SUPPLIER FREQUENTLY ASKED QUESTIONS
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1. BACKGROUND

What is SQS?

SQS - Supplier Qualification System - provides a common approach to supplier prequalification across the Shell Group to help Shell towards meeting their sourcing requirements.

SQS streamlines the prequalification process by gathering standard data and carrying out detailed prequalification assessments on all suppliers who are currently being considered for a contract with Shell.

It enables Shell to prequalify suppliers wherever they are based prior to taking part in a competitive tender, negotiation or prior to signing a contract with Shell. The results of the completed prequalification assessments provide valuable insight into a supplier’s capability to manage critical compliance issues. Shell Contracting & Procurement specialists use the results to support procurement decisions.

Registering in SQS means that suppliers will no longer need to provide standard qualification data to different Shell business units multiple times. Shell Contracting & Procurement specialists will have access to supplier company information in SQS once registration is completed and relevant data validated and published by Achilles, who manages SQS on Shell’s behalf.

Who is Achilles?

Achilles is one of the world’s largest service providers of global supply chain risk management solutions with more than 1,000 people working in 22 countries. Achilles works on behalf of over 860 buying organizations, from 11 industry sectors, to collect, validate and maintain essential data about more than 133,000 suppliers. This enables buying organizations to gain visibility of their suppliers’ capabilities and compliance before making important sourcing decisions. With an understanding of their supply chains, buying organizations can proactively identify and mitigate potential risks to protect people, planet and profit.

For more information on Achilles visit www.achilles.com.
What is the role of Achilles?

Shell has selected Achilles to develop a customized prequalification system and to provide supporting services to suppliers.

Based on requests raised by Contracting & Procurement specialists at Shell, Achilles invites suppliers to register in SQS, supports suppliers throughout the registration process, validates submitted data and carries out required prequalification assessments.

2. REGISTRATION

Which suppliers are required to register?

You are only required to register in SQS if:

- You are taking part in a tender or negotiation or have been selected for a contract with Shell;
- You are in the process of extending a contract with Shell;
- A Shell Contracting & Procurement specialist has requested your registration.

If your company has not been shortlisted for an upcoming tender or negotiation, registration in SQS is not required.

How can I start the registration process for my company?

Registration in SQS is by direct invitation, only. If your company is required to prequalify as a potential supplier for particular goods or services, you will receive an invitation email from Achilles on our behalf asking you to commence registration in SQS. This email will provide details on how to register.

When do I need to start registration?

To ensure that you are included in a tender, negotiation or another sourcing event, we strongly recommend that you begin registration in SQS as soon as you have received your invitation. Please refer to the tender deadlines if these were communicated to you prior to the invitation, or contact the relevant Contracting & Procurement specialist at Shell for guidance.

The Shell Contracting & Procurement specialist will set the deadline to complete the full end-to-end registration process at the correct level.

What will registration involve for my company?

Registration in SQS is by direct invitation only. If your company is required to prequalify as a potential supplier for particular goods and/or services, you will receive an invitation email from Achilles asking you to begin registration in SQS.
Registration in SQS is a two-stage process:

**Stage 1**: You will be asked to complete an initial online questionnaire, which comprises questions related to your company’s registration details, contact information, and the product and/or service covered under the potential contract with Shell (defined by product codes). Please note that the product code(s) selected will impact the risk profile of your company in SQS and may trigger relevant prequalification assessments. It is therefore important that you only select the product code(s) as advised by the Contracting & Procurement specialist.

There is no charge for Stage 1 registration and it takes about 20 minutes to complete. If your company’s profile is identified as low risk, no further action is required in SQS.

**Stage 2**: Depending on the answers to the initial questions in Stage 1, you may need to provide details of your company’s policies in the areas of health & safety, labour rights or ethics & compliance. In Stage 2, you may need to complete additional, detailed questionnaires in a relevant area and submit evidence in support of your answers. Achilles will provide an independent assessment of the completed questionnaires. This service is subject to a fee that is paid directly by you to Achilles. In order to gain access to the Stage 2 questionnaire, the most efficient way is to pay by credit/ debit card.

Once your assessments are completed and validated by Achilles, your prequalification results will be published in SQS. Your company profile, including all completed assessments, is valid and visible to Shell procurement specialists for three years. After that time your prequalification results will expire. If your company is renewing a contract or is being considered for another contract with Shell after that time, you may be asked to re-register.

**If I have registered on Stage 1, will any of the information be transferred to Stage 2?**

Yes, if you are required to continue to Stage 2 and provide further information, your Stage 1 information will be used to pre-populate Stage 2 fields as applicable.

**How can I find out my company profile’s risk level?**

You will be advised about your company profile’s risk level in the final stages of the Stage 1 registration process after you have selected relevant product codes and moved on to ‘Select Subscription’.

**What does it mean if my company profile is identified as “high risk”?**

The system will build up a profile of your company as you complete the Stage 1 questionnaire, based on risk criteria in the areas of health and safety, ethics and compliance, and labour rights. If your company profile is high risk under one or more of these areas, you will be required to continue to the Stage 2 questionnaire to complete detailed prequalification assessments in the relevant areas. Please note that there are instances when the Ethics and Compliance assessment may be required even if your
company’s profile is not high risk and you do not have to proceed with the completion of the Stage 2 Questionnaire.

**How can I reduce my risk level?**

The risk level is assigned based on the responses to a number of questions in the Stage 1 questionnaire that relate to health and safety, ethics and compliance, and labour rights. Unless your company profile changes, your company risk level is likely to stay the same.

**Who has access to my information?**

The information you provide in SQS will be visible to Shell users across our business units, and Achilles, for the purpose of registration and data validation.

No other supplier organisation registered in SQS has access to your company information.

**We have always worked for Shell, why should we register now?**

SQS is a prequalification process that suppliers need to complete prior to taking part in a competitive tender, negotiation or signing a contract with Shell, including contract extensions. Registration in SQS is mandatory in order to qualify to be eligible to work for Shell, for both existing and future suppliers.

**What happens if I do not register?**

If your company is required to register in SQS and does not, your company may not be considered compliant with Shell’s procurement policies and you may not be considered for current sourcing event(s).

**What happens if I have registered at the wrong level in SQS?**

As you complete the details in Stage 1, please select the product or service as advised by your contact person at Shell Contracting & Procurement.

In the event that you are taking part in a tender/negotiation for another contract, you will be able to add products and services to your current profile in order to complete relevant prequalification assessments for that work. Please note that this may impact your subscription fee. In the event that a higher subscription fee is due, a new invoice will be raised to reflect the revised fee.

**Why does each of our legal entities need to register separately in SQS?**

Each legal entity has to have its own registration profile. This ensures that the risk is assigned correctly to each legal entity, e.g. a supplier providing equipment only may be considered Low Risk from a HSE perspective, but a supplier installing equipment on a Shell site may not be considered Low Risk. Please note that this rule does not apply to
legal entities that have signed local agreements under a Framework Agreement. In this case, there is no requirement for local legal entities to register in SQS.

**Will registration guarantee my company business with Shell?**
No, registration does not guarantee that Shell will do business with your company.

3. **QUESTIONNAIRES**

I don’t have all of the information being asked for; what do I do?
You can only submit the questionnaire once all fields marked as “required” have been completed.

If you need to source the required information from elsewhere, you can save the details that you have completed and add the missing information at a later point in time.

Remember, that until your information has been fully completed, submitted and successfully passed the data validation process, it will not be visible to Shell Contracting & Procurement specialists.

What happens if I need to make any changes to my Stage 1 or Stage 2 questionnaires?
Once your questionnaire has been submitted to Achilles for data validation, you cannot make any changes to your questionnaire until it has been checked and published by Achilles (other than as part of the data validation process where issues have been raised directly with you).

Once a questionnaire has been published, you can make changes at any point in time. If you make any changes to your questionnaire(s), you will need to save your changes and resubmit your questionnaire for data validation.

Once your changes have successfully passed the data validation process, your updated information will be published and made available to all Shell users.

Can I provide any pricing information on my company’s products and services?
No, you cannot provide any pricing information in SQS. You may be asked to provide detailed product pricing information if you are invited by Shell to submit an offer, however, this process is managed by Shell Contracting & Procurement specialists and falls outside of SQS.
Can I choose more than one product or service to supply in the questionnaire?

Please select only the product code (-s) advised by your contact person at Shell Contracting & Procurement. It is important to include all the product codes for every tender or contract you are being considered for.

I don’t wish to disclose financial information. Can I still register?

Yes, the provision of financial information is an optional question in the Stage 1 questionnaire. You can select not to provide financial information in this questionnaire and proceed with registration.

Can a parent company enter information for my company registration?

No, the information you enter must be specific to your legal entity. It is your responsibility to ensure the quality and accuracy of the information entered in SQS. This ensures that your company profile is published correctly in SQS. For example, if you are a supplier providing equipment only, your company profile will be different than if you are a supplier installing equipment on a Shell site. This does not restrict you from seeking advice and information from your parent company when completing registration in SQS.

Our company has more than one legal entity registering in SQS, can we copy and paste information from one registration to another?

No, SQS does not support copying of data from another supplier’s profile, even if the companies have the same parent company.

4. TECHNICAL AND SUPPORT

What languages is SQS Registration available in?

SQS is currently available in English only. Please note that Achilles offers customer support in multiple languages. These currently include Cantonese, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Korean, Mandarin, Norwegian, Pakistani, Portuguese, Romanian, Russian, Slovakian, Spanish, Swedish, and Turkish.

What happens if I forget my login details?

If you have forgotten your password and have supplied sufficient security evidence to Achilles, you will be able to change your password by clicking on the ‘I do not remember my password’ link on the login page.
If you cannot provide adequate evidence or have not yet supplied any, you can request a new password notification email.

If you are still having problems logging in, you can contact Achilles at sqs@achilles.com and they will assist you.

**How many users can have login details?**

The main contact registered will have administration rights for other users and can control who has access to the system within your company. There is no limit to the number of users from a system perspective.

**The questionnaire is not loading correctly, how can I resolve this?**

If you are experiencing problems, please contact Achilles at sqs@achilles.com

**How do I attach a document?**

To attach a document you will need to:

- Save the document to your current computer
- Click on the ‘Upload a document’ button
- Select the document from your system for upload

Supported document formats include: .pdf, .doc, .docx, .xls, .xlsx,.rtf

**What if I don’t have electronic copies of the requested documentation?**

If you only have hard copies of the documentation required, we would recommend that you scan this information into an electronic format. If you cannot do this, please contact Achilles for advice at sqs@achilles.com

**What happens if I don’t have connection to the internet?**

The questionnaire is web-based, so it will need to be completed online. If you cannot gain access to the internet to register on the system, please contact Achilles and they will find an alternative way for you to register:

Europe / Africa: +421-2-2099-2320
India / Middle East: +91-22-6128-7906
APAC / Asia: +852-3916-8213
North America: +1-281-809-4400
Central & Southern America: +54-11-5217-0794 or +55-21-3344-6305
5. FEATURES & BENEFITS

How will this benefit my company?
Registering in SQS will allow your company to take part in a tender, negotiation or another sourcing event and complete the required prequalification assessments, in order to qualify for eligibility for work with Shell. Please note that registration in SQS does not guarantee any business with Shell.

6. SUBSCRIPTIONS

Are there any costs associated with registration?
Stage 1 is free of charge; Stage 2 is subject to a subscription fee that is paid directly to Achilles.

Why do I have to pay?
You are only required to make a subscription payment if you are asked to join Stage 2. The payment is required for the validation and data checking processes that Achilles must complete, system maintenance, the running and resource of the service and support desks, enhancements and future developments that SQS requires.

How are the subscription fees determined?
The fees payable are determined by the number of product codes you select during the Stage 1 registration process.

What are the subscription fees for Stage 2?
Subscription fees listed below apply to suppliers registering at Stage 2.
LEVEL 1 (1 to 5 product codes**) £1050, $1710, €1295
LEVEL 2 (6 to 15 product codes**) £1225, $1990, €1510
LEVEL 3 (16 to 25 product codes**) £1658, $2700, €2040
LEVEL 4 (26 or above product codes**) £2018, $3285, €2485

* Fees are correct at time of publishing and may be subject to change. VAT may apply.
** Product Codes describe a category of product or service provided by a supplier to Shell.
How long will my subscription be valid?
Your subscription will be valid for 3 years from the date of subscription payment. The subscription expiry date will be visible once you log into the system.

Can I pay by credit/debit card?
Yes, this is the quickest and most efficient way of providing payments. Please contact Achilles for details at finance@achilles.com

Can I pay by a different method?
Yes, alternative payment methods accepted by Achilles include credit/debit card, bank transfer (BACS / Swift) and cheque. You can also pay over the phone. More details of these payment methods can be found on your invoice, or you can contact Achilles at finance@achilles.com

Will I receive a refund if I receive no business from Shell?
No, you will not receive a refund in this case. SQS registration does not guarantee that Shell will do business with your company. However, as the SQS subscription is valid for 3 years, your company will remain eligible for work with Shell for the duration of the subscription period.

I need official confirmation from Shell before my company will allow me to pay for SQS; how can I get this confirmation?
A hard copy of your SQS invitation can be provided by Achilles. Alternatively, a hard copy can be requested directly from the Contracting & Procurement specialist at Shell.

7. INFORMATION & DATA

Can I view other suppliers’ information?
No, suppliers are not able to search the system and view other suppliers’ profiles. Only Shell users have this capability.

Our company cannot agree to the Terms & Conditions in SQS; can we amend these?
No, Achilles is not able to accept individual amendments to the Stage 1 & 2 Terms & Conditions. Achilles operates a standard subscription service whereby all customers need to join under the same conditions.
What is Achilles Data Privacy Policy?
Achilles Data Privacy Policy is available to view here.

8. EXISTING SYSTEMS – ACHILLES

I am already registered in FPAL/JSQ; do I need to register again?
Suppliers that are currently registered on FPAL/JQS and are required to continue to provide their products/services to Shell business in the same regions:
- for FPAL: UK, The Netherlands, Ireland
- for JQS: Norway, Denmark
are not required to join SQS.
Suppliers that are required to provide their products / services to Shell business in the regions outside the ones listed above will need to go through the normal registration process in SQS.

I am already registered in FPAL/JQS; do I need to pay again?
There is no charge for the initial Stage 1 registration in SQS. However, if you want to supply your product or service to Shell outside of your existing community region and your company is not identified as “low risk”, you will be required to pay a subscription fee to join Stage 2 registration.

Why can’t Shell just continue to use the existing Achilles industry standard Oil & Gas communities?
Existing Oil & Gas industry schemes (such as FPAL in the UK and JQS in Norway) have been created for Exploration and Production business in these specific regions. The idea of SQS is to create a single supplier database that can be used across the Shell Group by all businesses. Creating a system which is specific to Shell allows customisation of the questions Shell asks suppliers in accordance with Shell Supplier Principles.

If I register in SQS, can I cancel my registration on my existing Achilles community?
We would advise you to continue your membership with all of your existing Achilles communities. Each community scheme will be visible to separate buying organisations and will provide specific information for that community. However, you are entitled to cancel your registration according to the terms and conditions for each community should you choose to do so.
If I am already registered on an Achilles community, will the fields in SQS be pre-populated with the information I have previously provided?

No, the fields in SQS will not be pre-populated with the answers you previously provided in other Achilles community schemes. There are also a number of new questions that will need answering that your company has not been asked before.

9. EXITING SYSTEMS – OTHER

My company has an active PICS and/or ISNetworld subscription and is linked to Shell; do I need to register in SQS?

Yes, as an existing supplier to Shell you still need to register in SQS. During the Stage 1 registration process you will be able to record in SQS that you are a member of PICS and/or ISNet and you will not be required to complete the additional desktop assessment questionnaire for HSE in SQS.

10. SQS RENEWALS

Please note: There is no subscription renewal process for SQS; once your subscription period has expired, you will be required to start the process again following an invitation from a Contracting & Procurement Specialist.

At what point would I be re-invited into the registration process for SQS?

A supplier is re-invited for the following scenarios:

- A supplier is taking part in a tender, negotiation or has been selected for a contract with Shell;
- A supplier is in the process of extending a contract with Shell;
- A supplier has been requested to register by a Shell Contracting & Procurement specialist.

If your company has not been shortlisted for an upcoming tender or negotiation, renewal in SQS is not required.
11. SUPPORT & CONTACT DETAILS

What support is available?

For any enquiries regarding SQS contact sqs@achilles.com

To access a range of supporting materials visit:

SQS on Achilles

Qualify as a Supplier to Shell

Hints and tips are available in SQS to help guide you through the process, including a Related Documents section where you will find useful information.

You will also be provided with contact details of your local Achilles customer support team in your invitation email.

How can I contact Achilles?

Achilles Head Office
30 Western Avenue
Milton Park
Abingdon
Oxfordshire OX14 4SH
UK

Website: www.achilles.com

Email: sqs@achilles.com

To contact one of Achilles Customer Support Teams around the globe:

For Europe and Africa:
Call +421-2-2099-2320 (enquiries) or +421-2-2099-2370 (system support)

sqs.slo@Achilles.com

For Indian Sub-continent and Middle East:
Call +91-22-6128-7906

sqs.ind@Achilles.com

For South East Asia/Australia/New Zealand:
Call +852-3916-8213 (enquiries) or +852-3916-8214 (system support)

sqs.hk@Achilles.com

For North America:
Call +1-281-809-4400

sqs.usa@Achilles.com

For Central and South America:
Call +54-11-5217-0794 or +55-21-3344-6305 (enquiries)
sqs.chi@Achilles.com