# Supplier Training Material

Borregaard Ivalua



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# 01. Supplier self registration



# Supplier self registration (1/3)

### Self registration (1/3)

First, go to the Borregaard@Ivalua Portal,

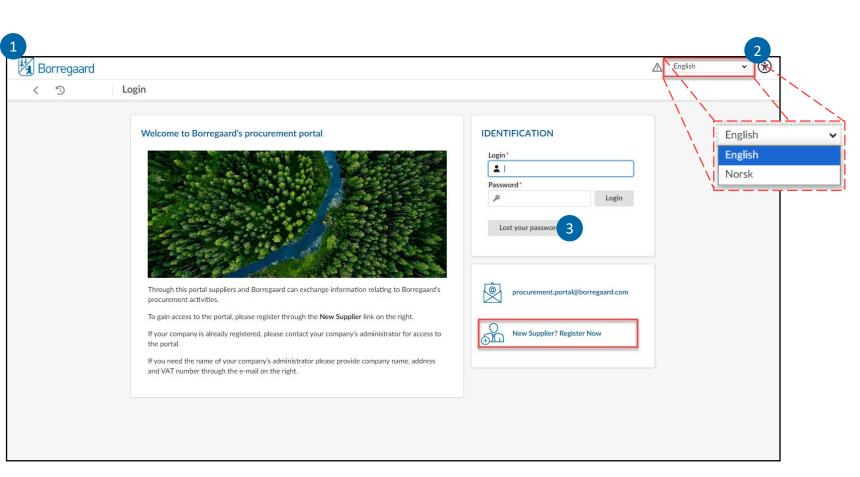
1 which can be found at suppliers.borregaard.com

You can change the language by clicking on

2 the language dropdown menu in the top right corner of the screen

Click on the New Supplier? Register Now link,

**3** to register a new supplier through the self-registration page





### Supplier self registration (2/3)

### Self registration (2/3)

Enter the character as they appear in the

4 captcha and click the **Submit** button NB: Does not need to be in capital letters.

Under the **Company Information** section and

5 Address, complete the mandatory fields which are marked with a red asterisk (\*)

Fill in the **Organization Number** under Help us identify your company.

6 NB: Note that the fields will depend on the country your organization is registered in. VAT number is mandatory for Norwegian organizations.

:		:
		-
• • •		
	aracters as they appear abo	



Company ir	formation	
Legal Name*		
Address		
Address Label		
Address Line 1	-	
Search for an Address Line 2		<u>e</u>
Zip Code	City	0.0
Country*	State/Province	en
Мар	Satellite	
NORTH	EUROPE Atlantic Ocean AFRICA	
	SOUTH MERICA Ind	ian OCE



### Supplier self registration (3/3)

### Self registration (3/3)

Under the **Contact Information** section, fill in the mandatory fields and create a password.

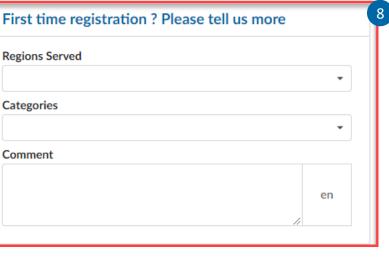
7 NB: The email address and password will be what you use to log in to the solution in the future

Select a category that describes your

- 8 business in the First time registration? Tell us more section
- 9 Enter the character as they appear in the captcha.
- 10 Click Register at the top of the screen

Once the registration has been reviewed by Borregaard, you will get an email notification when the registration has been approved, or if additional information is required

First Name*					
			Regions	Served	
ast Name*					
Email*			Categor	ries	
Position *			Comme	nt	
	en				
Password*					
Confirm password*					
× Passwords should match.					
<ul> <li>The password must contain at least 1 uppercase</li> <li>Password must contain at least 1 lowercase cha</li> </ul>					
× Password must contain at least 1 digit(s)					
<ul> <li>× Password must contain at least 1 non-alphanum</li> <li>× Password must contain at least 8 characters</li> </ul>	neric characte				
			9	10	
				B	Re
ter the characters as they appear above*					







# 02. Accessing and navigating the Borregaard Ivalua Portal

🛃 Borregaard

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### First time login

#### First time login

- The login page for Borregaards procurement portal
- To login, enter your login credentials and
- 1 password in the Identification, and click on the Login button
- If you have forgotten your password, click on 2 the Lost your password? button

If you do not have the login and password details, please contact the person at your company who is responsible for your access to Borregaards procurement portal.

3 If you do not know this, or the person has left the company, contact Borregaard through the procurement.portal@borregaard.com, providing your company's name, address and VAT number.

The first time you login to the system, you have to accept Borregaards general terms of use for the system, by clicking in the "I accept the terms and conditions" check box, and clicking on the Acknowledge button, before you can access the system.

Borregaard				A English	~ 🔅
< 'D	Login				
	Welcome to Borregaard's procurement port         Image: Stream of the s	inge information relating to Borregaard's Rew Supplier link on the right.	IDENTIFICATION Login*  ▲ 1 Password*  Password* Login Lost your password? 2	3	
		Information that we process, and to provide We have created this GDPR compliance sta compliance program. It detricibes the impli- and measures to ensure engingle complianc <b>Our GDPR Principies</b> Biorespark <b>AS</b> takes the privacy and securit principles for processing personal informat • We will recores all encroand informat	Statement mined to ensure the security and protection of the personal a compliant and consistent approach to data protection. enserts to replan our approach to implementing our CDPR mentation of our data protection roles, policies, procedures, controls with CDPR. y of individuals and their personal information very seriously. Our na me: on takiny and tambility		
		to comply with legal and regulatory require Name Phone number Corporate F-mail address Login information IP Address The data will be shared with halus accordin by enterling this web service, you consent a if you do not accept Please contect your B	I information up to date for longer than is necessary aire registration and collection of the following personal information, ments related to Bornegaard's business operations: business operations: the their Privacy policy, see <u>Privacy Policy I Jahua</u> d accept the collection of personal information accordingly.		



### The Home Page

#### Home page overview

#### Quick access

The quick access buttons can be used to directly

1 access relevant actions, such as your own company profile, or proposing a collaboration plan

#### Announcement

2 Displays useful information, links or announcements from Borregaard

#### **Onboarding Process**

3 Displays the supplier registration process and relevant items requiring attention by the supplier.

#### Indicators

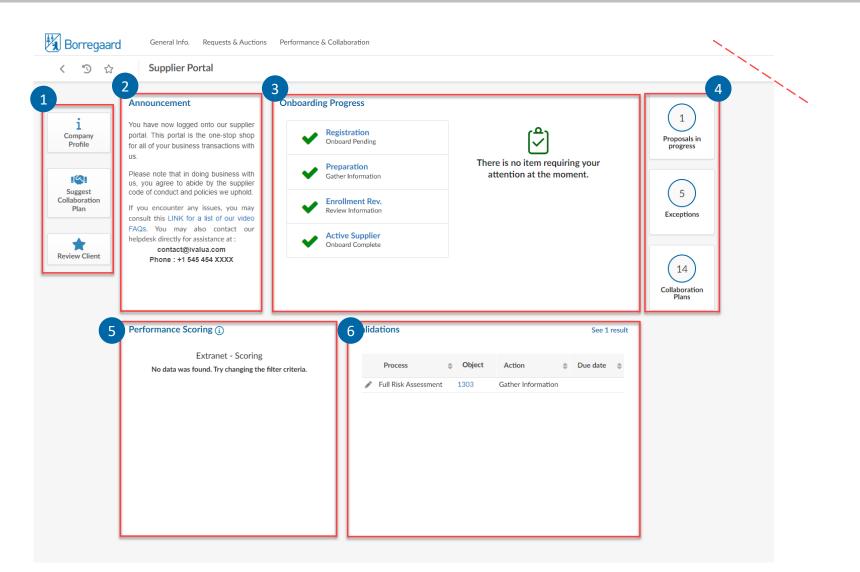
4 Displays the number of active proposals, exceptions or collaboration plans you are involved in. Also provides a direct link

#### Performance

5 Displays the performance score you have received from Borregaard

#### Validations

6 Displays the list of tasks that the supplier is asked respond to within the system





### The Home Page

#### Home page overview

#### Quick access

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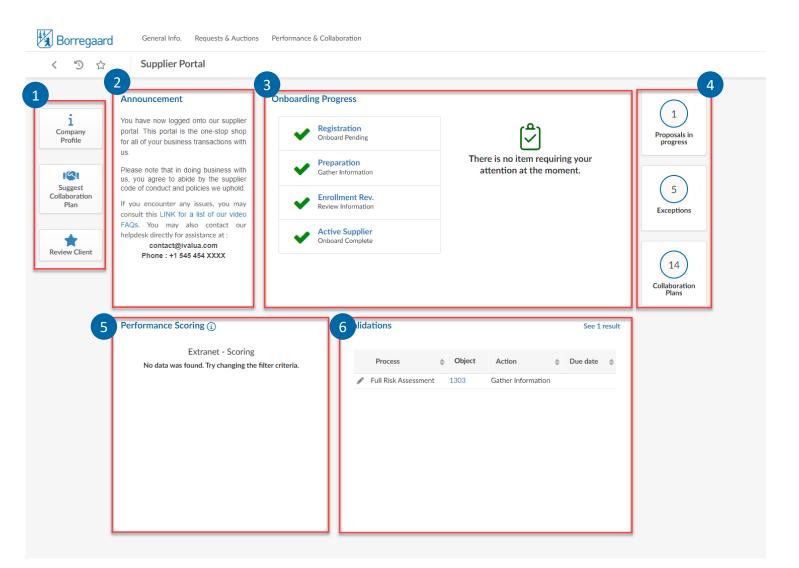
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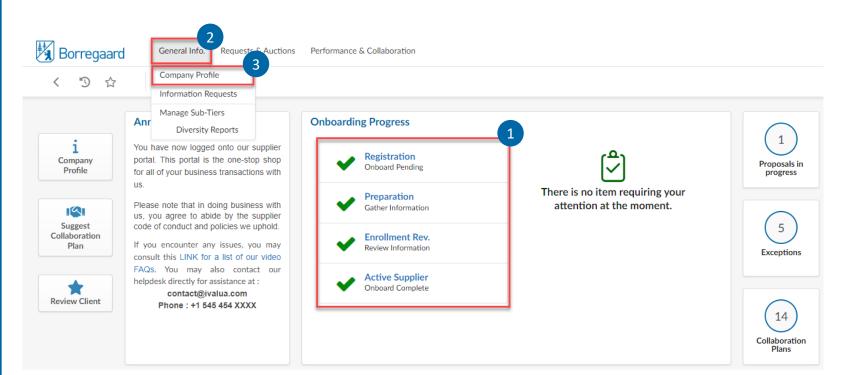


# Company Information (1/2)

### Company Profile: Company Information (1/2)

Once you've registered and logged in, you'll find yourself in the Supplier Portal. Here, the **Onboarding Progress** bar shows the status of

- 1 your enrolment as a supplier, tracking your progress from registration to becoming an active supplier.
- 2 Go to General Info on top of the page
- 3 Click on Company Profile





# Company Information (2/2)

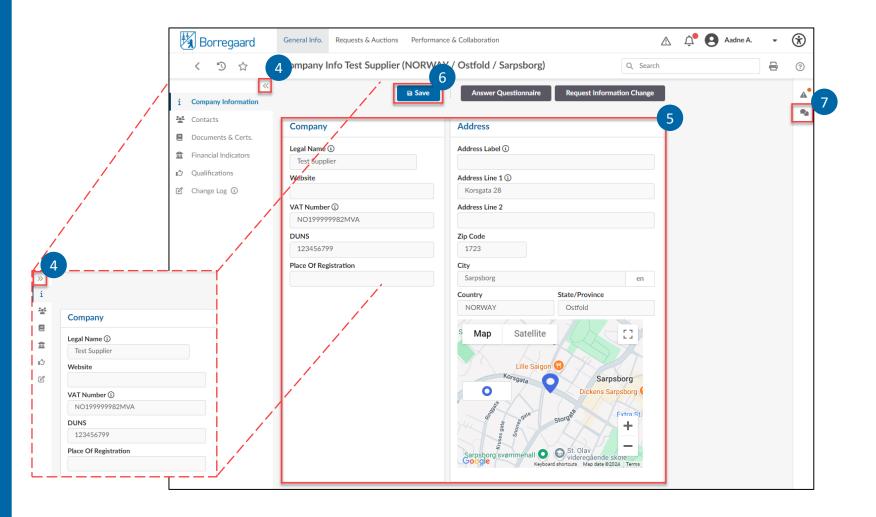
### Company Profile: Company Information (2/2)

The navigation tabs on the left side of the

- 4 screen can be expanded/minimized by pressing the >> or << icon, respectively
- 5 You can edit the information under the Company and Address section, if needed
- 6 Click Save after making the necessary changes

If you want to communicate with Borregaard, click on the **Speech bubble** icon

7 at the left side of the Company Information screen.





### **Communicating with Borregaard**

#### **Company Profile:** Communicating with Borregaard

Borregaards Ivalua solution allows you to communicate with Borregaard through a

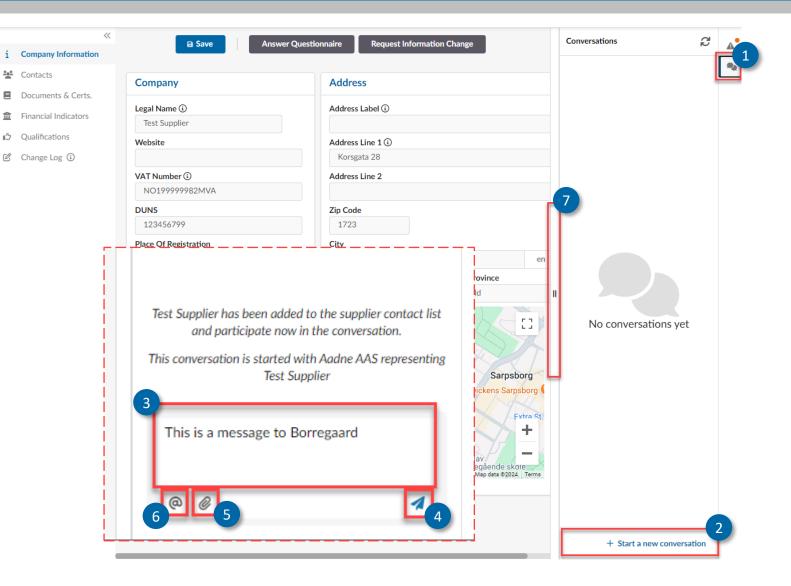
chat function.

You can show or hide the Conversation window by clicking the **speech bubble** icon.

- Click on + Start a new conversation to begin 2 a chat
- Type your message in the message box 3

Click on the **Blue paper plane** icon to send the message. Your Borregaard contacts

- Δ listed in the Contacts tab will be notified that you have sent a message
- You can attach a file by clicking on the 5 paperclip icon
- You can @ mention a user, as long as the 6 user is listed in the Contacts tab
- The size of the window can be altered by dragging the left line of the window





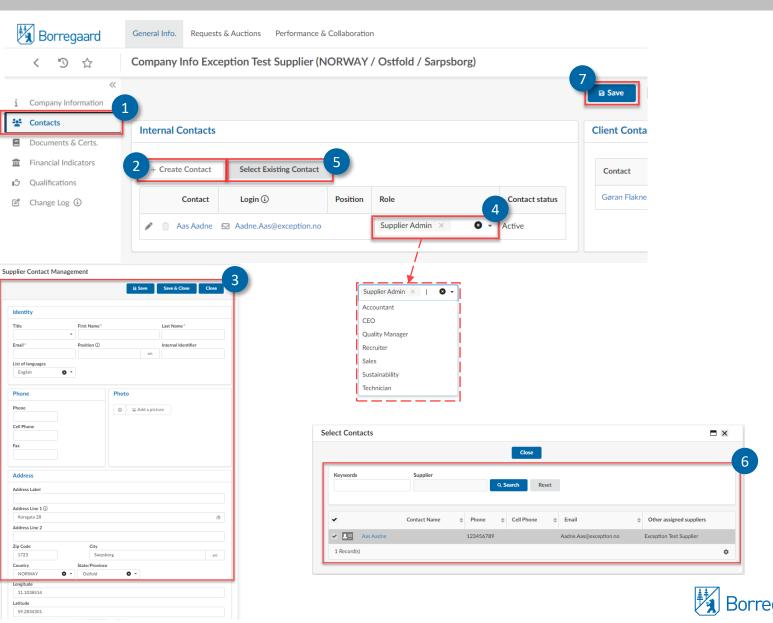
### Adding internal contacts

### Company Profile: Adding internal contacts

- Borregaards Ivalua solution allows you to add additional users, who can get access to the portal, and participate in proposals
- 1 Navigate to the **Contacts** tab on the left to add contacts to the sourcing project
- 2 Click + Create Contact to add a new contract
- 3 Fill in the mandatory fields and click Save & Close
- 4 You can select a **role** to the contact by clicking on the drop-down list
  - Another way to add a contact is by selecting
- 5 existing contact by clicking on Select Existing Contact

Use the search bar to locate the contact and then check the box next to their name. Once

- 6 you've selected the contact, click **Close** to confirm your selection
- 7 Click Save after adding the relevant contact



### Adding documents and certifications

### **Company Profile:** Adding documents and certifications

You can add documents, such as quality management documentation (ISO 9001, etc); Energy management certificatiations (ISO 50001 or similar) and health and safety documents (ISO 45001 etc)

Navigate to the **Documents & Certs.** tab on 1 the left

You have the option to upload any necessary documents and certifications. For instance,

2 you can click on Add Quality to upload any ISO 9001 certification or similar quality documentaton

Fill in the mandatory fields and Add the certification or document in the add a file.

- 3 The **Begin Date** is mandatory, and a default expiration date will be calculated from this, unless another Expiration Date is added
- 4 Click Save & Close

i	Company Information				Save	Answer	Questionnaire	Request Info	rmation Change
	Contacts	Keywords	Status					_	_
	Documents & Certs.			•	Archived Documents	Missi	ng Required Document	s Q Searc	ch Reset
1	Financial Indicators	Governance /Cor	npliance & Sustainable Pro	curement)					
	Qualifications			curementy					
	Change Log 3	2 Add Governance (	Compliance & Sustainable Procure	ment)					
		Att.	Document Type		≜ Document Name	9			≜ Begin Date
		st + 🛍	Suppliers own Code of Cor	Edit docu	ument : Quality		4		
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		1 Record(s)		Co	mments				
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# The onboarding process (1/2)

### Company Profile: The onboarding process (1/2)

Click on the **Borregaard logo** on the left top side to navigate back to the homepage

Once a supplier is created and onboarding starts, the Onboarding Progress table will advance to the next step, which is

2 Enrollment Review. At this point, the Category manager at Borregaard must approve the supplier to activate the supplier in the system.

If there are items that require your attention

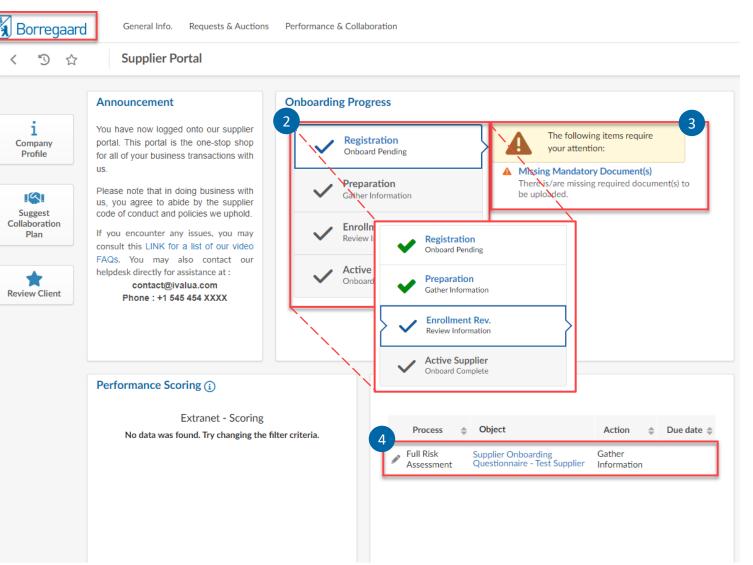
**3** as part of the onboarding process, these will be clearly displayed

Any validations, such as completion of the

4 onboarding risk assessment, will be listed in the Validations section

Once the Supplier Manager or Procurement Advisor has activated the supplier, the onboarding process is complete and the

supplier is now considered an active supplier. At this point, the Onboarding



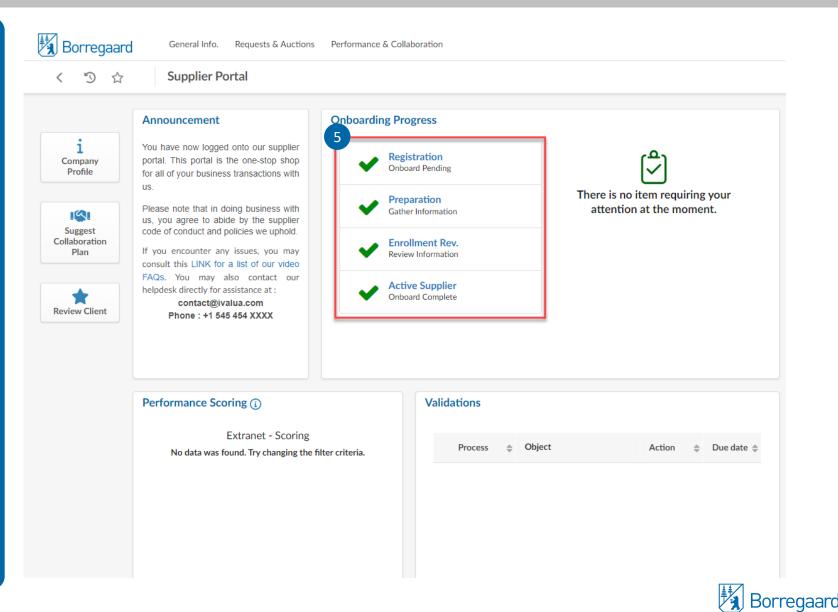


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# The onboarding process (2/2)

### Company Profile: The onboarding process (2/2)

Once Borregaard has approved the supplier onboarding, the onboarding process is complete and the supplier is now considered an active supplier. At this point, the Onboarding Progress table will advance to the final stage



# 03. Proposals

03.1. New proposals and accessing proposals

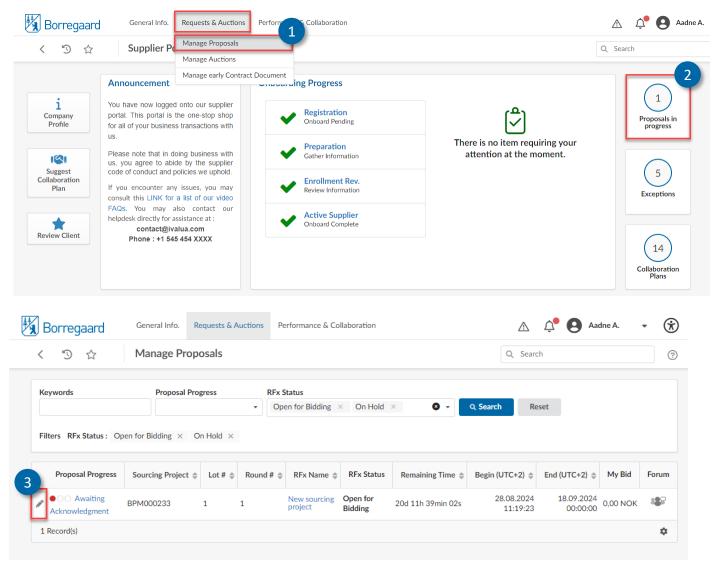




### New proposals and accessing proposals

#### Proposals: New proposals and list of proposals

- If you, or another registered user from your company, is invited by Borregaard to participate in a proposal, you will receive a notification through email. The email contains a link to the proposal.
- There are two ways of accessing the list of active and new proposals from the homepage:
- Go to **Request & Auctions** in the main menu and click on **Manage Proposals**
- 2 Click on the **Proposals in progress** indicator
  - To access a proposal, click on the **Pencil** icon to the left of the proposal.
- 3
- Any new proposal will have a RED traffic light, and the text **Awaiting acknowledgment**.





# 03. Proposals

03.2. Respond to and submit a proposal



# Responding to a proposal (1/6)

#### Proposals:

### Respond to and submit a proposal

When you have opened the new proposal, you need to acknowledge if you plan to submit a bid, or if you do not plan to submit a bid

- Click on the button I acknowledge receipt of 1 this RFx
  - Select your respond that you intent to
- 2 respond to the RFx, and click on the **Submit** button

If you select that you do not intend to bid,

**3** you are asked to provide a reason – this is optional

Borregaard	General Info. Requests & Auctions Performance & Collaboration		
< 3 公	New sourcing project (BPM000233) - Lot : 1 / Round	d:1	
i Overview		all contents of this RFx	
Info Discussions	Remaining time : 20d 11h 29min 12s - 🛕 No proposal has been sub	pmitted	Receipt acknowledged on 12.09.2024 15:45:02 (UTC+2)
<ul> <li>Discussions</li> <li>History</li> <li>My Team</li> </ul>	Acknowledgement To answer to this RFx, please acknowledge receipt I acknowledge receipt of this RFx		<ul> <li>To answer to this RFx, please confirm that you intend to bid.*</li> <li>WILL BID: our intent is to respond to this RFx.</li> <li><u>NO BID</u>: we will not be able to respond to this RFx.</li> </ul>
	RFx General Information Code BPM000233		
	RFx Name New sourcing project Lot # 1 Round # 1 Begin 28.08.2024 11:19:23 (UTC+2) End 18.09.2024 00:00:00 (UTC+2) Summary	Early Contract Docum	Receipt acknowledged on 12.09.2024 15:45:02 (UTC+2)         To answer to this RFx, please confirm that you intend to bid.*         WILL BID: our intent is to respond to this RFx.         NO BID: we will not be able to respond to this RFx.         Reason
			Submit



# Responding to a proposal (2/6)

### Proposals: Respond to and submit a proposal

- 4 Navigate to the Info tab on the left
  - You can give your proposal a title, and add an end date for how long your proposal is

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5 valid, and write a description under the General Information section

Any documents you want to include in your

6 proposal needs to be added in the Supplier Documents section

Overview 4	Save Download all contents of this RFx Validate & Submit Proposal Cancel Proposal	
Info		
Questionnaire	Remaining time : 20d 11h 08min 56s - 🛦 No proposal has been submitted	
Item	Acknowledgement Supplier Documents	
Discussions	Submission acknowledged on 28.08.2024 at 12:32	
History	5	
My Team	General Information	
	Label*	
	Proposal # 1	
	Validity End	
	Description	



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### Responding to a proposal (3/6)

### Proposals: Respond to and submit a proposal

- 7 Navigate to Questionnaire tab on the left The Overview shows the sections, and the number of questions in the questionnaire.
- 8 Once you start answering the questions, the number before the / will change, indicating how many questions you have responded to in that section

Click Access Questionnaire or the sections

**9** on the left to answer the question(s) that is part of the bidding

You may also download the questionnaire to excel, complete your answers in excel and upload via the 'Click and Drag to add file'

Borregaard General Info. Requests & Auctions Performance & Collaboration									
$\checkmark$ 5 $\land$ New sourcing project (BPM000233) - Lot : 1 / Round : 1									
i	« Overview	Save Download all contents of this RFx Validate & Submit Proposal	Cancel Proposal						
	Info Questionnaire	7 Remaining time : 20d 11h 07min 01s - ▲ No proposal has been submitted							
Û	Item Discussions	8 Overview Overview							
	History My Team	General Information     0 / 4     Supplier       Technical requirements     0 / 2     Exception Test Supplier       Organization     Answered by       Gynnild Gøran Flakne							
		Commodity L1 Indirect							
		Answer Questionnaire 9 R Download in Excel 2007-2010 format (xlsx) Download in Excel 97-2003 format (xls) CR Click or Drag to add a file							



### Responding to a proposal (4/6)

#### Proposals:

Respond to and submit a proposal

You can navigate between the sections of

- **11** the questionnaire in the tabs to the left of the questions
- 12 Mandatory questions are marked with a red asterisk \*

The Next button at the bottom of the

**13** questionnaire will navigate you to the next section

Borregaard	General Info. Requests & Auctions Performance & Collaboration	¢•
く う ☆	New sourcing project (BPM000233) - Lot : 1 / Round : 1	
i Overview	Save Download all contents of this RFx Validate & Submit Proposal Cancel Proposal	8
<ul><li>Info</li><li>Questionnaire</li></ul>	Remaining time : 20d 11h 02min 28s - 🛕 No proposal has been submitted	
<ul><li>Item</li><li>Discussions</li><li>History</li></ul>	Overview General Information Technical 0/2	
team My Team	General Information Please state your Company name	
	Answer*	12
	Please add your company website  Answer*	
	Please indicate the year of creation of your company	
	Answer*	13
		Borregaar

# Responding to a proposal (5/6)

### Proposals: Respond to and submit a proposal

- Navigate to the **Item** tab on the left 14
- The **Currency** field allows you to choose 15 the currency you want to bid in Under the Response section, enter the price and other input required, like price of Installation, Transport, 3<sup>rd</sup> party and documentation.

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All mandatory fields are marked with a red asterisk \*

**NB:** Be aware, the item price grid can vary, depending on the request setup. You may download the item grid in excel format, complete your answer in excel, and upload via the 'Drop your quotation form'

Borregaard	General Info. Requests & Auctions Performance & Collaboration	🛕 🗘 😫 Aadne A. 👻 🛞									
< "D ☆	New sourcing project (BPM000233) - Lot : 1 / Round : 1	Q Search 💮									
« i Overview	Save     Download all contents of this RFx     Validate & Submit Proposal     Cancel Proposal										
<ul> <li>Info</li> <li>Questionnaire</li> <li>14</li> </ul>	Remaining time : 20d 10h 41min 55s - 🛦 No proposal has been submitted	Remaining time : 20d 10h 41min 55s - 🛕 No proposal has been submitted									
Item     Discussions	Export / Import 17										
<ul> <li>History</li> <li>My Team</li> </ul>	월] Download in Excel 2007-2010 format (xlsx) 월] Download in Excel 97-2003 format (xls)	Drop here your quotation form (in Excel format)									
1	Currency*     Total       NOK     •       Total per currency       Keywords       Show unanswered items only       Q. Search       Reset										
	Response 0 Selected 16										
		nentasjon* 🗢 3.party* 🗢 NDT 🛈* 🗘									
	I3_1     Required Second item     20,00										
	I3_2     Required Third item     10,00										
	2 Record(s)										



# Responding to a proposal (6/6)

#### Proposals:

### Respond to and submit a proposal

- 18 Click on Validate & Submit Proposal on top of the page to submit the proposal
  - A summary of your response will be displayed in the popup

#### 19 Click on Submit my proposal

- Note, that you can, at any time before the proposal is submitted, cancel your proposal by pressing the **Cancel Proposal** button
- **Note**: It is very important that you remember to validate & submit your proposal, as your proposal is not considered valid until this has happened

		~~	a s			Download all conte		of this DEs	,	(alidata C	Submit Pro			Cancel Proposal	
i	Overview			ave			ents			anuate o	Submit Pro	posai			
8	Info		Remaining time : 20d 10h 29min 27s - 🛕 No proposal has been su	bmitte	d										
	Questionnaire														
Û	Item		RFx General Information	R	Fx [	Documents									
æ	Discussions		Code BPM000233					<b>T</b> and a		A.H.	Cashad		1		
	History		DEv Name		Tit	cie	•	Туре	÷	Att.	Contact	÷	Last N	Aodification (UTC+2)	₽

Do you really want to submit your proposal?	
<ul> <li>Once an offer is submitted, it cannot be modified. You will only be able to create a new one.</li> <li>2 / 2 items have been filled.</li> <li>6 / 6 questions have been filled.</li> <li>Total number of attached documents: 0</li> </ul>	
	19 Cancel Submit my proposal



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# 03. Proposals

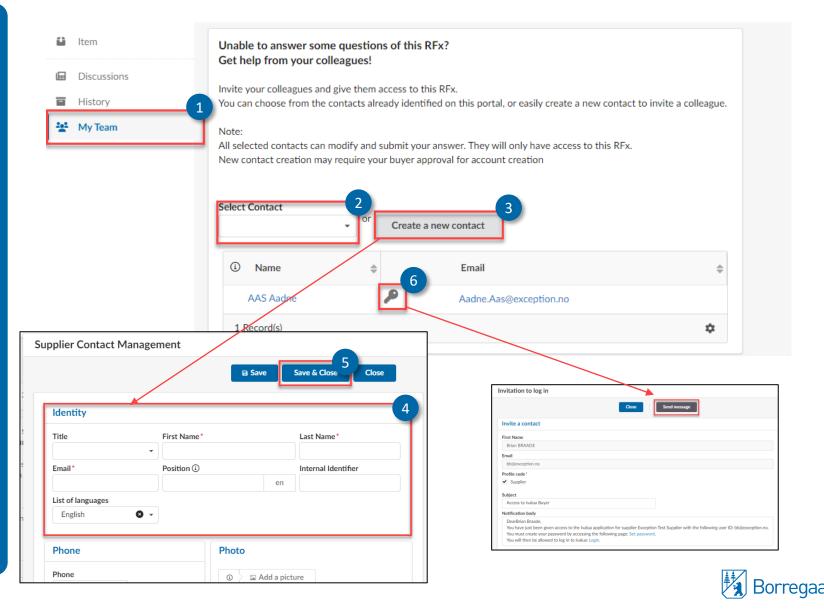
03.3. Adding team members to a proposal



### Adding team members to a proposal

#### Proposals: Adding team members to a proposal

- 1 Navigate to My Team tab on the left
  - My Team allows you to add contacts which give them access to the RFx
  - Note: All the selected contacts can modify and submit the response to the proposal
- 2 Select an existing contact by clicking on the 'Select contact' dropdown
- 3 If you need to register a new user for your colleague, click on 'Create a new contact'
  - **Complete the form** as a minimum add first
- 4 & last name, and the email address of the new team member and click Save & Close
- 5 Click Save & Close
- 6 Click the Key icon to and send a login activation email to your colleague
  - Your colleague will have to login, using the details in the email sent, to create a password, before they can log in



# 03. Proposals

03.4. Ask questions and request clarifications



### Asking questions and requesting clarifications

#### Proposals: Ask questions and request clarifications

- 1 Navigate to the Discussions tab on the left
  - This section allows you to send message to the owner of the proposal at Borregaard, and to see earlier messages that you have sent, or messages which have been sent to you in relation to this proposal
- Click the **Compose** button to create a new 2 message
- Make sure to always send your messages to 3 Procurement Responsible (Sourcing Project) Select a message type and fill in the subject
- 4 and the message body. You can also attach a file with the message.
- 5 When the message is ready, click **Send**

		~					
i	Overview						
	Info		Remaining time : 20d 08h 16min 23s - 🛕 Current proposal has not been submitted				
	Questionnaire						
0	Item	1	Keywords				
⋴	Discussions		Reywords	Q Search	Reset	Advanced Search	
	History						
::: 	My Team		2 Compose			D Message History	
			0 Record(s)		Fr	essage Type * Clarification om Aas Aadne bject * end To Responsible (Sourcing Project) × *	4



# 03. Proposals

03.5. Replace & submit new proposal



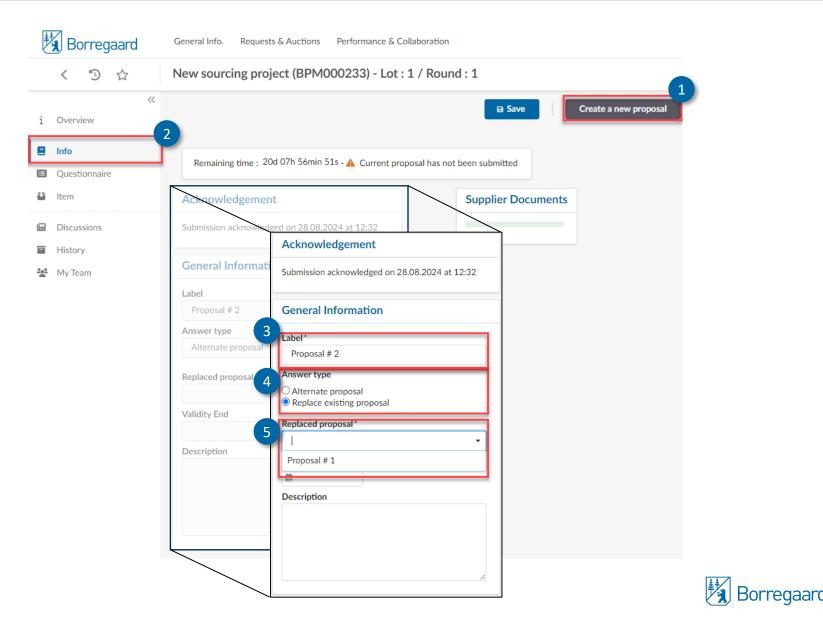
### Replace & submit new proposal

### Proposals:

#### Replace & submit new proposal

On an exiting proposal you have submitted:

- 1 Click on **Create a new proposal** on top of the page to replace the old proposal
- 2 Go to the Info Tab
- 3 Give the proposal a new nameA Select if you want to submit an alternate
- <sup>4</sup> proposal or replace existing proposal
- 5 Select proposal to replace (if applicable)
   Note: Be aware, if you select a proposal to replace you need to ensure that you submit your new proposal – otherwise you will not submit any proposal



### 04. Maintaining supplier information

04.1. Request information change



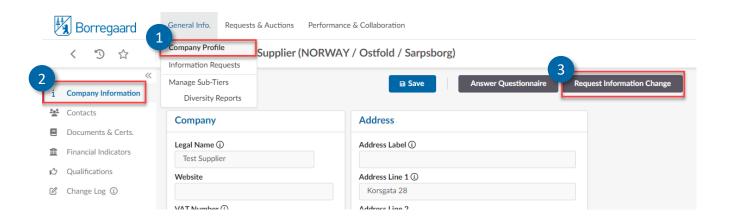
# Request information change (1/2)

### Maintaining Supplier information: Request information change

Once your company information has been registered, and the onboarding is complete, the information is locked, to avoid accidental changes.

If you need to change any of the information in the **Company Information**, you can initiate a **Request Information Change**.

- Navigate to the **Company Profile**, under the **General Info** in the main menu
- 2 Go to the Company Information
- 3 Press the Request Information Change button





# Request information change (2/2)

### Maintaining Supplier information: **Request information change**

The **Company Information** page changes, to allow you to make the necessary changes

- Make any relevant changes to the **Company** 4 and Address sections
  - Type in the **Reason for change request**
- (mandatory), describing the reason for the 5 change, and what you want to modify
- 6 Press the Submit for Approval button

The request for change will be sent to Borregaard, who will review and approve the change.

Borregaard General Info. Requests & Auctions Pe	rformance & Collaboration	🛆 🗘 🔁 Aadne A. 👻 🛞
< 当 公 Company Change Request Test	Supplier (NORWAY / Ostfold / Sarpsborg)	Q Search 🖶 📀
i Company Information	B Save Cancel 6 Submit for Approval	0
Changes Requested  Reason for Change Request  Reason for change request*		
4 Company	4 Address	
Legal Name ③* Test Supplier	Address Label ①	
Website	Address Line 1 ① Korsgata 28	
VAT Number ①* NO19999982MVA	Address Line 2	
DUNS 123456799	Zip Code 1723	
Place Of Registration	City Sarpsborg en	
	Country State/Province NORWAY O Ostfold O S Map Satellite St. Olavs gravlund Lille Saigon	



# 04. Maintaining supplier information

04.2 Financial indicators



#### **Financial Indicators**

#### Maintaining Supplier information: **Financial indicators**

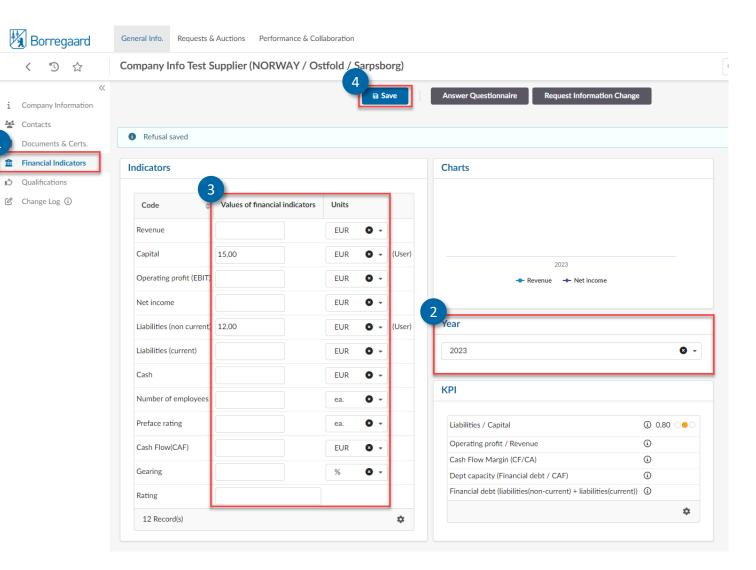
Borregaard asks that you supply any relevant financial indicators in your supplier portal.

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- While not mandatory, Borregaard may enter this information, and you may increase the accuracy of the information, by updating this.
- Navigate to the Financial Indicators tab in the Company Information.
- Select the year that you wish to update the figures for
- Input the relevant figures, including the 3 currency/unit appropriate
- 4 Click on the Save button





# 04. Maintaining supplier information

04.2 Sub-tier suppliers



# Sub-tier suppliers: Adding a new sub-tier

#### Maintaining Supplier information: Sub-tier suppliers: Add new sub-tier

The tool allows you to maintain an accurate list of the sub-tier suppliers that you are using when conducting business with Borregaard.

Borregaard kindly requests that you keep the list updated and accurate.

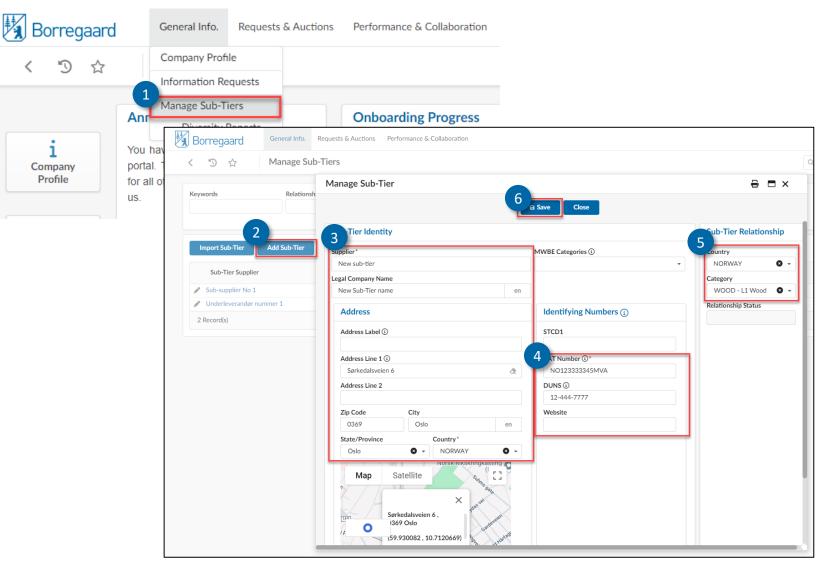
- Go to the **Manage Sub-Tiers** in the **General** Info menu
- 2 Click on Add Sub-Tier to add a new sub-tier supplier

Enter the relevant supplier legal name and

- **3** address. Legal name and Country are mandatory fields
- 4 Enter the relevant **Identifying Numbers**, like VAT number and DUNS

If relevant, enter the relationship, like what

- 5 category and country you work with the subtier supplier in
- 6 Click the Save button





### Sub-tier suppliers: Removing a sub-tier

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#### Maintaining Supplier information: Sub-tier suppliers: Remove sub-tier

- 1 Go to the Manage Sub-Tiers in the General Info menu
- 2 Click on pencil icon of the sub-tier you want to remove
- 3 Click on the button **Remove** sub-tier Borregaard will review the change, and approve it.

Ъ ¢	Company Pro	file			
	You have now portal. This po for all of your b	_	8 a x		
		Import Sub-Tier Add Sub-	Sub-Tier Identity Supplier	Close Remove Save & New	Sub-Tier Relationship Country
	2	Sub-Tier Supplier Sub-supplier No 1 Underleverandør nummer 1	Sub-supplier No 1 Legal Company Name Sub-tier supplier name Address	en Identifying Numbers ①	Category Relationship Status
		2 Record(s)	Address Label () Address Line 1 () Sarkedalsveien 6	STCD1 VAT Number ① N012333333mva	Active Added On 29.08.2024
			Address Line 2 Zip Code City 0369 Oslo	DUNS © 33-444-7777 Website	
			State/Province 0369 Country Oslo NORWAY T Map Satellite 0444 C	2 Martin	



# 05. Answering questionnaires

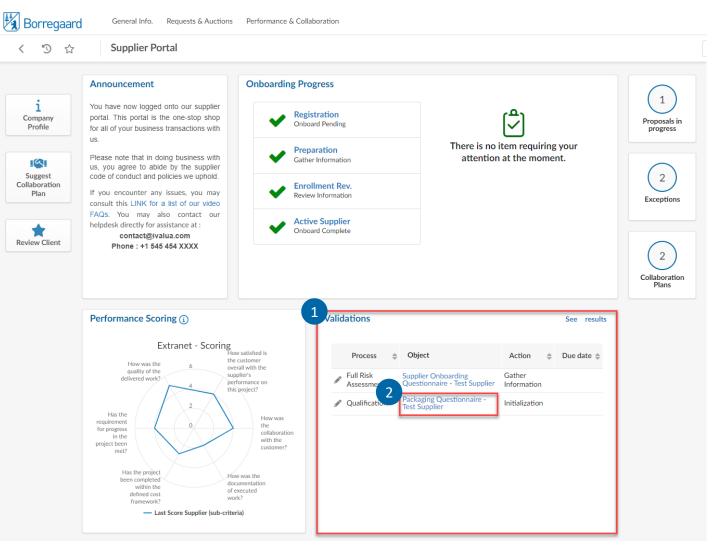


## Answering questionnaires (1/2)

#### Answering questionnaires

Borregaard may send questionnaires to you, in order to update information on your certifications, or on your capabilities.

- 1 You will find any questionnaires which are outstanding on your home page, in the **Validations** post
- 2 You open the questionnaire by clicking on the **Object** title





## Answering questionnaires (2/2)

#### Answering questionnaires

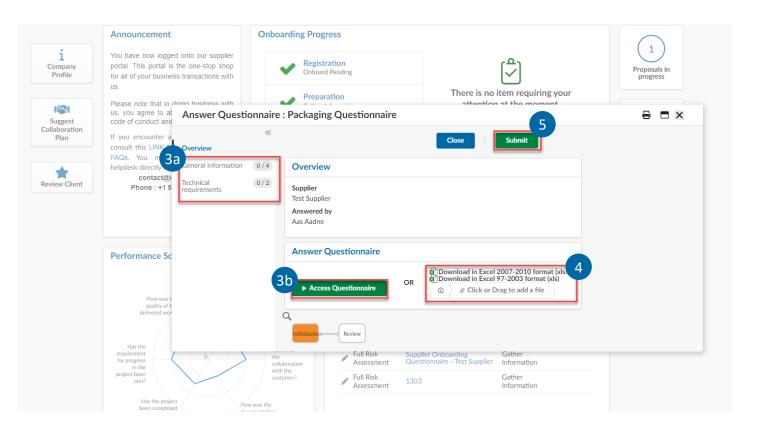
You can access the questions by clicking on

- the tabs in the left side of the pop-up
- window, or by clicking on the Access Questionnaire button

You can also choose to download the questionnaire as an excel file, respond in the file, and then upload the file again.

- 4 If you choose to do this, you have to comply with the format limitations in the excel file – otherwise you will not be able to upload the file again
- 5 Once you have answered the questionnaire, click on the **Submit** button

You will get error messages if you attempt to click on **Submit** if there are mandatory questions that you have not responded to





# 06. Handling exceptions



### Handling exceptions

#### Handling exceptions

If Borregaard registers a deviation, for example from agreed delivery, or if there is a breach of Borregaards life saving rules, an exception will be registered in the system, and you as a supplier are expected to react to it.

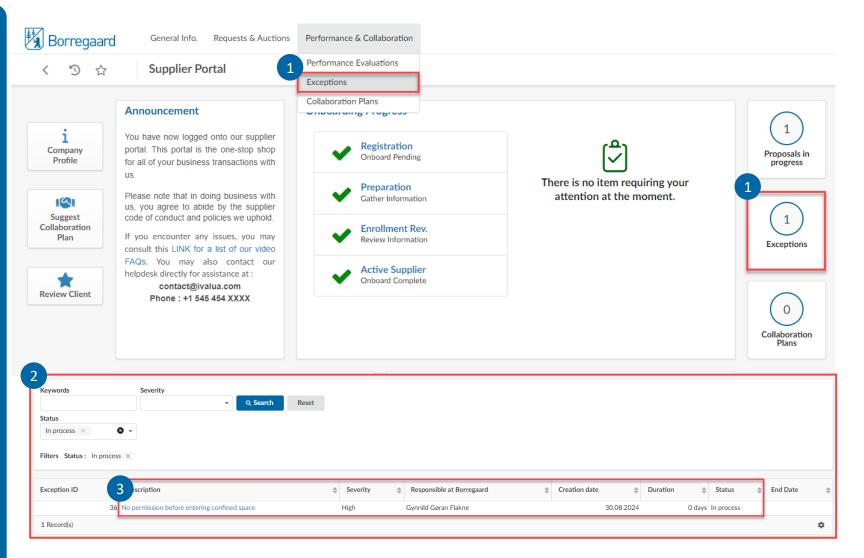
You will receive an email, and the **Indicator** on your homepage will state the number of open exceptions

Click on the **Exceptions Indicator**, or select

1 Exceptions from the Performance & Collaboration menu

The list of exceptions displays a short description; the severity of the exception;

- 2 the responsible person at Borregaard who registered the exception, and the date the exception was created
- 3 You can open the exception by clicking on the description text





# Handling exceptions: Breach of Borregaards life savings rules

#### Handling exceptions: Breach of Borregaards life saving rules

- In case of a breach of Borregaards life saving rules, the exception will state
- 1 Whether the breach was by your company, or one of your sub-tiers, and which of the rules have been broken

The **Exception Description** states information regarding the dates and the person

2 responsible at Borregaard for registering the exception

Your company is expected to provide a

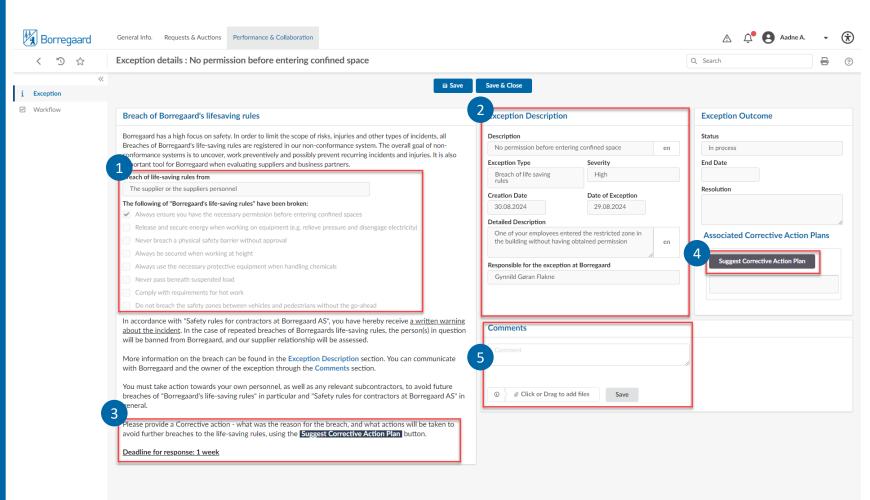
**3** corrective action, within one week of the exception being raised

Click on the Suggest Corrective Action Plan

4 button to provide the official response to the exception

You can communicate with the responsible person by sending a **Comment**. You may also attach documents to the comments. Click the **Save** Button to send the comment

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## Handling exceptions: Other types of exceptions

#### Handling exceptions: Other exceptions

For other types of exceptions, the information under the exception gives an introduction to the exception handling, and

1 informs you whether the exception was committed by your company, or one of you sub-tiers, as well as the name of the sub-tier supplier (if relevant)

The Exception Description states information

2 regarding what type of exception, its severity, and details on the exception

Your company is expected to provide a

corrective action, within one week of the 3 exception being raised

Click on the Suggest Corrective Action Plan

button to provide the official response to the 4 exception

You can communicate with the responsible person by sending a **Comment**. You may also

5 attach documents to the comments. Click the Save Button to send the comment

1	2		
Registered Exception/Non-Conformance	Exception Description	Exception Outcome	
To limit the extent of risk, injuries and other types of incidents, as well as focus on the right quality, all relevant exceptions are reported / registered in our exception management system. The overall goal of this system, is to detect, work preventively and possibly prevent recurring incidents or injuries. Reported exceptions and how this is handled is important for Borregaard when evaluating our suppliers. You are hereby informed that an exception has been registered. The exception was committed by The suppliers sub-tier supplier or the sub-tiers personnel	Description     en       Late delivery     en       Exception Type     Severity       Exception Delivery - Observation     Low       Exception Classification     Delay       Delay     Data of Evention	Status In process End Date Resolution	
Name of the Sub-Tier Supplier         Sub-supplier         Informaction on the Exception can be found in the Exception Description section. You can communicate with Borregaard and the owner of the exception through the Comments section.         Please use the Comments section to provide written feedback on         1. Reason for the non-conformity         2. Correction – what has been done/will be done to remove the exception/non-conformity and Include the date of completion	Creation Date       Date of Exception         30.08.2024	Associated Corrective Action Plans	
In addition, please provide a Corrective action – what has been done/will be done to remove the cause of the exception/non-conformance in order to avoid similar in the future, by pressing the button Suggest Corrective Action Plan Deadline for response: 1 week	Comment	*	



# 07. Collaboration plans



# Collaboration plans: Create from exception (1/2)

#### Collaboration plans: Created from exception

- The collaboration plans are used for proposing new ways of collaboration, or for proposing corrective actions in the case of exceptions
- 1 The **Origin** shows the link to the related exception
- Enter a title of the collaboration plan, as well
- 2 as a Detailed Description, and the Main Goals of the plan
- 3 Once you are ready, click on the Save button

			3	3 Bave & Close
Plan Description			Scope	1 Origin
Plan Type Corrective Action Plan			Organizations	Exception No permission before entering confined space S - Ø
Domain abel*	Sub-Domain	en	Categories	·
Status Draft	Start Date	End Date		
Detailed Description				
Main Goals				



#### Collaboration plans: Created from exception

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Once you have saved the collaboration plan,

4 click on the Share Plan to share the plan with Borregaard

You can communicate with Borregaard on the plan, using the Add a Comment, to write comments, potentially with attached files as well

Borregaard can approve the plan, and, once the plan has been executed, close the plan, and the related exception

~					■ Save Save & Close	Share Plan
i General Info.						
🐮 Team & Tasks	Plan Description				Scope	Origin
	Plan Type         Corrective Action Plan         Domain       Sub-Domain         Label*       Initial initiali initial initial initial initiali initial				Organizations Categories	Exception No permission before entering confined space • •
	Main Goals These are the main objectives: 1) A 2) B					
	Add a Comment					
	Comment Comment Comment	Send to	•			



## Collaboration plans: Create from scratch

#### Collaboration plans: Created scratch

You can create a collaboration plan from scratch, if you for instance want to propose innovation plans with Borregaard

▼

- 1 Select Collaboration Plans from the Performance & Collaboration menu
- 2 Click on the Suggest Collaboration Plan button
- 3 In the Plan Description, select Innovation Plan
  - Complete the collaboration plan as on the previous pages

Borregaard General In	fo. Requests & Auctions	Performance & Coll	aboration					
< 🗊 🕁 Collabo	ration Plans	Performance Evalua	ations					
Keywords State	us S	Collaboration Plans		્વ	Search	Reset		
2 Suggest Collaboration Plan Plan Name							B Save	Save & Close
This is a proposed corrective	Plan Description				Scope			
<ul> <li>Proposed corrective action</li> <li>2 Record(s)</li> </ul>	Plan Type*	•			Organizatio	ons		
	Corrective Action Plan Improvement Plan	Sub-Domain			Categories		•	
	Control / Mitigation Plan Innovation Plan	Start Date	End Date	en				
	Draft Detailed Description	# 30.08.2024	#					
	Main Goals			li				



