

A banner image showing two hands shaking in a firm grip, symbolizing partnership. The background is a composite of a city skyline at night, a network of white dots connected by lines, and a blue candlestick chart. The text "GROUP SOURCING COMMUNICATION" is overlaid in large, white, bold, sans-serif capital letters.

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 EXTERNAL ASSESSORS

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 (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.

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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	021 915 7691 bronwyn.pegram@santam.co.za
Strategic vendors: Incident managers, Supplier standard operating procedures, Searchlight, rate guides and spend	NANDIPHA MNTUMNI Sourcing Specialist	011 489 2826 nandipha.mntumni@santam.co.za
External assessors/loss adjusters, quantity surveyors, engineers: All regions	MPFUXELELO MAKONDO Sourcing Specialist	021 915 8287 mpfuxelelo.makondo@santam.co.za
Building and plumbing suppliers. Regions: Gauteng, KwaZulu-Natal; National, North West Province	THIZEKA MPENGEZI Contract Officer	021 915 7507 thizeka.mpengezi@santam.co.za
Building and plumbing suppliers. Regions: Eastern Cape; Free State; Limpopo; Mpumalanga; Northern Cape; Western Cape	NAZLEY VINCENT Contract Officer	021 915 7091 nazley.vincent@santam.co.za

How to register to become a preferred retail supplier

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 e-mail or sms):
<https://supplier.santam.co.za/slvp>

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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).
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.

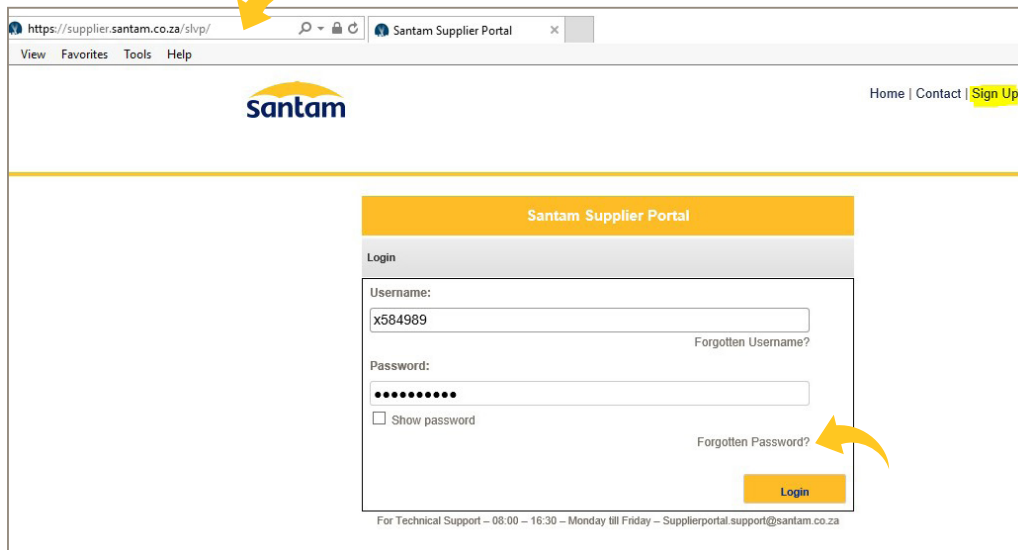
The attached user guide will assist you in registering on the Santam Online Vendor Portal, please ensure that this is done as soon as possible in order to avoid the abovementioned action being taken.

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:

PORTFOLIO	CONTACT PERSON	CONTACT DETAILS
<p>Sourcing and contracts for regions</p> <p>All repair, replacement and non-motor salvage suppliers. Retail claims including but not limited to the commodities below.</p> <p>Jewellery, consumer electronics and appliances, cell phones, office and medical equipment, personal replacement items (eyewear, clothing, sports goods/ equipment etc.).</p>	<p>ADÉLE HESS</p> <p>Region 1</p> <p>Johannesburg, Pretoria, Mpumalanga, Limpopo, North West, Free State</p>	<p>021 915 7865</p> <p>adele.hess@santam.co.za</p>
	<p>SETHU MZAMO</p> <p>Region 2</p> <p>KwaZulu-Natal, Eastern Cape, Western Cape, Northern Cape</p>	<p>021 915 7029</p> <p>sethu.mzamo@santam.co.za</p>
<p>Procurement manager</p>	<p>ASHLEE NAIDOO</p>	<p>021 915 7725</p> <p>ashlee.naidoo@santam.co.za</p>

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Screenshot 1



Screenshot 2

Welcome to the Santam Supplier Portal Gert Hattingh - Hattin

Open Tenders, Requests for proposal, Requests for information, Requests for Quotations (RFXs)

Show my RFX(s)
 Show all Open RFX(s)
 Show RFX(s) I have missed

Drag a column header here to group by that column

Status	RefNo	Name	MyRefNo	Closing Date	Completed Date	Delivery Location(s)	Accepted
	35	Motor Body Repair Services - Santam Contracted Suppliers		2018-08-31			Ger1311
	11	Motor Body Repair Services - New Applicants	Hattingh Ass	2018-12-31			Ger1311
	29	Plumbing		2020-01-01			

Notifications

You have no pending notification(s) : 0

You have no pending contract approval requests

Payment Systems Reference

Quotation History

View Past Bids

Maintain Company / Entity Information

[My Company / Entity Details](#) ❗ Please Submit Your Company / Entity Details

[Manage Contracts](#)

[Manage Catalogue](#)

Manage Settings

[Check My Communication Settings](#)

[Change My Password](#)

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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.

How to register to become a preferred motor body repairer (MBR) supplier

All new MBR application requests need to be sent to the following e-mail address for review: ClaimsMotorProcurement@santam.co.za

Below is a **high-level minimum requirements** with regards to the MBR application process:

Step 1: Vendor registration on Santam Supplier Portal

Please note that the portal link will be e-mailed to you once the MBR application process has commenced.

Step 2: Minimum mandatory entry level criteria

Santam would like to afford **all suppliers** a fair opportunity to do business with them, conditional upon the minimum entry-level criteria listed below:

NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
1	Latest MIBCO forecast	All employees to be registered with MIBCO. Job titles/occupation needs to be listed on MIBCO Forecast. Example: XK-Spraypainters to XA-Automotive Body Repairer (At least 1 qualified spray painter and 1 qualified automotive body repairer/panelbeater (owner)).	YES
2	VDQ certificate per estimator	The VDQGBSA is registered with the South African Qualifications Authority (SAQA) as a professional body (ID 1049) and the only legal representative body of the vehicle damage quantification qualification in South Africa. How to obtain membership of the Vehicle Damage Quantification Governance Board of SA (VDQGBSA)? Register on the VDQGBSA website at www.vdqbsa.co.za	NO Please note: As from 1 January 2023, certificate will be mandatory for all new and existing MBRs.

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NO.	MANDATORY REQUIREMENT DOCUMENTS	ADDITIONAL INFORMATION	MANDATORY
3	Business current registration certificate (CIPC)	<p>NOTE: Company registration certificate:</p> <ul style="list-style-type: none"> • MBR company current registration certificate. • If sole proprietor, a copy of the owner's/owners' ID book(s). • If partnership, a copy of the partnership agreement. • If private company, copies of share certificates (All to be in-force i.e. registration certificate, signed and dated documentation). 	YES
4	Tax clearance certificate (not expired)	Business needs to be in good standing. Tax pin document status needs to be in good standing, NOT tender.	YES
5	BBBEE certificate or sworn BBBEE affidavit	Document needs to be valid for 12 months on date of application.	YES
6	Proof of insurance	Public liability, Fire and Theft and Sasria.	YES
7	Stamped letter from the bank	Letter should not be older than 3 months to confirm business bank details.	YES
8	Latest Audatex statement	Business needs to have an active Abuntex account.	YES
9	OEM factory approval certificates	No expired documents will be accepted (if applicable to your business). Applicable to all in-warranty repairs.	YES

Step 3: Site evaluation to be passed

NO.	SITE	ADDITIONAL INFORMATION
1	Business premises	Needs to conform to local government by-laws and occupational health and safety standards. Provide certificate of compliance with municipality by-laws and zoning regulations.
2	Signage	Indicating business name, contact details and business hours needs to be clearly visible from the outside.
3	Workshop	Designated well-lit areas MUST be under roof in accordance with the motor body repair shop specifications: <ul style="list-style-type: none"> • Panel-beating bay • Stripping and assembly bay • Paint preparation bay • Polishing bay • Inspection bay • Delivery bay

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NO.	SITE	ADDITIONAL INFORMATION
4	Paintshop (enclosed spray booth or spray room)	<p>Must be a fully functional spray booth and paint mixing room with minimum requirement.</p> <p>MINIMUM REQUIREMENTS:</p> <ul style="list-style-type: none"> • Intake and exhaust system operational. • All filters in place and functional. • Heating system operational. • Control system, lighting switch, timer switch, temperature gauge and pressure gauge operational. • Mixing-room mixer fully functional. • Mixing-room scale calibrated and functional. • Mixing-room computer functional. • No make-shift spraybooth will be allowed.
5	Vehicle check-in and check-out list	Supplier to maintain standard check-in and check-out listing as part of the repair process. Example: Pre and post sanitisation and other.
6	Digital assessment capabilities	Taking pictures and loading them as part of the quotation process.
7	Appropriate repair equipment for MBR job grading	<p>IMPORTANT FUNCTIONALITIES:</p> <ul style="list-style-type: none"> • Hydraulic equipment operational. • Measuring system operational. • Variety of pulling clamps available. • Variety of pulling chains available. • Vehicle holding clamps functional. • Pulling equipment: Porta power jack, speed bench, Korek pulling ram. • Cutting equipment: Air saw, grinder, spot-weld drill, cutting torch. • Welding equipment: CO₂ welder, spot welder. • General tools: Trolley jack, trestles, spanner set, socket set, screwdriver set, spline set, plier set, drill bits, clip remover tools. • Panel beating equipment: Dent puller, panel-beating hammer, dolly set, body file, pin file, filler files, chisels. • Vehicle lift: Two post hoist, four-post hoist. • Testing equipment: Diagnostic tool, headlamp levelling tool, engine compression tester, radiator pressure tester, battery protector (anti zap), battery tester.
8	Customer reception	Area needs to be separate from workshop or repair area. Protection equipment to be in accordance with Covid-19 regulations.

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NO.	SITE	ADDITIONAL INFORMATION
9	Ablution facilities	Dedicated ablution/toilet facilities for customers only. Bathroom facilities for customers, protection equipment to be in accordance with Covid-19 regulations.
10	Security	<ul style="list-style-type: none"> • Secure parking and storage facilities, during business and after hours. • Recent photos of alarm system. • Security personnel. • High fence wall with locked gates. • Electric fence.
11	Office equipment and administration	Examples: <ul style="list-style-type: none"> • Formal invoice. • Quotation. • Job card. • Vehicle hand over processes. • Digital assessment equipment (camera/smartphone).
12	Indemnity signage clearly visible	<ul style="list-style-type: none"> • Name, contact details and business hours. • Clearly visible indemnity signage.
13	Fire-fighting equipment	Valid/non-expired fire-fighting equipment that is in working order.
14	OHS working conditions	Valid required certificates and equipment, including PPE for all staff and customers. OHS certificate: A health and safety compliance certificate is a certifying document that asserts and approves a workplace as legally compliant with the Occupational Health and Safety Act requirement.

Definitions

1. **Motor body repairer** means a business enterprise that performs structural repairs and non-structural repairs to motor vehicles but excludes dealers.
2. **Major structural repairer** means the work undertaken to mend, restore, refinish, and replace, inter alia, the bodywork and frames, painting and treating the surface and fixing the glass (if undertaken as part of the foregoing activities) of motor vehicles.
3. **Non-structural repairer** means work undertaken to restore the damaged interior and exterior parts of a motor vehicle that do not have an intrinsic bearing on the mechanical functioning of the motor vehicle, including plastic, aluminium and steel parts.
4. **By-laws** are laws managed by municipalities. The Constitution of South Africa gives municipalities the power to pass their own legislation in the form of by-laws for subject areas. These by-laws hold the same power and force as other national and provincial legislation.



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How to register to become a preferred recruitment (Human Resources) supplier

TEMPORARY PLACEMENT ONBOARDING PROCESS: Recruitment (Human Resources)

Please self-register your business by using the following link: <https://supplier.santam.co.za/slvp> to ensure a web-registered vendor record is created on the system. You will be able to upload all your supporting vetting documents, including the following, directly on the system:

1. CIPC documentation
2. Copy of ID if not a registered Company
3. Copy of a valid Tax clearance certificate
4. Copy of a cheque or Bank letter confirming banking details
5. A valid BBBEE certificate (SANAS approved) or a valid affidavit signed by a commissioner of oaths

If you experience any problems with registering on the portal, you can contact Supplierportal.support@santam.co.za

PERMANENT PLACEMENT ONBOARDING: Recruitment (Human Resources)

The Sanlam Group recently (December 2020) concluded the onboarding for the 2021 period and the new application process for the 2022 financial period will only be in October this year.

The guide below is the onboarding process utilized for permanent placements.

The review process for 2022 opens in October this year and we normally request applicants to provide the following documents at the time:

1. Company profile
2. BBBEE certificate
3. Tax clearance certificate
4. Company registration document
5. Any professional certification relevant to your industry
6. Bank letter confirming bank details
7. OSHACT if relevant
8. History of placements/references

It would be appreciated if I could receive these documents close to the review time. [Please also complete the attached Excel spreadsheet.](#)

Kindly find below the Sanlam Group intent concerning partnering with the most suitable service providers for our recruitment needs and the criteria that will be applied when evaluating applications during the review period.

Attracting and retaining the right talent is a key strategic driver for us and partnering with the best providers is important to us. We therefore annually evaluate all prospective and current PPL (Preferred Provider List) providers against a set of metrics, which are listed below.

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Some of these will only become relevant once you have been successful in your proposal to be added to our PPL.

- Usage of agency (only relevant once added to our PPL).
- Areas of expertise, i.e. Actuarial, IT, Investment professionals, etc.
- BBBEE rating.
- Flexibility in costing when required (refer to our contract for more details).
- Additional value-add services, e.g. footprint in Africa, pre-assessment of candidates based on our core competencies as Sanlam, Santam and MiWay.
- Quality of candidates and response to business requirements and Sanlam strategy (only relevant once added to our PPL).
- Turnaround times (only relevant once added to our PPL).

Kind regards

SANTAM GROUP SOURCING TEAM

www.santam.co.za