



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 a preferred building and plumbing 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.

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 tab.)*

- Plumbing service applications – Copy of the front and back of the plumbers PIRB card Company name on PIRB card must match your business name.
- Electrical – ECA Certificate, Wireman certificates, Department of Labour
- Copy of your latest Public Liability Insurance.
- Company profile including photographs of vehicles, previous work, equipment, etc
- Any other company documentation that you feel may be of value to us.

Required documents for professional claims services

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 tab.)* 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.

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CONTACT NAMES/PERSON FOR THE COMMODITIES – PROCUREMENT MANAGER /CONTRACTS SPECIALIST

PORTFOLIO	CONTACT PERSON	CONTACT DETAILS
Property and external assessors	BRONWYN PEGRAM Procurement Manager	Bronwyn.Pegram@santam.co.za
External assessors/loss adjusters, quantity surveyors, engineers: All regions	MPFUXELELO MAKONDO Sourcing Specialist	Mpfuxelelo.Makondo@santam.co.za
Building and plumbing suppliers. Regions: Gauteng, KwaZulu-Natal; National, North West Province	NOMA LUPUWANA Contract Officer	Noma.Lupuwana@santam.co.za
Building and plumbing suppliers. Regions: Eastern Cape; Free State; Limpopo; Mpumalanga; Northern Cape; Western Cape	NAZLEY VINCENT Contract Officer	Nazley.Vincent@santam.co.za