

RETAIL SUPPLIER ONBOARDING COMMUNICATION

Dear Business Partner

MIGRATION TO AN ONLINE VENDOR MANAGEMENT SYSTEM

Santam has migrated to an Online Vendor Management System called **Searchlight** to manage Supplier information.

It is now the Supplier's responsibility to register on the system via the Santam Online Vendor Portal and continuously maintain their own company information on the portal.

New retail supplier applications (no supplier/vendor number)

NOTE: Please follow these steps:

1. E-mail your company profile document to the relevant contact person for your area for assessment.
2. A business need assessment will then be done and you will be advised whether a business need exists to add your company as a **retail supplier** for Santam.
3. If a business need is identified, you will then be requested to follow the steps for registration on the Santam Online Vendor Portal.
4. If a business need does not currently exist, your company details will be kept on file should a need arise in future.

Existing/current retail suppliers with a supplier/vendor number

NOTE: Please follow the steps below to register on the Santam Online Vendor Portal. Your company's supplier/vendor number means that you have provided Santam with goods and/or services before and your vendor number was loaded for payment. This does not necessarily constitute a contract with Santam.

Kindly register your company on the Santam Online Vendor Portal by using the following steps and the attached user guide:

1. Use the following link only to access the Santam Online Vendor Portal (and not the link in the-mail or sms):
<https://supplier.santam.co.za/slvp>
2. You have to sign up first in order to receive your username and password (see Screenshot 1 below). The person signing up on the portal on behalf of your company will need to use their cellphone number and e-mail address as information in this regard, as portal access information will be sent to these contact details.
3. You will NOT receive an e-mail/sms with a username and password immediately. If you are an existing vendor, Santam Group Sourcing will need to link your web registration to your existing record first. Only then will you receive the username and temporary password. This may take a day or two.
NOTE: The temporary password (OTP) is valid for 1 hour only. Enter the username and use the "Forgotten Password" option to re-set your temporary password if expired.
4. Log in using the username and temporary password (OTP), then enter the temporary password (OTP) received again (in the *Old Password* field), then enter your own password and re- enter same to confirm.
5. Complete your Company/Entity registration by selecting the hyperlink "My Company/Entity Details" (See Screenshot 2 below).

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6. All sections under “My Company/Entity Details” must be completed, incomplete information cannot be processed.
7. Registration enquiries and requests for technical assistance can be sent to supplierportal.support@santam.co.za

Failure to register your company on the Santam Online Vendor Portal could potentially result in your supplier vendor record being discontinued and eventually being made inactive.

The attached User Guide will assist you in registering on the Santam Online Vendor Portal, please ensure that this is done as soon as possible in order to avoid the abovementioned action being taken.

Please notify the Retail Procurement team once you have registered on the portal by sending an e-mail to the relevant person for your region:

SOURCING AND CONTRACTS FOR REGIONS

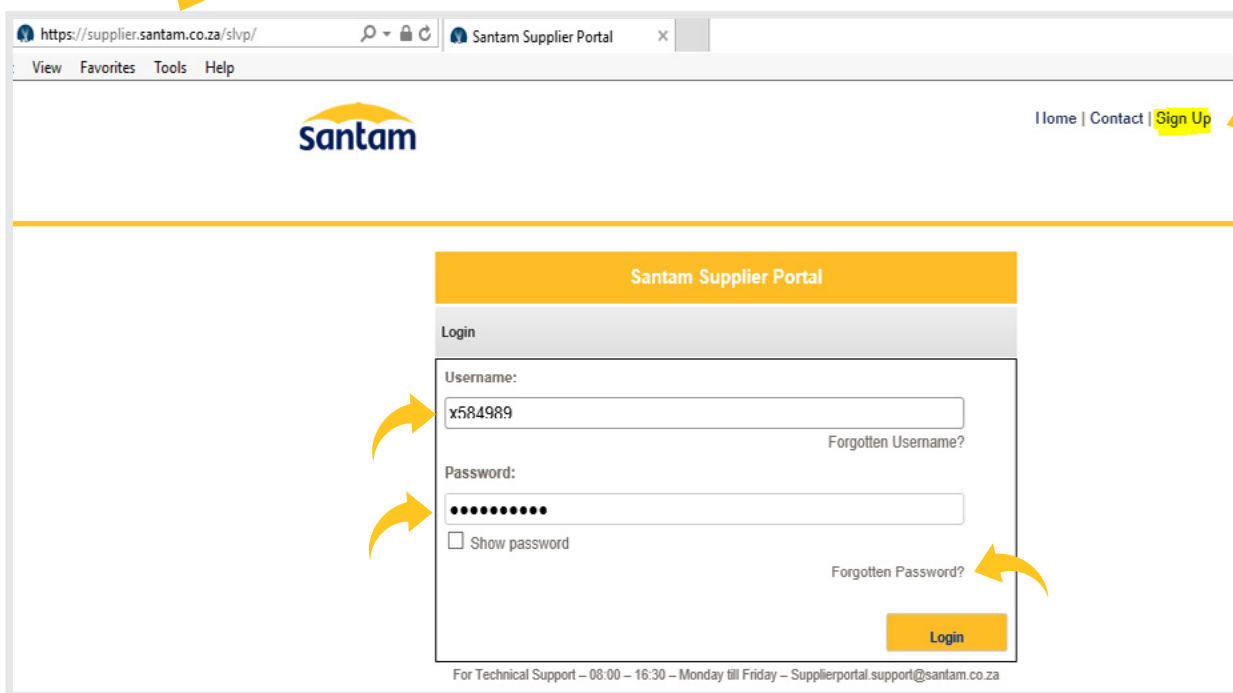
Retail claims including, but not limited to the commodities below:

Jewellery, consumer electronics, appliances, bicycles, cell phones, furniture, office automation equipment, medical equipment, personal replacement items (eyewear, clothing, sports goods/equipment, etc.).

PORTFOLIO	CONTACT PERSON	EMAIL ADDRESS AND CONTACT TELEPHONE NUMBER
All repair, damage assessment, replacement suppliers. Non-motor salvage suppliers.	ADÉLE ABRAHAMS Region 1 Johannesburg, Pretoria, Mpumalanga, Limpopo, North West, Free State	adele.abrahams@santam.co.za 021-915 7865
All repair, damage assessment, replacement suppliers. Bicycle suppliers.	SETHU MZAMO Region 2 KwaZulu-Natal, Eastern Cape, Western Cape, Northern Cape	sethu.mzamo@santam.co.za 021-915 7029
Retail procurement manager	ASHLEE NAIDOO	ashlee.naidoo@santam.co.za 021-915 7725

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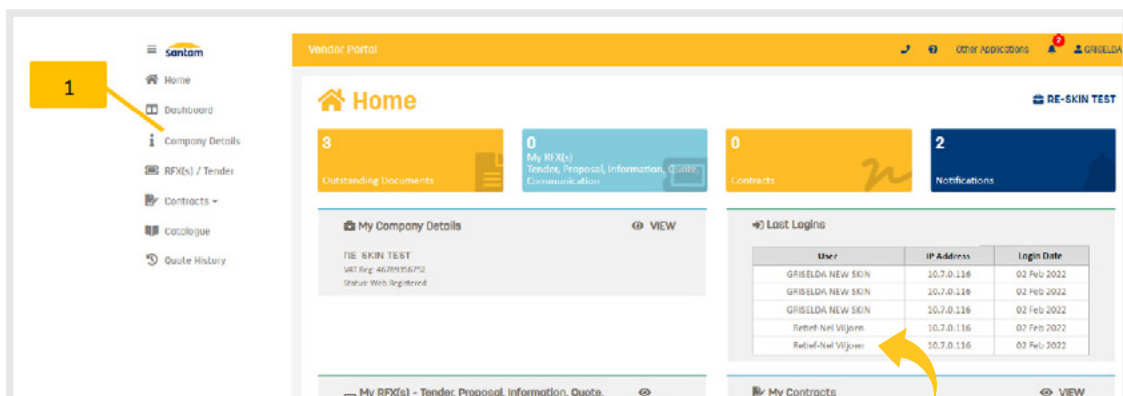
Screenshot 1



Screenshot 2

Complete/update your company details.

Once you have logged in, select *MyCompany/Entity Details* on the landing page.



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As part of the registration process, you will be **required to upload mandatory supporting documentation** for your business as follows. Additional supporting documentation may be requested based on the services selected. **Without these mandatory documents, Santam cannot proceed any further with the registration process:**

1. Full latest Companies and Intellectual Property Commission (CIPRO) documentation for the company registered on the portal.
2. ID copy of all active director(s) listed on CIPRO documentation.
3. Valid BBBEE certificate (SANAS accredited agency) or valid BBBEE affidavit signed by a Commissioner of Oaths.
4. Valid SARS Tax Clearance Certificate – Good Standing must be listed as the purpose of the request. The PIN will be verified during vetting.
5. Bank letter confirming banking details for the business, **letter should not be dated older than 3 months.**
6. Proof of insurance for the business, reflecting cover for public liability, fire and theft. The insurance schedule is the preferred document.

Over and above the standard governance 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 section.)

Jewellery suppliers

- **Authorised distributor documentation** – documentation reflecting that your company is authorised to sell branded products and that your company holds a valid distributor license per brand.
- **Jewellery Council of South Africa Membership confirmation letter** – please include 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
- **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 as part of the quotation process.
- **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.

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DISCLAIMER: The abovementioned list of high-level documents for Jewellery applicants is not exhaustive and Santam reserves the right to request additional information/documentation depending on the category of Jewellery services to be provided.

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 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.

DISCLAIMER: The abovementioned list of high-level documents for non-motor salvage applicants is not exhaustive and Santam reserves the right to request additional information/documentation depending on the category of Non-Motor Salvage services to be provided.

Kind regards

THE SANTAM RETAIL PROCUREMENT TEAM

www.santam.co.za