PERSOLKELLY Programmed Vendor Onboarding Prequalification Questionnaire Instructions

PROGRAMMED

PERSOLKELLY

Vendor Onboarding
Programmed Prequalification Questionnaire
Guideline (Australia)
programmed.com.au
persolkelly.com.au

Contents

Programmed Vendor Onboarding Prequalification Questionnaire

Purpose	The purpose of this User Guide is to assist Vendor Administrators with the online Prequalification Process and the steps performed in the system to successfully completed and submit the Prequalification Questionnaire. This guide is specific to Australia.
Overview	Before being able to work as a vendor for Programmed, the Programmed Procurement team generates a Pre-Qualification questionnaire for vendors to complete. This enables the Programmed Procurement team to pre-qualify vendors, confirm the data provided by new vendors and ensure licensing compliance. Programmed will not be able to engage you to start work until all documentation is completed and provided.
Pre-Requisite	Prior to commencing the online Pre-Qualification Questionnaire, it is recommended you collect the information and documents listed in the Pre-Qualification Checklist below.
Assistance	A list of answers to frequently asked questions (FAQs) is at the end of this User Guide. Please read the Pre-Qualification Questionnaire User Guide and the answers to the FAQs, and then contact **PMS.Procurement@programmed.com.au** for further assistance. If you are a PFM WA vendor, then contact **vendormanagement@programmed.com.au**

ACCESSING THE PORTAL AND UPDATING USER ACCOUNT

You will have to log into the Programmed Vendor Portal as a Vendor Prospect to complete and Submit Prequalification questionnaire.
The steps below outline how to log into the Programmed Vendor Portal.

Please ensure that you use a Google Chrome browser to log into the portal. Other browsers may not display details/forms in the portal correctly.

1.1 Logging in for the First Time

You will receive an email from Microsoft Invitations on behalf of Programmed inviting you to login. This email will also prove the link to the Vendor Portal. This email will be from: **invites@microsoft.com**
To create your login credentials, open up the email sent from Microsoft on behalf of Programmed:

1. Click on Accept invitation

   If your email account is associated with any of the following Microsoft accounts, then go to section 1.1.2:

   – @Hotmail.com

   – @Live.com

   – @Outlook.com

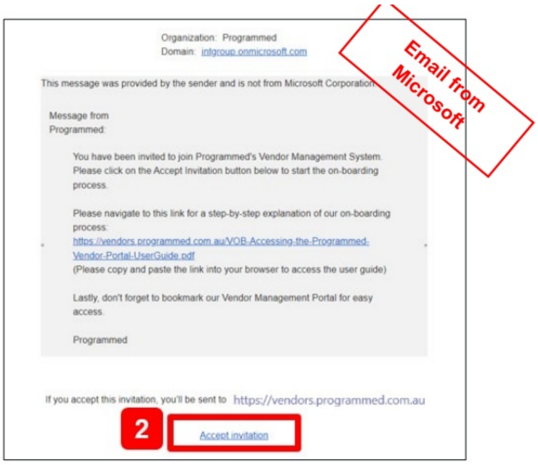
   – @MSN.com

   – @Microsoft.com

   Note: This includes all the other variations/domains such as .com.au or .com.nz etc

   If not a Microsoft account, then go to section 1.1.1

   If using your organization domain related email account go to section 1.1.3.



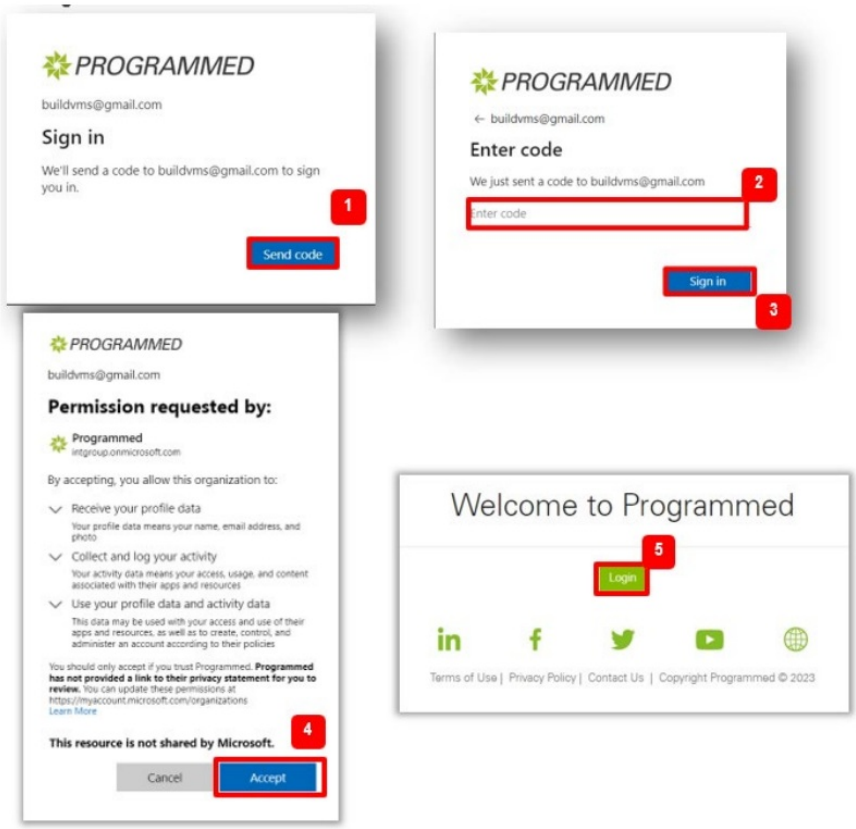
If you haven't received the email, please check your Junk / Spam folder in your mailbox.
If the issue persists, please contact Programmed for assistance.

1.1.1 If you have a Non-Microsoft Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (**invites@microsoft.com**) on behalf of Programmed. Follow the steps and the associated screenshots below.

- Click Send Code
- Copy and enter the code sent to your email
- Click Sign In
- Review the permissions and click Accept to proceed
- Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

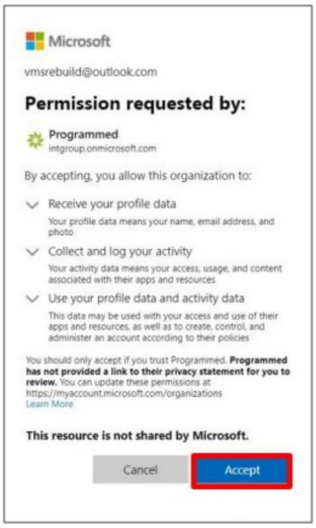


1.1.2 If you have a Microsoft Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (**invites@microsoft.com**) on behalf of Programmed. Follow the steps and the associated screenshots below.

1. Review the permissions and click Accept to proceed
2. Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

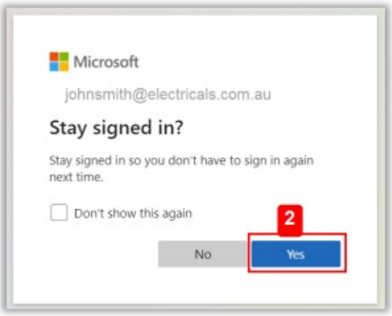


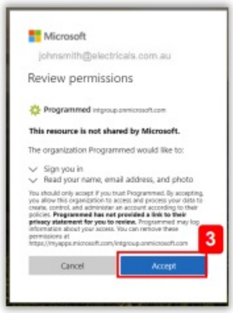
1.1.3 If you have an Organisation Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (invites@microsoft.com) on behalf of Programmed. Follow the steps and the associated screenshots below.

1. Enter the password relating to your company email account and click Sign in
2. Click Yes
3. Review the permissions and click Accept to proceed.

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

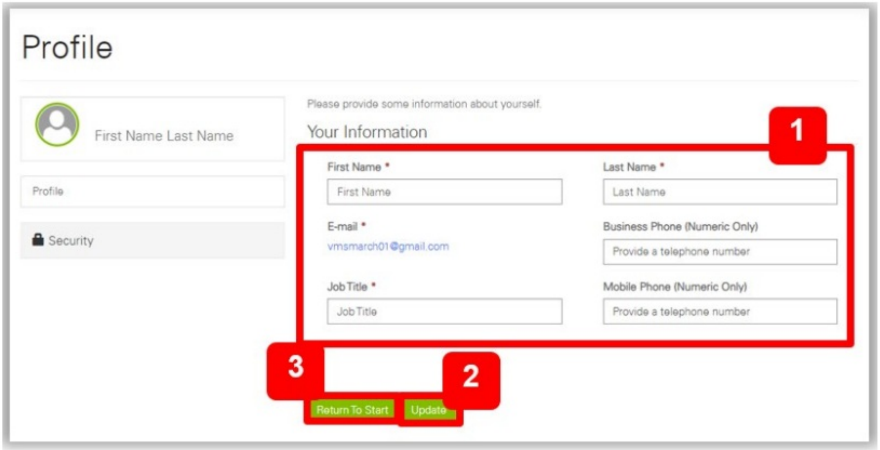




1.2 Update Your Account Details

To update details in your account:

1. Check your details and update accordingly to ensure the correct First Name, Last Name, Email address, Business Phone, Job Title, and Mobile Phone displays.
2. Click on Update once the profile has been updated.
   RESULT: Changes to the User profile will be saved
3. Click on Return to Start to return to the main screen.
   RESULT: You will be taken to the home screen of your account.



COMPLETE THE PRE-QUALIFICATION QUESTIONNAIRE

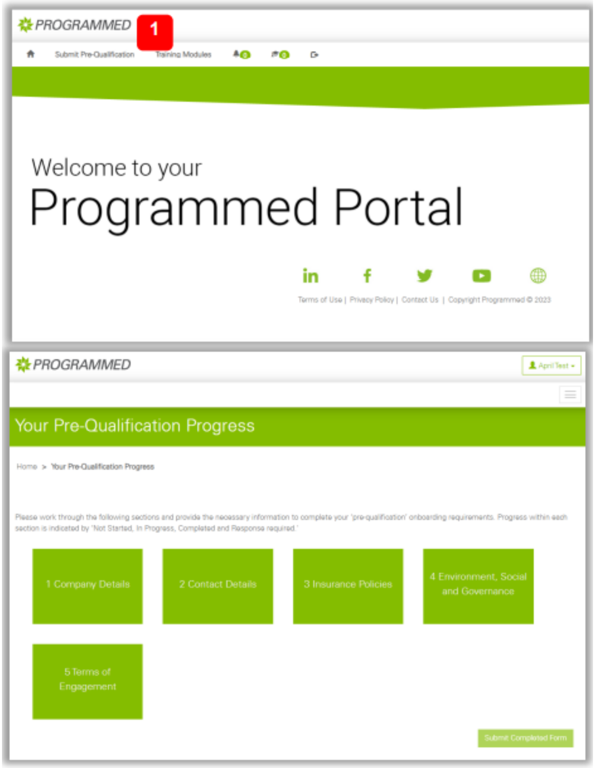
To open the Pre-Qualification in the Home screen:

1. Click on the Submit Pre-ualification

RESULT: The Your Pre-Qualification Progress page displays with multiple sections.
To complete a section, click on the Section name and populate as required.
Mandatory fields are indicated with a * – you need to populate these fields to complete the sections.
Each section appears as a green box and as you hover over it, the progress for each square displays. Once a section has been completed, the box colour changes from green to grey.
he progress status for each section includes:

1. Not Started – you have not started providing information in the section
2. In Progress – you have started providing information in the section but haven’t provided all the required information
3. Completed – you have submitted all the required information for this section.

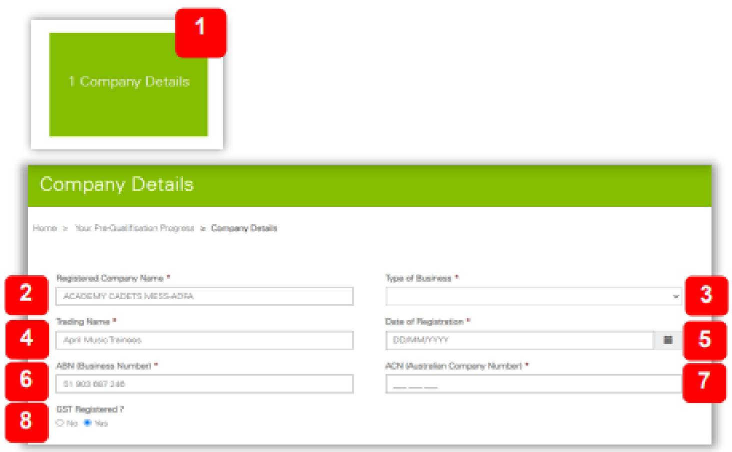
Once you have completed all the sections (status is Completed for all the sections), click on Submit Completed Form.



COMPLETE COMPANY DETAILS

To complete the Company Details section:

1. Click on Company Details.
2. Check and / or update the Registered Company Name.
3. Select the Type of Business from the Type of Business Dropdown.
4. Check and / or update the Trading Name.
5. Select a Date of Registration.
6. Check and / or update the ABN (Australian Business Number) field.
7. If the ACN (Australian Company Number) field is visible, ensure this is filled in.
8. Identify if the business is registered for GST from the GST Registered field.



The ACN field is only visible for 3 Types of Business. This includes the Trust, Franchise and Sole Trader. If your business is a Sole Trader or Partnership, this field is not required and not visible.

In the Head Office Section:

9. Enter the Head Office address including the Company Address, Suburb, State, Postcode and Country.

10. Add the Head Office contact details including the Phone Number and Email address.

    The Bank Details section is required so that Programmed can validate your company's bank details.

11. Enter the Payments Bank, the BSB number, Account Name and Account Number.
12. Click on Attach Bank Details to attach the bank details document (.txt, .docx, .xls, .xlsx, .pdf, .jpg, .png).

    The document should display the following information:

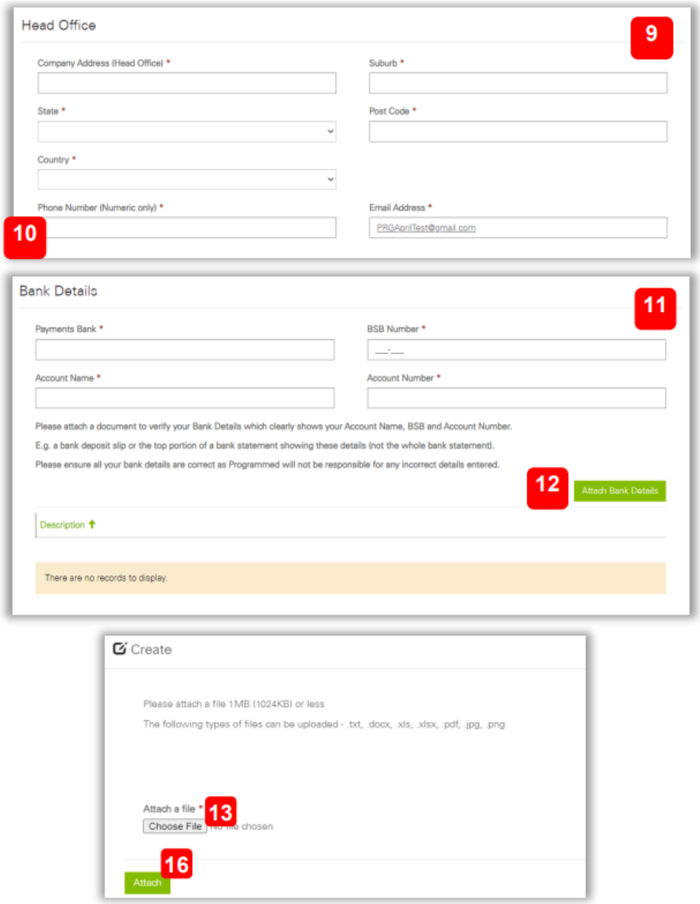
    • BSB & Account Number

    • Company Name

    • Address

    The document does not have to be a bank statement but must show legitimate bank account number details (e.g.: deposit slip, etc.).

13. Click on Choose File.
14. Select the File you want to upload from your computer.
15. Click on Open.
16. Click on Attach.



RESULT: Your document will display on the page.

If you want to remove the document, click on the drop-down arrow at the right-hand side of the document and select Remove. The document will be deleted from the page.

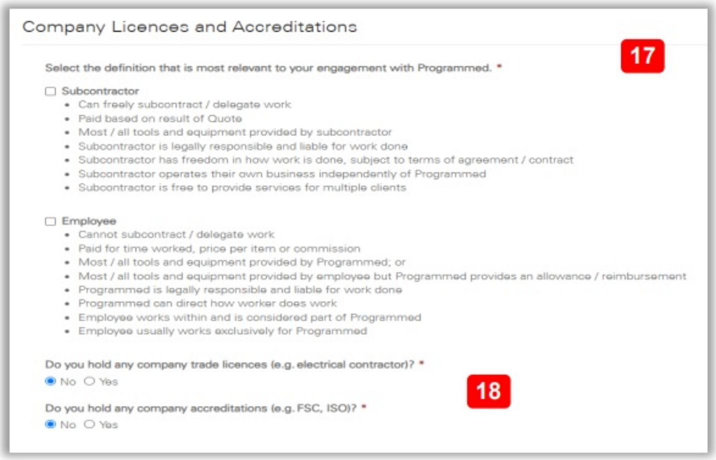
Clarify the Company Licences and Accreditations.

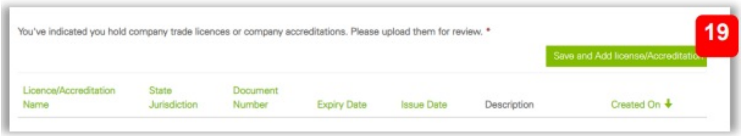
17. Select the relevant type of engagement you will be providing on your work with Programmed.
18. Identify if you hold any company trade license or company accreditations.

    RESULT: An additional field to add company license and accreditation will appear.

19. Click on Save and Add license / Accreditation.

    RESULT: The page reloads for Company Trade Qualifications and Licences.

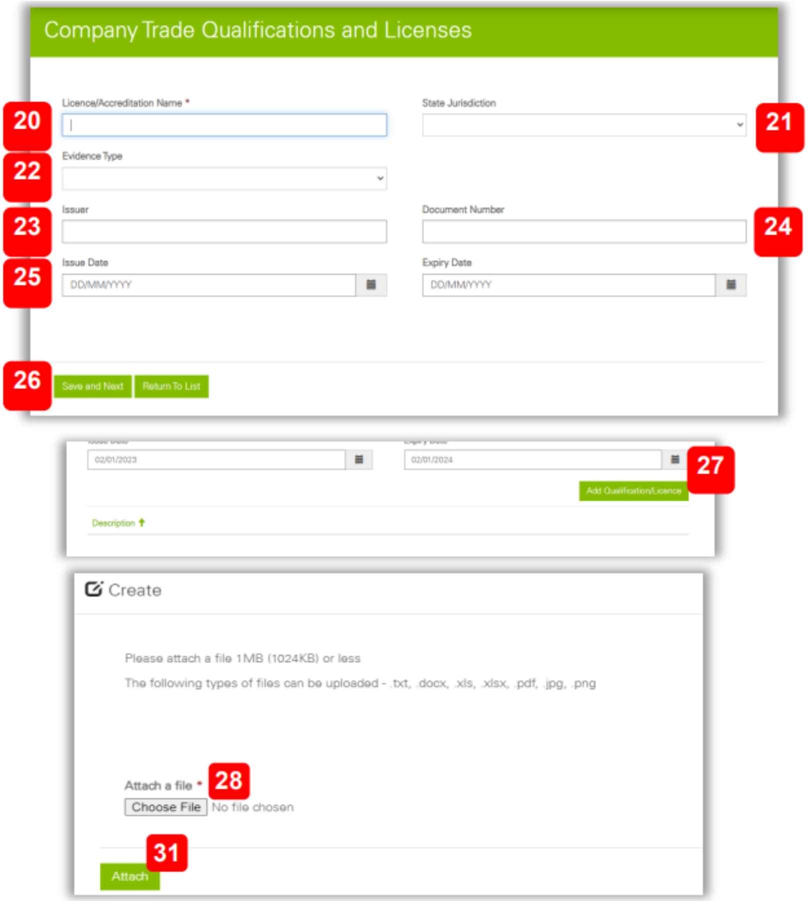




20. Enter a License / Accreditation Name.
21. Select the State Jurisdictions this qualification is applicable in from the drop down.
22. Select the Evidence Type.
23. Type in the organisation that issued this qualification.
24. Enter a Document Number.
25. Select the Issue Date and Expiry Date.
26. Click on Save and Next.

    RESULT: An additional field to add license and accreditation documents appears.
27. Click on Add Qualification/License
28. Click on Choose File.
29. Select the File you want to upload from your computer.
30. Click on Open.
31. Click on Attach.

    RESULT: Your document will display on the page.



If you want to remove the document, click on the drop-down arrow at the right hand side of the document and select Remove. The document will be deleted from the page.

32. Click on Save and Complete to return to the Company Details.

    RESULT: Company Details form displays.

    To add the locations where you provide goods and services:

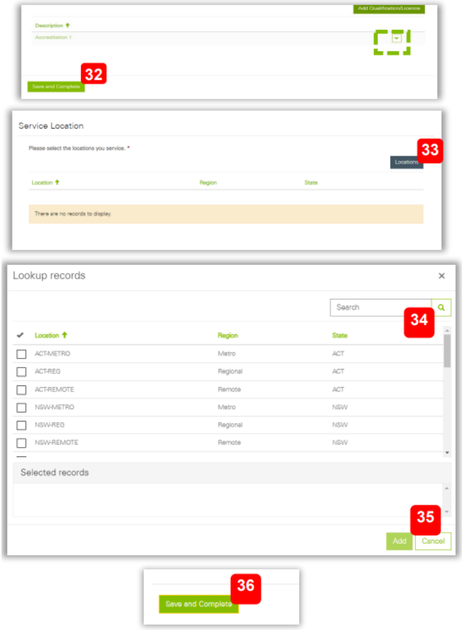
33. Click on Locations.
34. Select all the locations that you provide your goods and services.
35. Click on Add.

    RESULT: The service locations display in the Company Details form.

    Once all the details of the Company Details have been entered:

36. Click on Save and Complete to submit the Company Details

    RESULT: The Company details will be submitted and sent back to the Programmed systems. You will be returned to the Submit Prequalification page and the Company Details section will turn grey.

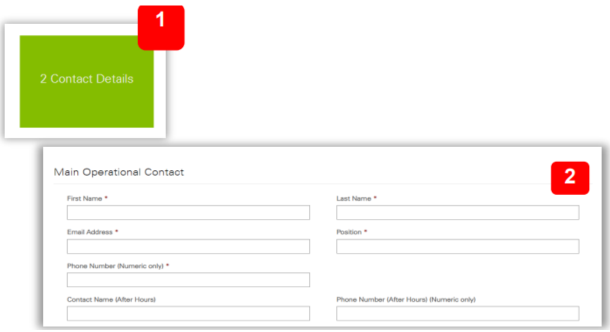


COMPLETE CONTACT DETAILS

This section is for you to provide key contact details for your company.

To complete Contact Details information:

1. Click on Contact Details
2. Fill in the Main Operational Contact Details with the details of the person that can be reached for operational purposes (this could also include out of hours communications)



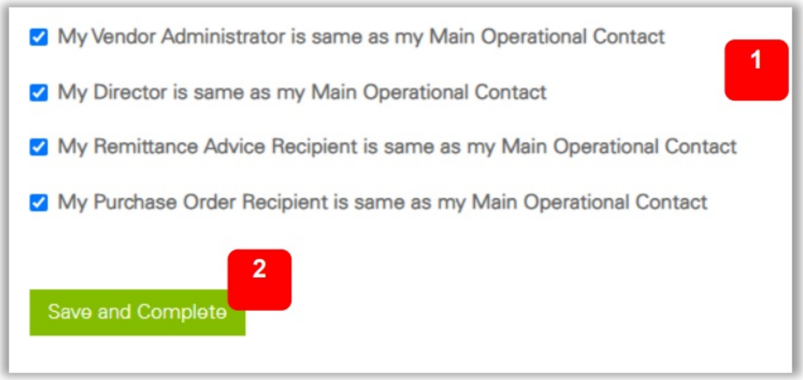
Please note that if your Office Administrator changes, you must inform Programmed so that their details can be updated in the system.
A shared inbox email address is preferable.

4.1 Copy the Main Operational Contact Details for Other Roles

If any of the Vendor Administrator, Director, Remittance Advice Recipient or Purchase Order Recipient are the same as the Main Operational Contact:

1. Ensure the checkboxes for each role are ticked
2. Click on Save and Complete to return to complete and return to the Submit Prequalification

   RESULT: The Contact Details will be updated with the Main Operator contact as the contact for all communications.



4.2 Provide Different Contact Information for Other Roles

To add different Vendor Administrator details:

1. Untick the checkbox for My Vendor Administrator is the same as my Main Operational Contact.
2. Enter the Vendor Account Administrator Details

   RESULT: The Vendor Account Administrator Details will be updated.

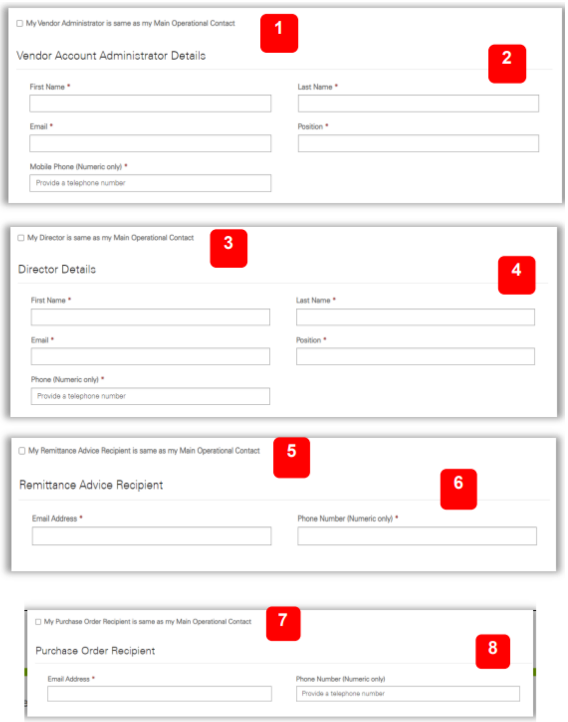
   To add different Director details:
3. Un-tick the check box for My Director is the same as my Main Operational Contact.
4. Enter the Director Details

   RESULT: The Director Details will be updated.

   To add different Remittance Advice Recipient details:
5. Un-tick the check box for My Remittance Advice Recipient is the same as my Main Operational Contact.
6. Enter the Remittance Advice Recipient Details

   RESULT: The Remittance Advice Recipient Details will be updated.

   To add different Purchase Order Recipient details:

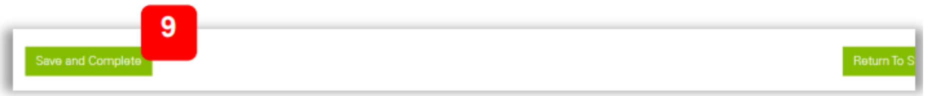


7. Untick the checkbox for My Purchase Order Recipient is the same as my Main Operational Contact.
8. Enter the Purchase Order Recipient Details

   RESULT: The Remittance Advice Recipient Details will be updated.

   Once all role contact details have been entered:

9. Click on Save and Complete to return to the Submit Pre-Qualification page.
   RESULT: The Contact details will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Prequalification page and the Company Details section will turn grey.



COMPLETE INSURANCE POLICIES

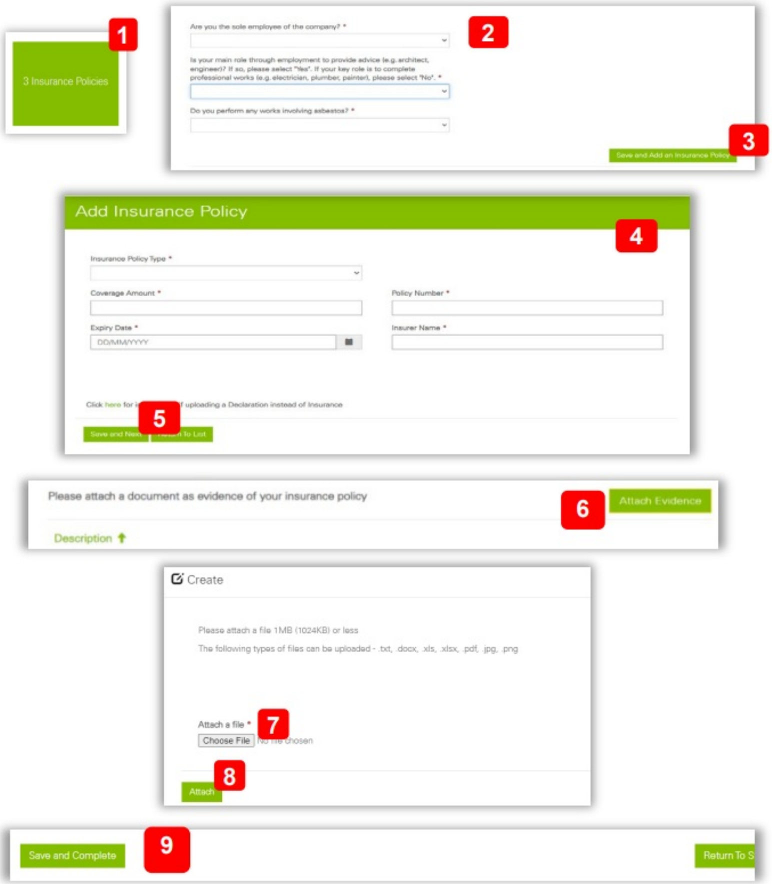
This section is for you to provide evidence of Insurance Policies as per Programmed Insurance Guidelines.
The following Insurance Policies are mandatory regardless of the type of vendor you are:

1. Public and Product liability.
2. Motor Vehicle Insurance.
3. Workers' Compensation or Income Protection depending on how many staff you have.

If you do not upload these Insurance Policies, you will not be able to progress further.

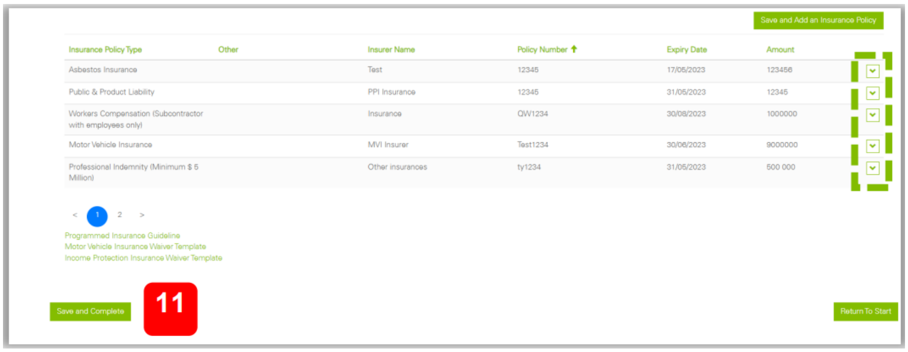
To complete the Insurance Policies section:

1. Click on Insurance Policies.
2. Respond to the list of queries based on your organisation and the work you perform.
   Based on your responses, the system will alert you to which of your insurance policies are required.
3. Click on Save and Add an Insurance Policy.
   RESULT: The Add Insurance Policy page displays.
4. Enter the Insurance Policy details.
5. Click on Save and Next to proceed to the next section.
   RESULT: The Insurance Policy saves and an attachment section appears.
6. Click on Attach Evidence to upload evidence of the Insurance Policy.
7. Click on Choose file and select the File you want to upload from your computer (.txt, .docx, .xls, .xlsx, .pdf, .jpg, .png) and Click on Open.
8. Click on Attach.
   RESULT: The Insurance Policy Evidence has been attached to the Insurance Policy.
9. Click on Save and Complete to save the Insurance policy and return to the Insurance Policies form.
10. Repeat Steps 3 – 9 to add all other insurance policies required.



RESULT: All insurance policies will be ready to submit

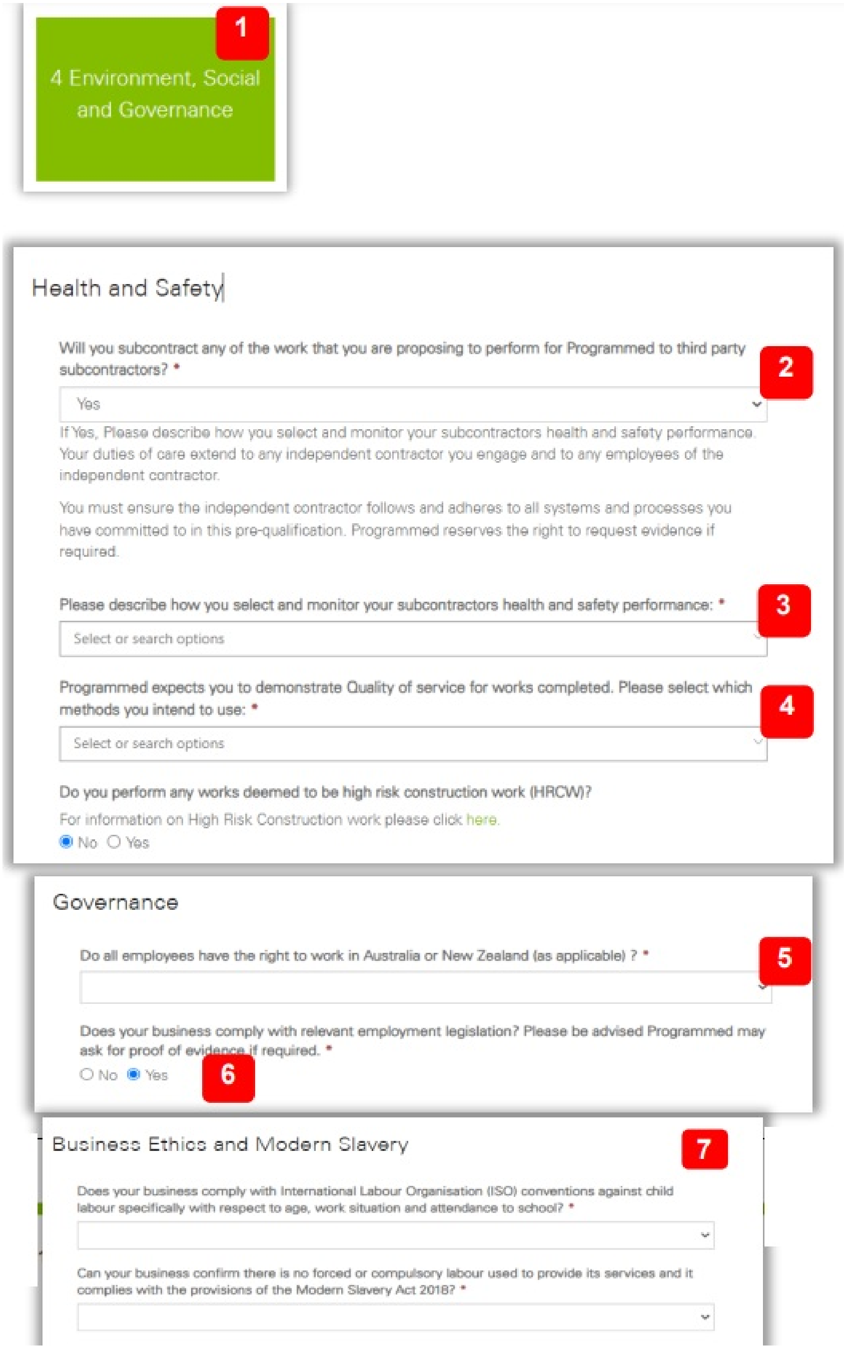
11. In the main Insurance Policy page, click on Save and Complete to complete this section. **RESULT**: The Insurance Policies section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn grey.



If you want to remove the document, click on the drop-down arrow at the right-hand side of the document and select Remove.
The document will be deleted from the page.

COMPLETE ENVIRONMENT, SOCIAL AND GOVERNANCE

Programmed recognises the potential risk our procurement activity has on the environment and sustainability and will integrate sustainability, environmental and social issues into the procurement process. Through our Procurement practices we are committed to continuous improvement in pursuit of Zero Harm to our people, the community in which we work, and the environment.
Programmed is committed to building and fostering a culture in which diversity is valued and to providing a workplace that is safe and respectful. This means that Programmed Employees must treat other employees, customers and suppliers and other people with trust, dignity, respect, fairness and equity.
Programmed does not tolerate any form of modern slavery in any part of our business or supply chain. We ensure procurement decisions are made in an ethical, accountable and transparent manner.

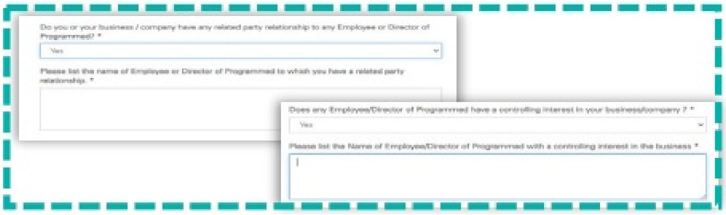


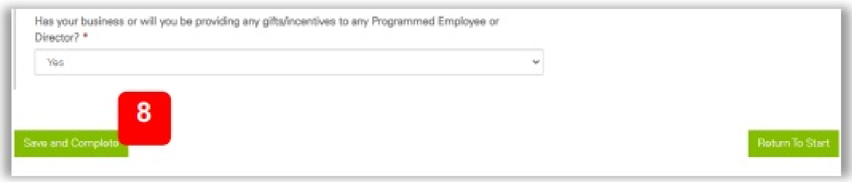
To complete the Environment, Social and Governance section:

1. Click on Environment, Social and Governance
   RESULT: Environment, Social and Governance section displays questions based on your organisation type. If you are a sub-contractor, fill in the Health and Safety questions.
   This section is only visible to those who are recorded as sub-contractor in Programmed systems. If you are a supplier, please skip to the steps for Governance (Step 5)
2. Select Yes/No if you will be using third party sub-contractors to complete the work.
3. If you select Yes, complete the next question describing how you will monitor the works completed.
   To avoid missing questions, please click out of the responses in this question and respond to the question under the prompts.
4. Continue answering the next questions in the Health and Safety section.
   RESULT: The health and safety section will be completed.

To fill in the Governance section:

1. Identify if all employees in your company have a right to work in Australia.
2. Select if your organisation complies with the relevant employment legislation.
   RESULT: Details for Governance have been entered.
3. Select Yes/No from the questions around Business Ethics and Modern Slavery section
   RESULT: The Business Ethics and Modern Slavery section is completed.
   Once all the Environment, Social and Governance section has been completed
   If your company has a related party interest with an employee or Director of Programmed, or if a Programmed Employee or Director has a controlling interest in your business / company, further field will appear for you to provide details of the Employee or Di rector.
4. Click on Save and Complete to complete this section
   RESULT: The Environment, Social and Governance section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn
   grey.



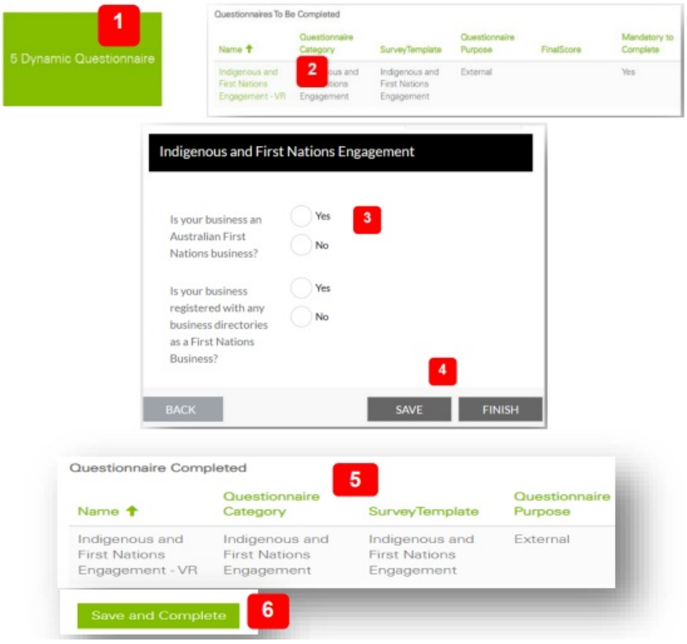


COMPLETE INDIGENOUS AND FIRST NATIONS ENGAGEMENT SURVEY

Some vendors maybe asked to complete an additional section.

To complete the Survey:

1. Click on Dynamic Questionnaire
   RESULT: The Indigenous and First Nations Engagement survey is displayed under the Questionnaires To Be Completed section
2. Click on the survey to open
3. Answer the questions
4. Click Save and Finish
5. The survey will move out from Questionnaires To Be Completed and into the Questionnaires Completed section.
   NOTE: Sometimes this may take upto 10 minutes to move into the Questionnaires Completed section.
6. Click on Save and Complete RESULT: The Indigenous and First Nations Engagement survey is now completed



COMPLETE TERMS OF ENGAGEMENT

This section is for you to agree to the Terms of Engagement. These may differ based on your service offering to Programmed.
Programmed is a leading provider of staffing, maintenance & facilities management services in Australia & New Zealand.
Our uncompromising commitment to health & safety, creating value and sustainability means that we are regularly chosen by many of the largest and most prestigious organisations as their facilities & asset management partner.
Programmed utilises Subcontractors to assist in providing services and expects the same uncompromising commitment to health safety and environment from its Subcontractors as it does from its own employees.
This section is for you to get familiar with Programmed Policies and Procedures for you to provide information about the staffing of your company. You need to read and understand these documents.
Programmed is committed to building and fostering a culture in which diversity is valued. Our goal when procuring goods and services is to reflect the diversity of our customers and communities through the diversity of our own supply chain.
Programmed endorses and abides by the relevant legislation in regard to the promotion of equal opportunity for all persons.
This forms the basis for recruitment, employment terms and conditions, development and promotion of all employees.
This section is also for your company's Authorised Person (Company Director / Owner) to sign off the Pre-Qualification questionnaire and for you to provide the details of the Vendor Administrator that will be managing the relationship with Programmed if the Pre-Qualification is approved. It is very important that they have a unique email address (preferable a shared email address).

The Vendor Administrator is your company contact who will be responsible for maintaining up-to-date compliance documents and initiate PRG induction invitations for your employees who require access to Programmed sites.

To complete the Terms of Engagement section:

1. Click on Terms of Engagement.

   RESULT: The Terms of Engagement details based on your account type display.

   If you are a sub-contractor in our systems:
2. Click on the Sub-Contractor Handbook to review, accepting the contents have been read once completed.
3. Click on the Programmed Policies and Procedures on the Contractor Essentials webpage to review, accepting

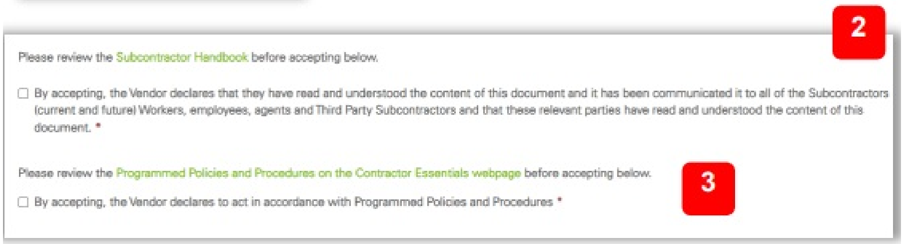
to act in accordance with these once completed.

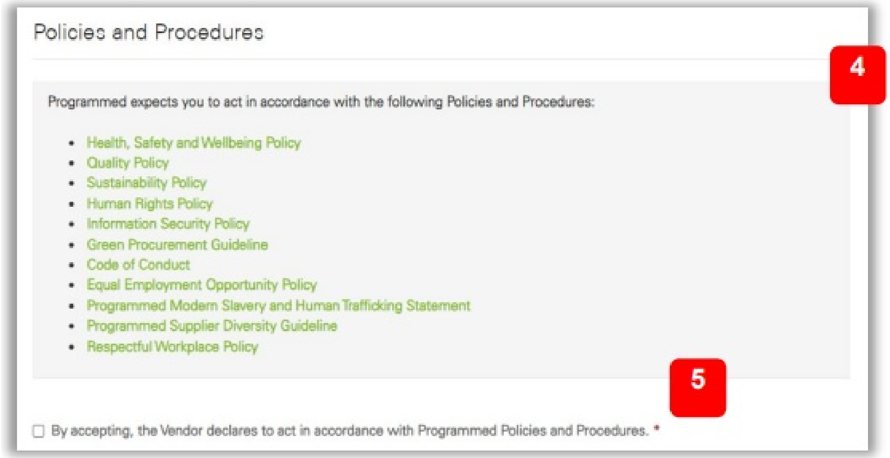
If you are a supplier:

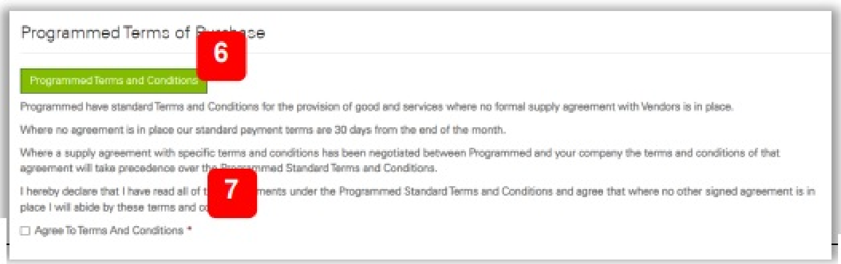
4. Click to review each of Programmer's Policies and Procedures.
5. Click to confirm the acceptance of information that can be found in the Sub-Contractor Handbook.

The next agreements are to be completed by both Suppliers and Sub-Contractors:

6. Click to review the Programmed Terms and Conditions for Purchase Result: Programmed Terms and Conditions will display a PDF Document in a new tab. (It is recommended that you print this off or save it somewhere you can refer to it).
7. Click to agree to the Terms and Conditions
8. Review the Authorised Person Declarations and click to confirm you are the authorized person and to agree to the declaration.

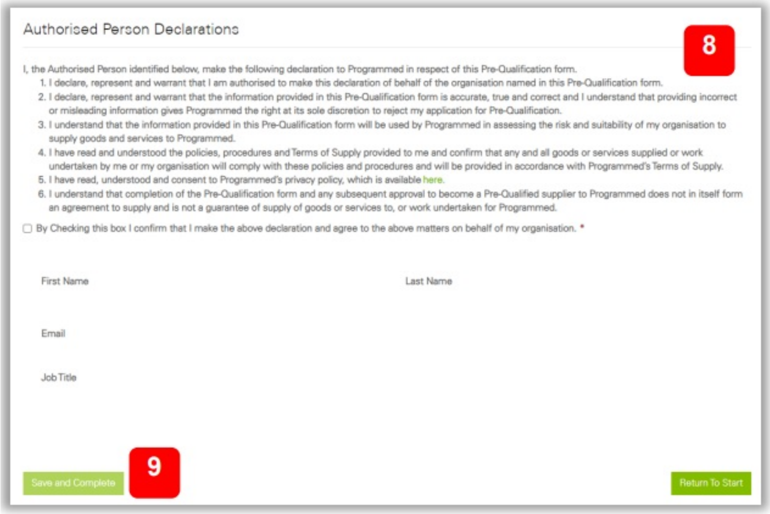






9. Once the declarations have been completed, click on Save and Complete to submit this section.

RESULT: The Terms of Engagement section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn grey.

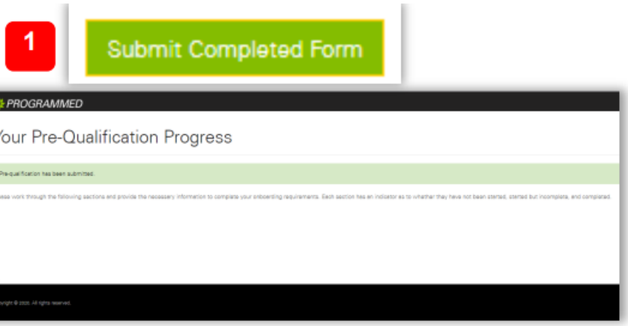


SUBMIT PRE-QUALIFICATION QUESTIONNAIRE

Once you have completed all the sections, all the section statuses will be set to Completed.
To submit the Pre-Qualification Questionnaire:

1. Click on Submit Completed Form.

   RESULT: Thank you for submitting the Pre-Qualification Questionnaire, it is now under review by Programmed. You will receive an email confirming your Pre-Qualification was successfully submitted.



If your Pre-Qualification is rejected, you will receive a notification email with the rejection reason(s) and potentially a follow up call regarding the reasons for rejection. You may need to re-submit the Pre-Qualification Questionnaire with updated information. The section(s) requiring updates will be tagged as In Progress for you to complete.
If your Pre-Qualification is approved, you will receive 2 emails:

1. An Approval Confirmation email
2. A link to log into the Vendor Portal

   If you are a Subcontractor, you will be able to login to set up the employees that will be engaged with Programmed and will require to complete Programmed induction and / or upload further documentation such as licenses and other relevant certifications or compliance documents. The Vendor Administrator will be able to send invitation links to the identified employees.

You may be contacted by the Procurement team regarding further specific pricing and agreements.

FREQUENTLY ASKED QUESTIONS (FAQS)

Below is a list of answers to the questions most frequently asked by vendor administrators.

If you have a question not answered in this document, please contact PMS.Procurement@programmed.com.au and we'll answer the question and update this document accordingly. If you are a PFM WA vendor, then contact vendormanagement@programmed.com.au

10.1 Internet Browser

Q: Which internet browser is best to use in accessing the Pre-Qualification Questionnaire?

A: Google Chrome works best in accessing the Pre-Qualification Questionnaire.

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Q: My Google Chrome browser tries to auto-fill information when filling out the pre-qual, how do I stop this?

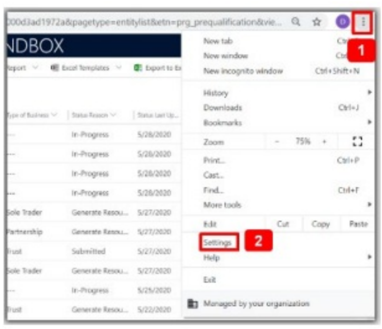
A: If Google Chrome auto-fills the information you are filling in for a Pre-Qual, you can delete the auto-fill information by following the steps below:

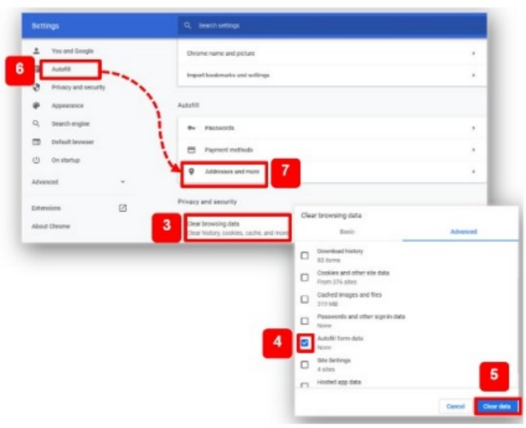
In your Google Chrome browser:

1. Click on the Ellipses at the top right corner of your Google Chrome browser
2. Click Settings
3. Click on Clear browsing data
4. Tick Autofill form data
5. Click Clear Data

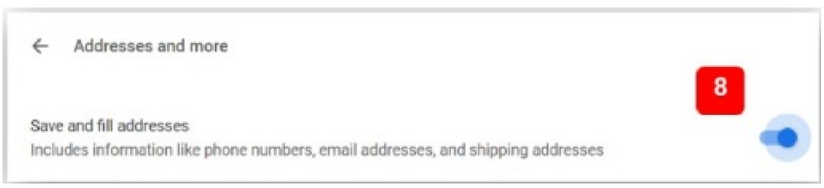
   RESULT: The Autofill form data is now cleared in the Google Chrome browser.

   Additionally, to turn off Autofill for addresses, phone numbers and email addresses:
6. Click on Autofill
7. Click on Addresses and more
8.





   Toggle the Save and fill addresses to off



9. RESULT: The Autofill form data is now cleared in the Google Chrome browser.

10.2 Login Issues

Q: Why haven't I received the Microsoft email with the login link?

A: Please check your Junk/Spam folder. Ensure that the email you have submitted is valid and unique as shared mailboxes are not accepted. If the issue persists, please contact the rogrammed Procurement Team f for assistance.

Q: What do I do if I can`t login into the portal?

A: Contact the Programmed Procurement Team your unable to login using the username and password in the prequalification email

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10.3 Document Formats

Q. Which format of documents can I upload?

A: You can upload documents with the following formats: .txt, .docx, .xls, .xlsx, .pdf, .jpg, .png

10.4 Bank Details and Company Turnover Information

Q: What information must my Bank Details have for upload and why is this information required?

A: When attaching your bank details, it must display the BSB and Account Number, Company Name, and the Address. This is required so that Programmed can validate your company's bank details. The document does not have to be a bank statement but must show legitimate bank account number details (e.g.: deposit slip, etc.).

10.5 Insurance and Income Protection

Q: Is uploading Insurance Policies mandatory?

A: Yes. If you do not upload insurance policies you will not be able to submit your Pre-Qualification Questionnaire.

Q: Why do I need motor vehicle insurance?

A: All vehicles attending a Programmed site must have Motor Vehicle Insurance in place. If you do not have Motor Vehicle Insurance OR If you do not travel to site OR if you use a third party to deliver, please request the "Insurance Declaration Form" from your Programmed contact then complete and attach this to your Prequalification.

Q: Why do I need Professional Indemnity Insurance?

A: If you have declared that you provide professional advice OR if you are a Consultant, we will require this insurance cover.

Q: Is Income Protection and/or Worker's Compensation Insurance mandatory?

A: Your answers to the questions asked in the Insurance Policies section will determine whether Income Protection and/or Workers Compensation Insurance is required. If yes, you will need to provide information and evidence for it.

Q: I am unable to proceed and getting an error message?

A: Please check that the browser been used is Google Chrome as this is the most compatible browser with the system. If you are stuck under the Insurance section, please ensure you have attached the required insurances i.e. Motor Vehicle Insurance Certificate, Workers Compensation Insurance Certificate, Income Protection Insurance Certificate, Public and Product Liability Insurance Certificate, Professional Indemnity Insurance Certificate, etc. The required insurances will depend on the type of Prequalification you are completing.

10.6 Health and Safety Procedure and Policies

Q: As a Sole Trader I do not have Health and Safety Procedures and Policies in place. Do I need to agree to Programmed Health and Safety Policy to be a Vendor?

A: Yes. If you do not have Health and Safety procedures and/or systems in place, you will need to agree to work within Programmed's policies and procedures.

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10.7 Office Administrators and Email Addresses

Q: What email is best to provide to Programmed?

A: A shared mailbox must not be used. A valid and unique email id is required for each user that logs into the Programmed Vendor Portal.

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Q: What should I do if my Office Administrator has changed?

A: Contact and inform Programmed that your Office Administrator has changed so that their details can be updated in the system.

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If you have a question not answered in this document, please let us know and we'll answer the question and update this document accordingly.

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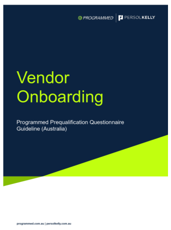
Documents / Resources



PERSOLKELLY Programmed Vendor Onboarding Prequalification Questionnaire [pdf] Instructions
PRG-PRO-GU-1351, PRG-PRO-PR-0475, Programmed Vendor Onboarding Prequalification Questionnaire, Programmed Vendor Onboarding, Programmed Prequalification Questionnaire, Vendor Onboarding Prequalification Questionnaire, Prequalification Questionnaire, Vendor Onboarding

References

- **User Manual**