



GROUP SOURCING

SUPPLIER ONBOARDING PROCESS

Santam is an authorised financial services provider (licence number 3416)



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 in a transparent and credible way.

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 in order to successfully complete the onboarding process.

FOR INFORMATION ON HOW TO REGISTER TO BECOME A PREFERRED SANTAM MOTOR BODY REPAIRER:

Santam has minimum governance requirements, as well as commodity specific requirements, which need to be evaluated when determining whether to add your business to our contracted database.

Step 1: A business need assessment will need to be performed by Santam Operations. For this to be done, a company profile document will need to be e-mailed through to the relevant contact person for the commodity (see detail provided below).

Step 2: If a business need is identified, you will be required to provide the supporting documentation listed below and also the Commodity specific information as listed per commodity below.

- Companies and Intellectual Property Commission document (CIPC).
- ID copies for all active directors.
- Bank letter confirming banking details, letter must not be dated older than three months.
- Valid SARS tax clearance certificate – Good standing needs to be the purpose of the request on the document.
- Valid BBBEE certificate (SANAS accredited agency) or valid BBBEE affidavit signed by a Commissioner of Oaths.
- Insurance documentation reflecting cover for public liability, fire and theft. Should anything happen to a Santam policyholder vehicle in your possession at any point in time, your business needs to be covered for all of these events. Commodity specific documents that are a non-negotiable requirement in addition to the above mentioned governance Documentation are as follows:

MOTOR BODY REPAIR SERVICES (MBR)

- Latest MIBCO forecast for the business – document needs to reflect the names of all employees registered with MIBCO, as well as their job descriptions. It is a non-negotiable Santam quality assurance requirement that at least one qualified panel beater and one qualified spray painter be registered with MIBCO.
- Latest Audatex statement of account.

TOWING (CAR LDV/HEAVY VEHICLE)

- Photos of the storage facilities should you be required to store Santam policyholder vehicles.
- Security measures taken at storage facilities.
- Photos of the towing vehicles.
- Photos of the staff/drivers in their uniform.
- Drivers licence and/or PDP for the drivers.
- List of equipment in each vehicle.

HEAVY VEHICLE REPAIR SERVICES (HVR)

If a business need is identified, a site visit by a representative of the Heavy Haulage department will need to be performed. The commodity specific requirements will be discussed during this visit.

If you have any questions in respect of a particular commodity, you are welcome to contact the relevant person as shown in the table below. Should the service you provide not be a contracted commodity, your details will be placed on file for future use.

FOR INFORMATION ON HOW TO REGISTER TO BECOME A PREFERRED BUILDING AND PLUMBING SUPPLIER:

NECESSARY/ RELEVANT DOCUMENTS REQUIRED:

- Ownership Certificate (CIPC)
- Certified copy of the owner ID
- Proof of bank details (Bank stamped letter not older than three months)
- Valid tax clearance certificate if VAT registered
- A valid BBBEE certificate or sworn affidavit

COMPLIANCE REQUIREMENTS /CERTIFICATION:

- For plumbing applications – Copy of the front and back of the plumbers valid PIRB card if the name of the company
- Latest Public Liability Insurance.
- For electrical applications – ECA, ECB and Wiremans license
- Any other documentation pertaining to the services the company offers

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

PORTFOLIO	CONTACT PERSON	E-MAIL ADDRESS
Procurement manager: Property and External assessors	Bronwyn Pegram – 021 915 7691	bronwyn.pegram@santam.co.za
Strategic vendors: Incident managers, supplier standard operating procedures, Searchlight, rate guides and spend	Marianna Kriel – 021 915 7439	marianna.kriel@santam.co.za
External assessors	Mpfuxelelo Makondo – 021 915 8287	Mpfuxelelo.Makondo@santam.co.za
External assessors, building and plumbing suppliers Regions: Gauteng, Kwazulu-Natal; National (desktop), North West	Contracts Officer Thizeka Mpengezi – 021 9157507	thizeka.mpengezi@santam.co.za
External assessors, building and plumbing suppliers Regions: Eastern Cape; Free State; Limpopo; Mpumalanga; Northern Cape; Western Cape	Contracts Officer Nazley Vincent – 021 915 7091	nazley.vincent@santam.co.za



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