name, contact details and business hours needs to be clearly visible from the outside. Customer reception photos also to be provided.
- Photos of workshop (for Manufacturing Jewellers) with relevant tools/equipment and photos/details of security systems in place e.g. jewellery safe, CCTV, etc.
- For repairs, evidence of a standard measure of control for items booked in for repairs, either manual or system driven.
- Digital Assessment Capabilities – providing pictures is a part of the quotation process, please provide evidence of your company's equipment for this.
- Office administration and equipment – examples of invoices, quotations and equipment use for digital assessment
- OHS and Covid 19 regulations – relevant documentation and procedures to be in place, evidence to be provided.

## **Damage Reporting & Repair Suppliers**

- Insurance documentation - valid adequate Public Liability (PLI), Fire, Theft and Goods-In-Transit (GIT) Insurance to cover all eventualities in terms of Non-Motor Salvage items at any given time. which is to remain in force during the duration of the agreement. Such events include, but are not limited to, damage or loss to due to gross negligence, etc.
- Repair Technician Qualification documents/Certificates, including OEM Training Certificates.
- Warranty letter confirming workmanship warranty period.
- Proof of safeguards/security systems/access controls that your company has in place to keep Santam's Non-Motor Salvage items secure whilst in your company's possession.
- Photos of the business premises (internal and external), clearly reflecting signage indicating business name, contact details and business hours needs to be clearly visible from the outside. Customer reception photos also to be provided. • **Photos of workshop** (for Manufacturing Jewellers) with relevant tools/equipment and photos/details of security systems in place e.g. jewellery safe, CCTV, etc.
- For repairs, evidence of a standard measure of control for items booked in for repairs, either manual or system driven.
- Digital Assessment Capabilities – providing pictures is a part of the quotation process, please provide evidence of your company's equipment for this.
- Office administration and equipment – examples of invoices, quotations and equipment use for digital assessment
- Also provide evidence of companies' complaints handling procedure.

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## Non-Motor Salvage Suppliers

- Insurance documentation - valid adequate Public Liability (PLI), Fire, Theft and Goods-In-Transit (GIT) Insurance to cover all eventualities in terms of Non-Motor Salvage items at any given time. which is to remain in force during the duration of the agreement. Such events include, but are not limited to, damage or loss to due to gross negligence, etc.
- A copy of the company's **valid** Second-Hand Goods Salvage Dealer registration membership certificate for all classes of Salvage goods, as prescribed in the Second-Hand Goods Act.
- Proof of safeguards/security systems/access controls that your company has in place to keep Santam's Non-Motor Salvage items secure whilst in your company's possession.
- Photos of all company upliftment vehicles, details to be provided in terms of number of vehicles, their load-bearing capacity, vehicle branding, staff uniforms, etc.
- Photos of the business premises (internal and external), clearly reflecting signage indicating business name, contact details and business hours needs to be clearly visible from the outside. Customer reception photos also to be provided.

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## CONTACT PERSONS FOR THE COMMODITIES:

PORTFOLIO	CONTACT PERSON	CONTACT DETAILS
Non-motor	<b>Ashlee Naidoo</b> Procurement Manager	Ashlee.Naidoo@santam.co.za
Non-motor (All portfolios)	<b>Mpfuxelelo Makondo</b> Sourcing Specialist	Mpfuxelelo.Makondo@santam.co.za
Retail, External Assessors, Quantity Surveyors & Engineers	<b>Adéle Abrahams</b> Sourcing Specialist	Adele.Abrahams@santam.co.za
Retail, External Assessors, Quantity Surveyors & Engineers	<b>Boipelo Dooka</b> Contract Officer	Boipelo.Dooka@santam.co.za
Building & Plumbing	<b>Noma Lupuwana</b> Contract Officer	Noma.Lupuwana@santam.co.za
Building & Plumbing	<b>Hendrico Kokum</b> Contract Officer	Hendrico.Kokum@santam.co.za
Building & Plumbing	<b>Courtney De Jong</b> Junior Sourcing Specialist	Courtney.deJongh@santam.co.za
Non-motor (All portfolios)	<b>Lylle Cornelius</b> Procurement Administrator	Lylle.cornelius@santam.co.za