

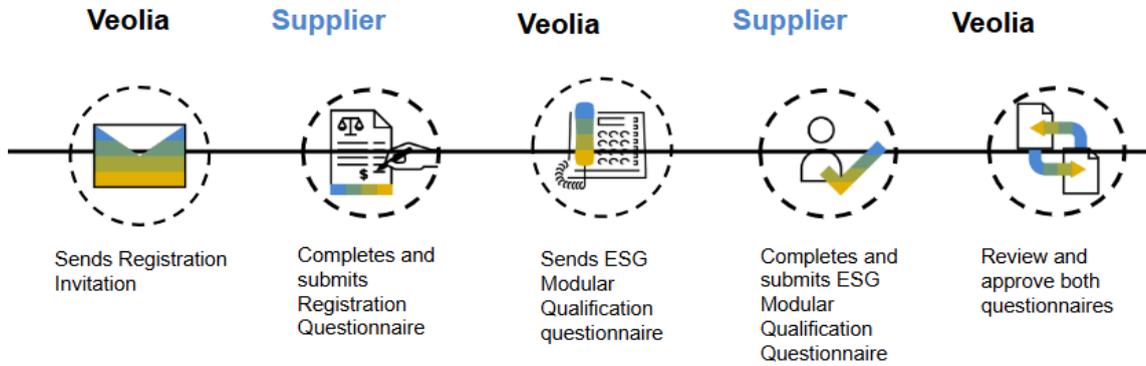


SAP Ariba SUPPLIER ONBOARDING GUIDE



THIS GUIDE WILL PROVIDE YOU WITH INSTRUCTIONS OF HOW TO ONBOARD AS A VEOLIA SUPPLIER IN SAP ARIBA.

Please note that onboarding is a two-part process:



All steps need to be completed for you to be registered/onboarded as a supplier with Veolia.

This is not the same as the enablement for the trading relationship.

TABLE OF CONTENTS

REGISTERING AS A SUPPLIER.....	3
CREATE NEW ACCOUNT.....	5
USE EXISTING ACCOUNT.....	9
SUPPLIER REGISTRATION QUESTIONNAIRE.....	10
UPDATES ON THE REGISTRATION QUESTIONNAIRES.....	14
HOW TO UPDATE BANK DETAILS?.....	15
ESG QUALIFICATION MODULAR QUESTIONNAIRE.....	18
HOW TO UPDATE INSURANCE CERTIFICATES?.....	23
WHAT HAPPENS IF I HAVE AN ISSUE WITH ARIBA?.....	26
DO I HAVE TO PAY TO JOIN THE SAP BUSINESS NETWORK?.....	27
FAQs.....	28

REGISTERING AS A SUPPLIER

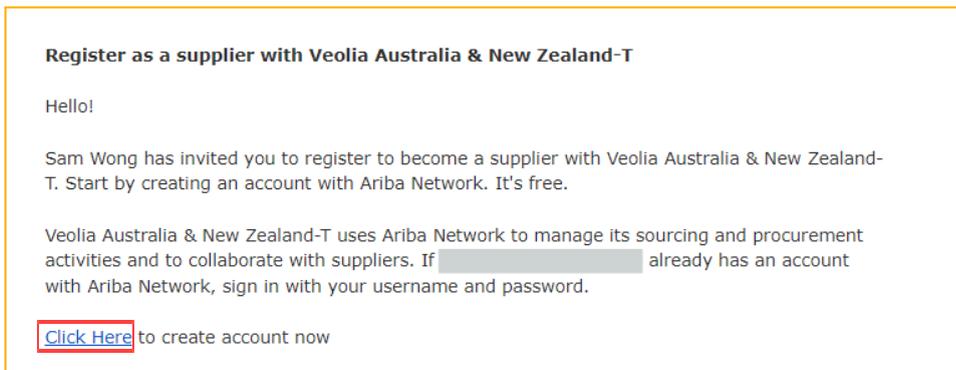
1. An email will be sent to the registered supplier email address that Veolia has on the system and/or your Veolia local contact provided. The email will be sent directly to you by SAP Ariba and it will invite you to join the SAP Business Network, via a web link in the email.

NOTE: If you are unable to click the link, it could have expired or has become inactive. Please email the Veolia SAP Ariba Support team <saparibasupport@veolia.com> and provide details of who received the email and what is the error message.

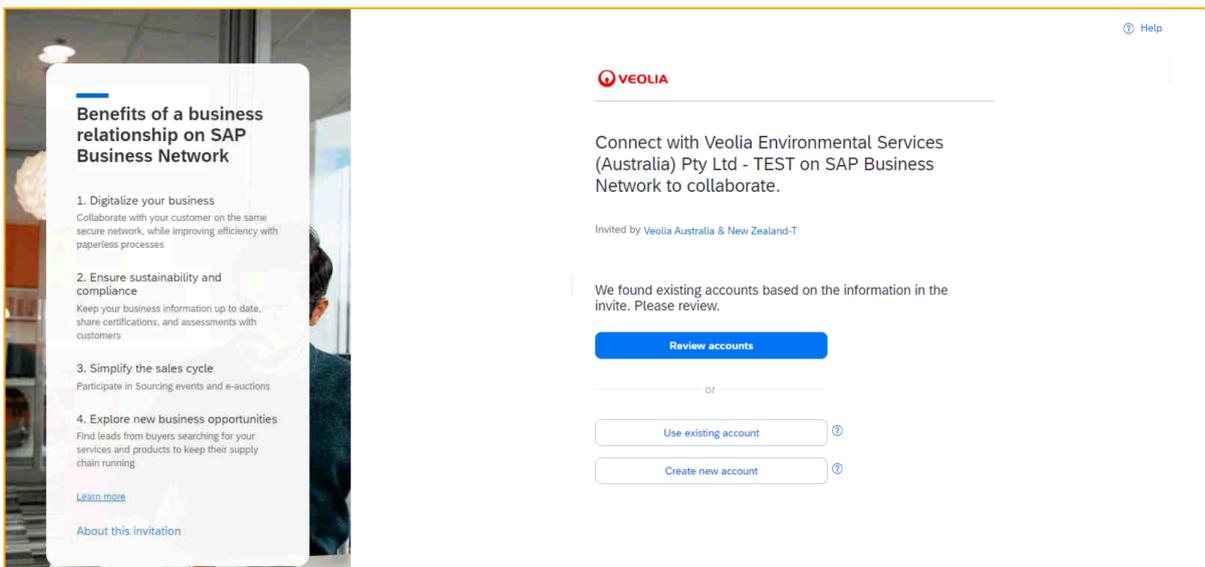
NOTE2: Some companies will have the email address s4approval-prodau=panaust@au.cloud.ariba.com blocked & sent directly to SPAM. If this has happened to you, either:

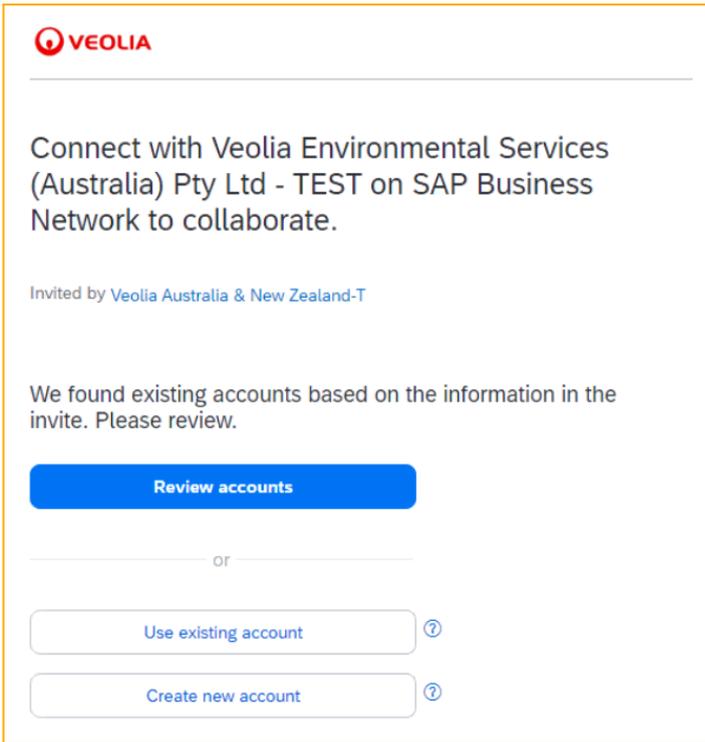
- forward the email from the SPAM folder to your IT department requesting this email address to be whitelisted OR
- Request your IT department to whitelist the following domain [*au.cloud.ariba.com*](https://au.cloud.ariba.com)

2. Click on **Click Here** to open the SAP Ariba website page



3. Clicking on the link will take you to the signup page





- a. **Review Accounts** – You can review accounts previously created by someone in your organization and you will have the option to select it and proceed with the onboarding process. **NOTE:** If you choose to “Review Accounts”, please be aware that Veolia does not have any login details or information associated with that account. This means that we will not be able to assist you with logging in or retrieving any existing account information. By selecting an existing account, you acknowledge that you will be responsible for managing the account and its associated login credentials.
- b. **Use existing account** - If you already have an account created in Ariba
- c. **Create new account** - If you don't have an account created in Ariba

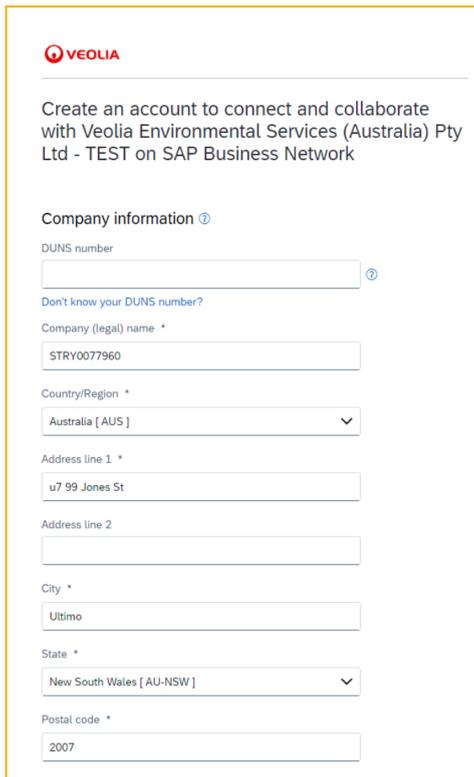
CREATE NEW ACCOUNT

1. Click on Create new account
2. Confirm or update the Company information, information is prepopulated based on the data that Veolia previously had on your account

NOTE: The D-U-N-S (Data Universal Numbering System) field can be left empty during registration, as this is not a mandatory field.

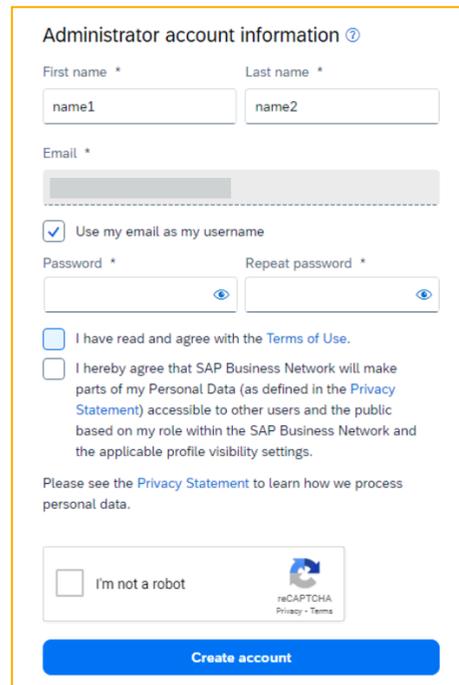
- a. Ensure that all fields with an asterisks have been completed
- b. Scroll down to Administrator account information

Company information:



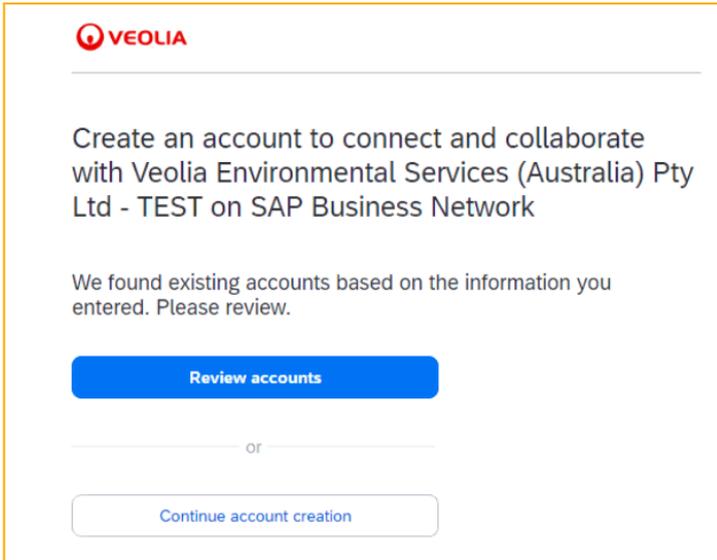
The screenshot shows the 'Company information' section of the registration form. At the top, the Veolia logo is displayed. Below it, a heading reads 'Create an account to connect and collaborate with Veolia Environmental Services (Australia) Pty Ltd - TEST on SAP Business Network'. The 'Company information' section includes a 'DUNS number' field with a help icon and a link 'Don't know your DUNS number?'. The 'Company (legal) name' field is pre-filled with 'STRY0077960'. The 'Country/Region' dropdown is set to 'Australia [AUS]'. The 'Address line 1' field is pre-filled with 'u7 99 Jones St'. The 'City' field is pre-filled with 'Ultimo'. The 'State' dropdown is set to 'New South Wales [AU-NSW]'. The 'Postal code' field is pre-filled with '2007'.

Administrator account information:

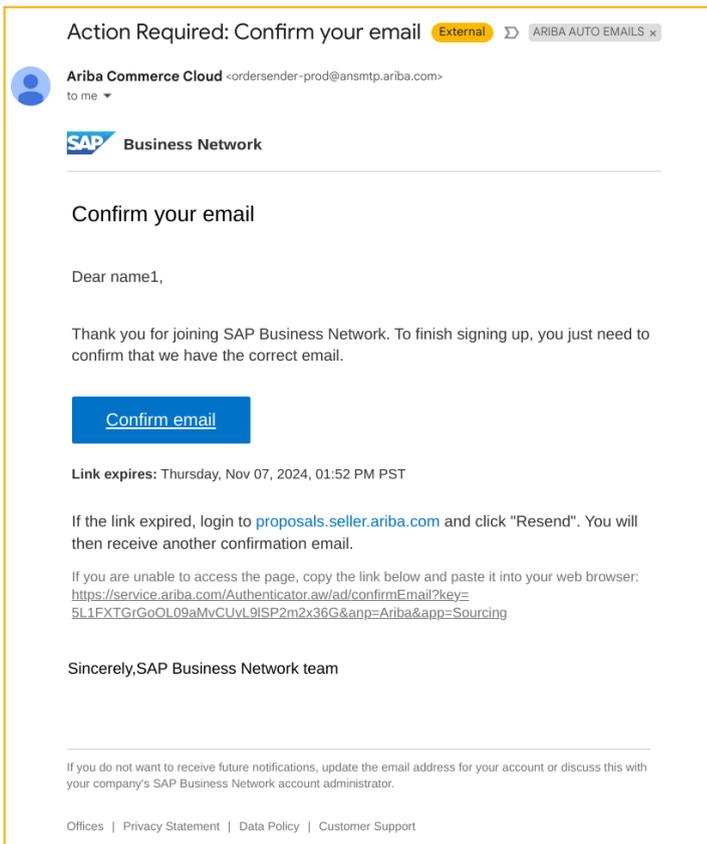


The screenshot shows the 'Administrator account information' section of the registration form. It includes fields for 'First name' (pre-filled with 'name1') and 'Last name' (pre-filled with 'name2'). The 'Email' field is pre-filled with a greyed-out address. There is a checked checkbox for 'Use my email as my username'. The 'Password' and 'Repeat password' fields are empty, with eye icons for visibility. Below these are two checkboxes: 'I have read and agree with the Terms of Use.' (unchecked) and 'I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the Privacy Statement) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.' (unchecked). A link to the 'Privacy Statement' is provided. At the bottom, there is an 'I'm not a robot' checkbox and a reCAPTCHA widget. A blue 'Create account' button is at the bottom.

3. Confirm or update the Administrator account information
 4. Create a password, enter the Password and Repeat password
- NOTE:** Passwords must contain a minimum of 8 characters including upper and lower case, numeric digits and special characters
5. Open and review the Terms of Use, then click on I have read and agree with the Terms of Use
 6. Click on I'm not a robot
 7. Click on Create Account
 8. You might be prompted to continue the account creation process, please click on "Continue account creation":



9. You will receive a confirmation email from ordersender-prod@ansmtp.ariba.com, subject “Action Required: Confirm your email”, as below:



- After clicking on “Confirm email”, you will be prompted to complete more information for your Business Network account. Please note this is not mandatory, you can click on “Don’t show this to me again”:

Almost done! We just need a little bit more information.

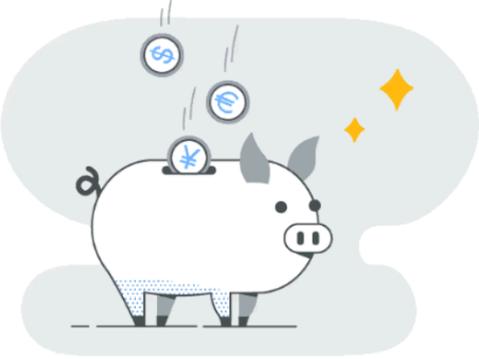
Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

or

Ship-to or Service Locations

or



- After this is completed, you will be taken to the Ariba Proposals and Questionnaires dashboard:

ARIBA Proposals and Questionnaires - VEOLIA
VEOLIA AUSTRALIA & NEW ZEALAND

There are no matched events.

Welcome to the **Ariba Speed Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. ARIBA, Inc. administers this site in an effort to ensure market integrity.

Events

Title	ID	End Time	Event Type	Participated
No items				

Registration Questionnaires

Title	ID	End Time	Status
No items			

Supplier Registration Questionnaires

Duo0002050			
3/3/2025 9:43 AM			
Invited			

Qualification Questionnaires

Title	ID	End Time	Commodity	Progress	Status
No items					

Questionnaires

Title	ID	End Time	Commodity	Progress	Status
No items					

Certificates

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
No items					

Tasks

Name	Status	Due Date	Completion Date	Alert
No items				

12. Once you have successfully signed up you will receive a confirmation page from SAP Ariba containing important detailed information of the account you just created:

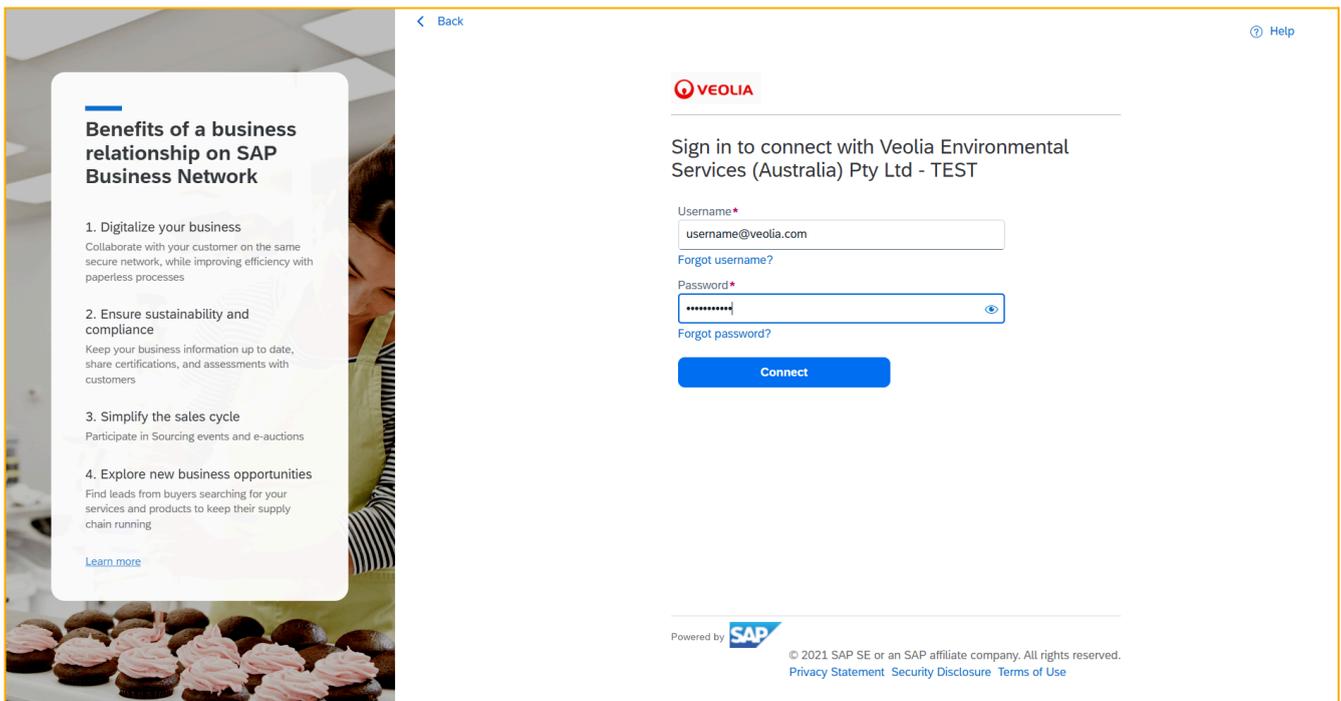


- a. **Username:** Business Network requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.
- b. **Business Network ID:** The Ariba Network Identification number (ANID) is the unique identifier for each SAP Business Network (Ariba Network Account) Click on the question mark in the top right hand corner to activate the Help Options Pane to get access to different levels of help
- c. **Administrator email:** The administrator email address for this account, the person who is responsible for maintaining the account.

USE EXISTING ACCOUNT

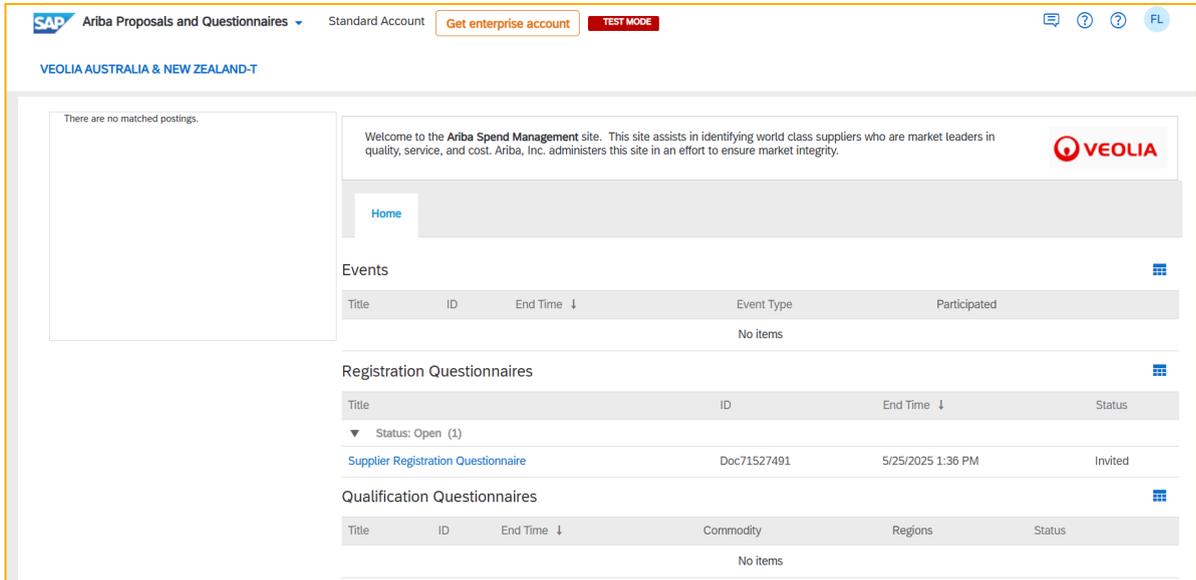
If you click on “Use existing account”, you will be prompted to login using your existing credentials. Please follow the steps below:

1. Enter Username (Username in form of email – does not need to be a real email address – e.g. bob@abc.com)
2. Enter your Password
3. Click on Connect



SUPPLIER REGISTRATION QUESTIONNAIRE

- Once you have signed up for an account (or logged in) you will be redirected to the Ariba Proposals and Questionnaires dashboard, where you will find the Supplier Registration Questionnaire



- Complete all five sections of the Supplier Registration Questionnaire
- You can save as a draft, as you progress through the questionnaire
- Section 1 covers General Supplier Information
- Section 1 - Note:** The ABN/NZBN field will be prepopulated and locked in the registration questionnaire. If your ABN/NZBN is incorrect, or needs to be changed, please contact the Veolia SAP Ariba support team (email).

The screenshot shows the 'General Supplier Information' form. It is a multi-step form with 14 numbered sections. Section 1.1 is 'Business Size' (Unspecified), 1.2 is 'Annual Income' (AUD), 1.3 is 'Supplier Trading Name' (TRADING NAME), 1.4 is 'Legal Business Entity Name' (LEGAL BUSINESS ENTITY NAME), 1.5 is 'ABN / NZBN' (Australia: ABN 41453995818, Organization 41453995818), 1.7 is 'Country code' (AU Australia), 1.8 is 'Main telephone number' (00 0000 0000), 1.9 is 'Mobile telephone number' (00 0000 0000), 1.10 is 'Fax Number', 1.11 is 'Main address' (Street, House Number, Street 2, Street 3, District, Postal Code, City, Country/Region: Australia (AU), State/Province/Region: Western Australia (WA), Time Zone), 1.12 is 'Internet homepage address', 1.13 is 'Purchase Order Notification Email Address' (supplier.external@gmail.com), and 1.14 is 'Remittance Advice Email' (supplier.external@gmail.com). A note at the bottom states '(*) indicates a required field'.

6. Section 2 - Compliance and Sustainability (Health and Safety)

Compliance and Sustainability Health and Safety (Section 2 of 5) << Prev. | Next >>

Name ↑

2 Compliance and Sustainability Health and Safety

2.1 Safety Officer / Manager Name (*)

2.2 Safety Officer / Manager Telephone (*)

(*) indicates a required field

7. Section 3 covers Bank Information to be completed

8. Click on “Add Bank Information”

Ariba Sourcing (Section 3 of 4) << Prev. | Next >>

Go back to Veolia Australia & New Zealand-T Dashboard Desktop File Sync

Console

Event Messages
Event Details
Response History
Response Team

Event Contents

All Content

1 General Supplier Inf...

2 Compliance and Susta...

3 Bank Information

4 Terms & Conditions O...

Bank Information (Section 3 of 4) << Prev. | Next >>

Name ↑

3 Bank Information Add Bank Information (1)

(*) indicates a required field

Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import

(*) indicates a required field

Bank Information (Section 3 of 5) << Prev. | Next >>

Name ↑

3 Bank Information Add Bank Information (1) Less...

Please enter only 1 bank information (where payments are to be received)

(*) indicates a required field

9. Follow the instructions on the page to complete the Bank Information

10. The **BSB** number should be entered into the field **Bank Key/ABA Routing Number** and the **Bank Account Number** should be entered into the field **Account Number**

11. For International Bank Account Holders, complete the SWIFT code + IBAN Number or SWIFT code + Account Number

12. Please attach a bank reference or bank statement, from your nominated bank account, by clicking on the “Attach a file” button

13. Click “Save” when complete

All Content > 3 Bank Information

Bank Information (1)

Name 1

▼ Bank Information #1 Delete

Bank account information

BSB number - first 6 digit code (e.g. 000-000) should be entered into the field **Bank Key / ABA Routing Number**

Bank Account Number - should be entered into the field **Account Number**

- For Australia - enter up to a maximum of 9 digits (no need to include leading zeroes)

- For New Zealand - enter exactly 10 digits (include leading zeroes if needed)

Or

For International Bank Account Holders, complete the **SWIFT code + IBAN Number** or **SWIFT code + Account Number**

Bank Type:

Bank Id: 0001

Country/Region:

Account Holder Name:

Bank Key/ABA Routing Number:

Account Number:

SWIFT Code:

Bank Control Key:

Please attach a bank reference or bank statement from the nominated bank account *Attach a file

(*) indicates a required field

Ariba Sourcing

Company Settings | Isabella Carlos | Help | Messages

Go back to Veolia Australia & New Zealand-T Dashboard

Desktop File Sync

Clicking Save will only **save** your Repeatable Section answers. To **submit** your response, you will need to click Save and then click **Submit Entire Response** on the main screen.

All Content > 3 Bank Information

Bank Information (1)

Name 1

Bank Key/ABA Routing Number:

Account Number:

SWIFT Code:

Bank Control Key:

Please attach a bank reference or bank statement from the nominated bank account *Attach a file

(*) indicates a required field

14. Section 4 covers Veolia's Terms and Conditions
15. **You must accept the T&Cs and payment terms, or provide an overarching signed agreement with**
16. Veolia Select the blue icon:

All Content

Name ↑

▼ 4 Terms & Conditions of Purchase

4.1 Are you a supplier to Veolia Australia and/or New Zealand? ⓘ	* <input type="text" value="Australia"/> ▾
4.4 Do you accept Veolia's standard terms and Conditions? ⓘ References ▾	* <input type="text" value="Yes"/> ▾ 
4.6 Do you accept the 60 days net Payment Terms? ⓘ	* <input type="text" value="No"/> ▾ 

17. If your organisation qualifies as a small business, please make sure to attach support documentation.
18. Section 5 covers the Category Information to be selected

19. Click "Submit Entire Response" when complete

20. Once registration with Veolia is complete and approved, you will receive a confirmation email like the one below. If any required information is missing or unsatisfactory, you will be contacted by Veolia for more detail



UPDATES ON THE REGISTRATION QUESTIONNAIRES

After submitting your response, you can update your company details, including trading name, bank information, and other relevant information (**excluding ABN changes**), by revisiting the Supplier Registration Questionnaire and/or the ESG Qualification Modular Questionnaire. Simply select the 'Review Response' option and resubmit your updated information. Our Procurement administration team will review and re-approve your registration accordingly.

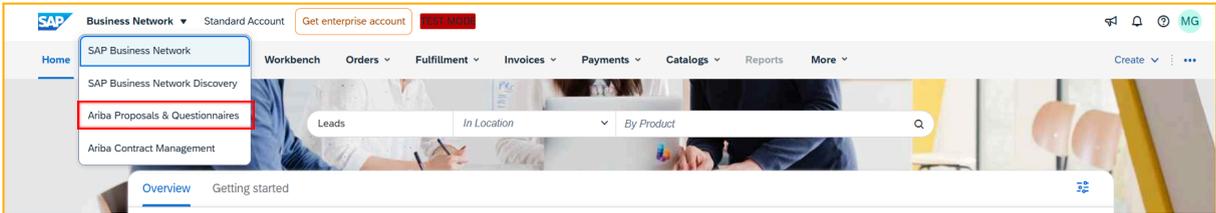
The screenshot shows the Ariba Sourcing interface for a Supplier Registration Questionnaire. The header includes the Ariba Sourcing logo, user information (Isabella Carlos), and navigation links (Company Settings, Feedback, Help, Messages). The main content area is titled 'Doc28210540 - Supplier Registration Questionnaire' and is marked as 'Registered'. A navigation bar at the top of the content area contains four buttons: 'Download Content', 'Print Event Information', 'Review Response' (highlighted with a red box), and 'Download Bid Change Report'. Below this, the 'General Supplier Information' section is displayed, which is part of a 4-section questionnaire. The 'Review Response' button is highlighted with a red box. The 'General Supplier Information' section includes a table with the following data:

1 General Supplier Information	
1.1 Business Size	Small business (0–19 employees)
1.2 Annual Income	\$10,000.00 AUD
1.3 Supplier Trading Name	[Redacted]
1.4 Legal Business Entity (according to the ABN / NZBN)	[Redacted]

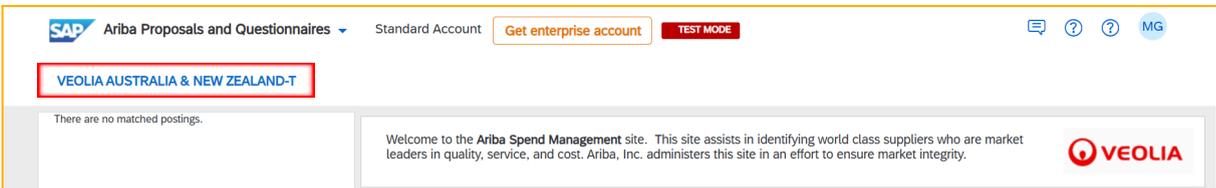
Below the table, the 'Event Overview and Timing Rules' section is visible, showing details such as Owner: Project Owner, Event Type: Survey, Publish time: 3/20/2023 3:33 PM, and Due date: 3/28/2023 10:32 AM. The currency is set to Australian Dollar.

HOW TO UPDATE BANK DETAILS?

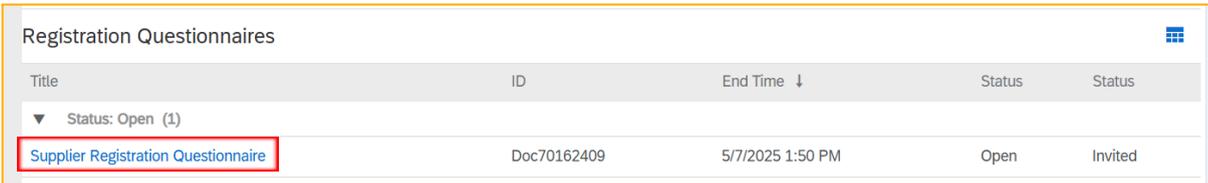
1. After submitting your response, you can update your company name, bank details, and any other information (**excluding ABN changes**) in the Supplier Registration Questionnaire.
2. Open [Business Network](#) website page, and then click on the **Ariba Proposals and Questionnaires**:



3. Make sure that **VEOLIA AUSTRALIA & NEW ZEALAND** is selected as a customer on the top left corner of the screen:

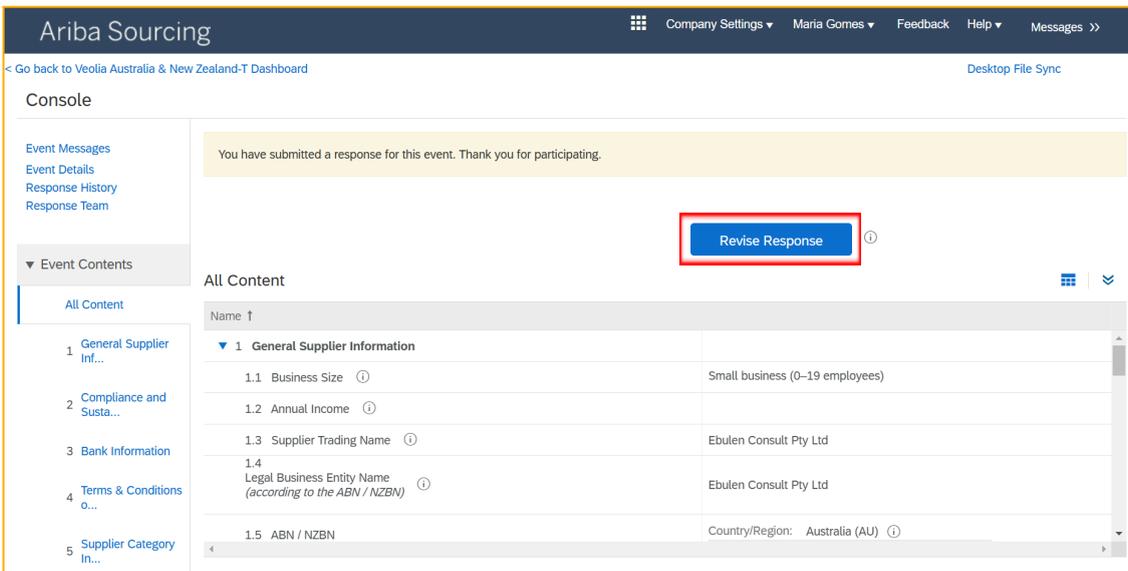


4. Scroll down the page and navigate to the **Supplier Registration Questionnaire**, under Registration Questionnaires section:

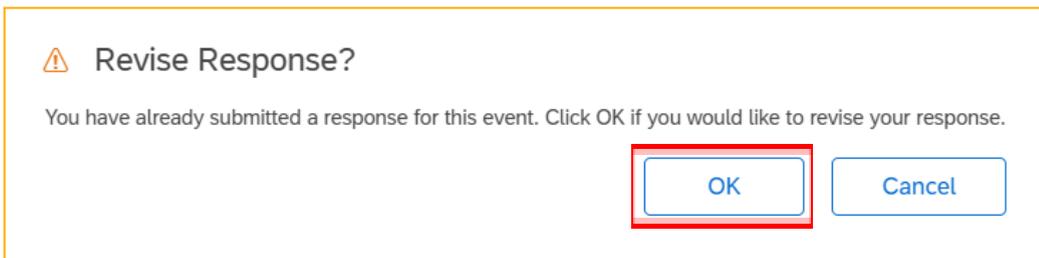


Title	ID	End Time ↓	Status	Status
▼ Status: Open (1)				
Supplier Registration Questionnaire	Doc70162409	5/7/2025 1:50 PM	Open	Invited

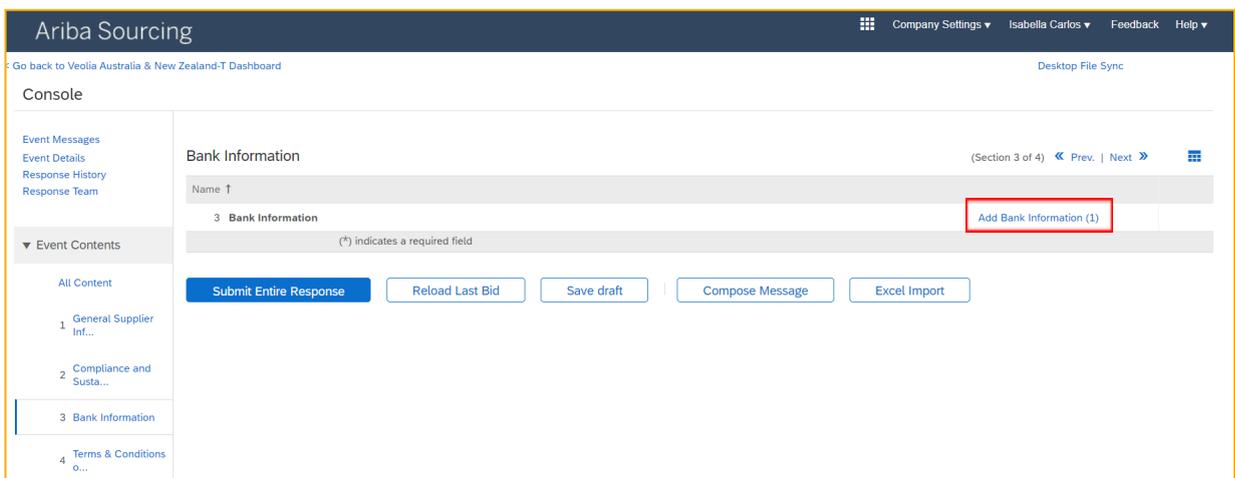
5. Click on the option **Revise Response**:



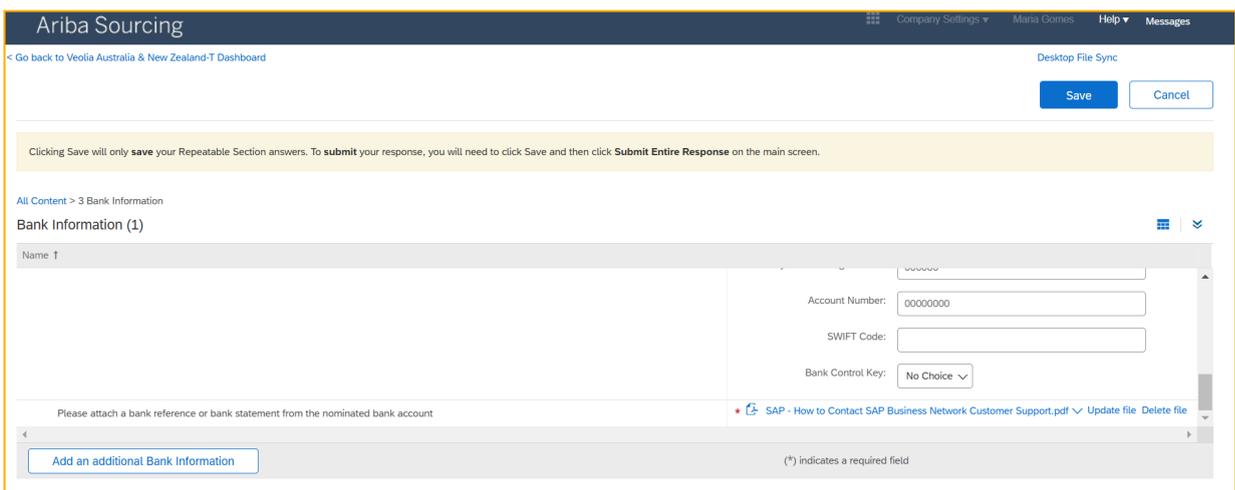
6. Click **OK**:



7. Navigate to section **3-Bank Information** on the left side menu, and click on **Add Bank Information**:



8. Update any fields in this section that need to be changed, ie. Account number;
By clicking on **Update file**, you can select the most current bank reference or bank statement, from your nominated bank account.



Please note: The BSB number should be entered into the field Bank Key/ABA Routing Number and the Bank Account Number should be entered into the field Account Number; For International Bank Account Holders, complete the SWIFT code + IBAN Number or SWIFT code + Account Number.

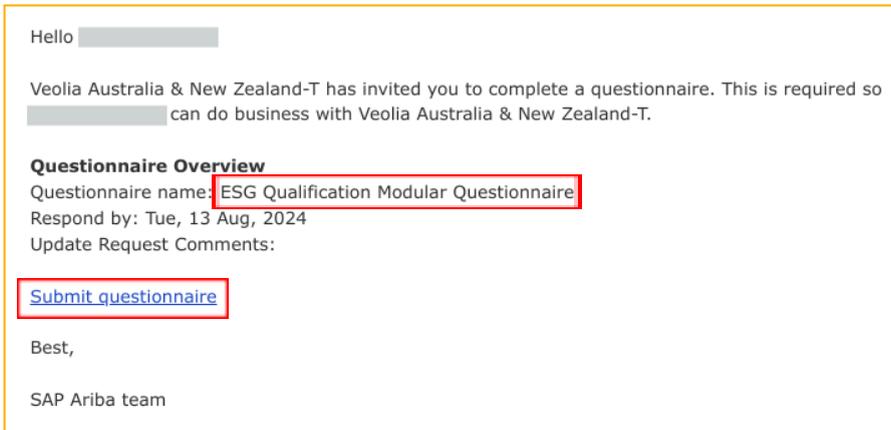
9. Click **Save** when complete

10. Click **Submit Entire Response**

The screenshot shows the Ariba Sourcing interface. At the top, the header includes 'Ariba Sourcing' and navigation links for 'Company Settings', 'Maria Gomes', 'Feedback', 'Help', and 'Messages'. Below the header, a navigation menu on the left lists 'Event Messages', 'Event Details', 'Response History', and 'Response Team'. The main content area is titled 'Console' and contains a yellow notification bar stating: 'Some of the information in this questionnaire has changed. It now includes the most current information from the buyer's systems.' Below this, the 'Bank Information' section is displayed, indicating it is '(Section 3 of 5)'. The section includes a table with one entry: '3 Bank Information' with an 'Add Bank Information (1)' link and a 'More...' button. A note below the table states '(*) indicates a required field'. At the bottom of the section, there are five buttons: 'Submit Entire Response' (highlighted in blue), 'Reload Last Bid', 'Save draft', 'Compose Message', and 'Excel Import'. The left sidebar also shows a list of 'Event Contents' with '3 Bank Information' selected.

ESG QUALIFICATION MODULAR QUESTIONNAIRE

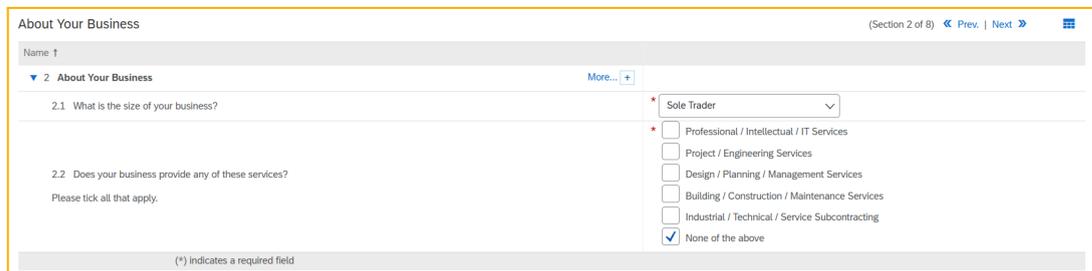
1. **Note: You will need to complete all required supplier questionnaires before you are onboarded/registered as a supplier for Veolia**
2. You will receive an email with a **ESG Qualification Modular Questionnaire** to complete
3. Click on “Submit questionnaire” to complete the questionnaire



4. Complete all eight sections of the ESG Qualification Modular Questionnaire, you can save your work as a draft, as you progress
 - a. Section 1 - In which geographic region does your company operate with Veolia, this will identify you as a supplier to Veolia in Australia or New Zealand.



- b. Section 2 - Please provide information about the size of your business and the services your company offers. Note that the services you select may require specific insurance certificates, which will be requested in the next section of the questionnaire.



- c. Section 3 - Insurance certificates information; Veolia requires suppliers to provide valid certificates of Public and Product Liability Insurance and Workers Compensation Insurance in order to approve the questionnaire.

Insurances (Section 3 of 8) < Prev. | Next >

Name 1

▼ 3 Insurances More... +

▼ 3.1 Public & Products Liability Insurance More... +

3.1.1 Insurance Issuer *

3.1.2 Certificate Number *

3.1.3 Certificate Location *

3.1.4 Insurance Amount * Unspecified ▾

3.1.5 Effective Date *

3.1.6 Expiration Date *

3.1.7 Please upload your Public & Products Liability Insurance Certificate of Currency * Attach a file

3.11 Do you hold Personal Accident, Injury or Workers Compensation Insurance? * Unspecified ▾

3.13 Do you hold Motor Vehicle Third Party Property Insurance? * Unspecified ▾

3.15 Do you hold Plant and Equipment Insurance? * Unspecified ▾

(*) indicates a required field

Please note when updating your insurance certificates in Ariba, it is crucial to enter the correct dates, including the effective date and expiration date. Ariba uses these dates to send notifications when your certificates are approaching expiration. Therefore, it is essential to ensure that the dates you enter match the dates on the attached certificate file.

d. Section 4- Supplier Diversity

Supplier Diversity (Section 4 of 8) < Prev. | Next >

Name 1

▼ 4 Supplier Diversity More... +

4.1 Has your company implemented policies and procedures regarding inclusion and opportunity for people with disabilities, long term unemployed, rehabilitated offenders, lower socio-economic origins etc? * Unspecified ▾

4.2 Does your company identify as any of the following?
Please tick all that apply:

Veteran Owned
 Women Owned
 Social Enterprise
 Disability Enterprise
 Registered Charity
 None of the above

4.3 Has your company implemented policies and procedures regarding non discrimination in terms of Gender, Age, Race, Religious Beliefs, Sexual Orientation etc? * Unspecified ▾

4.4 Is your company registered as an Aboriginal and Torres Strait Islander Corporation as defined under the Corporations (Aboriginal and Torres Strait Islander) Act 2006? * Unspecified ▾

4.7 Does your company have any of the following?
Please tick all that apply:
Please attach these documents.

Reconciliation Action Plan (RAP)
 Aboriginal / Torres Strait Islander Employment Policy
 No

(*) indicates a required field

e. Section 5 - Ethics & Compliance

Ethics & Compliance (Section 5 of 8) < Prev. | Next >

Name 1

▼ 5 Ethics & Compliance More... +

5.1 Has your company implemented a code of conduct, ethical charter or similar document that prohibits behaviours associated with bribery and corruption? * Unspecified ▾

5.3 Does your company provide training to its employees on ethical business practices (anti-corruption, infringement of antitrust laws)? * Unspecified ▾

5.4 Have any owners, directors or principals of your company ever been prohibited from managing, directing or controlling a legal entity? * Unspecified ▾

5.5 In the last 5 years has your Company or any of its owners, directors and principals been investigated or charged by any law enforcement agency or regulator in the following matters?
 - Money laundering/financing terrorism;
 - Human rights infringement;
 - Corruption / Bribery;
 - Breach of competition law;
 - Serious environmental damage; and/or
 - Corporate fraud

Please describe actions taken to remedy the situation. * Unspecified ▾

5.6 Has your company engaged in any activities which may be viewed as bribery or corruption, in any of the countries in which you have activities? * Unspecified ▾

5.7 To your knowledge does any Veolia employee, board member or a member of their family have any of the following conflicts?
Please tick all that apply:
If you have selected any of the listed conflicts, please describe your proposed remedy in the field provided.

Has a personal financial interest (directly or indirectly) with you (the Vendor)
 Is engaged in a personal business transaction with you (the Vendor)
 Is employed by you (the Vendor)
 No

5.8 Has your company implemented a process to report safely:
 - Non-compliance with the anti-corruption policy
 - Matters related to modern slavery
Please tick all that apply:

Accessible to Employees & Labour Hire
 Accessible to Third Parties (i.e. Suppliers, customers, contractors...)
 No

5.9 Does your company, or any of its parent or affiliated companies, have any assets, interests or operations in countries in conflict?
If yes, which countries? * Unspecified ▾

(*) indicates a required field

f. Section 6- Corporate Social Responsibility

Corporate Social Responsibility
(Section 6 of 8) < Prev. | Next >

Name 1

▼ 6 Corporate Social Responsibility
More... +

6.1 Does your company have a documented Corporate Social Responsibility (CSR) policy or plan?
If yes, please attach it.

* Unspecified

6.2 CSR Person Responsible: First name, Last name

6.3 CSR Person Responsible: Phone Number

6.4 CSR Person Responsible: Email address

6.5 Does your company incorporate CSR criteria into your evaluations of your own operations and those of your suppliers and subcontractors?
Please tick all that apply.
If yes, please provide evidence: i.e. an assessment form or questionnaire

* Yes - our own
 Yes - our suppliers & subcontractors
 No

(*) indicates a required field

g. Section 7 - Modern Slavery

Modern Slavery
(Section 7 of 8) < Prev. | Next >

Name 1

▼ 7 Modern Slavery
More... +

7.1 Is your company legally required to publish a statement in accordance with the Modern Slavery Act 2018?
<https://www.legislation.gov.au/Details/C2018A00153>

* Unspecified

7.2 Does your company have a written Modern Slavery Policy?

* Unspecified

7.4 How much visibility does your company have over your supply chain?

* Unspecified

7.5 Does your company perform modern slavery risk mapping beyond your supply chain (e.g. customers, partners, third parties...)?

* Unspecified

7.6 Does your company employ or hire low skilled foreign workers, i.e. workers who require a visa to lawfully work in Australia and/or New Zealand?

* Unspecified

7.7 Does your company have procedures in place to address modern slavery?
If yes, please provide copies.

* Unspecified

7.8 If modern slavery incidents are uncovered, does your company have processes in place to address and remediate the incidents?
If yes, please attach these.

* Unspecified

7.9 Does your company provide training to its workers on modern slavery risks?

* Unspecified

(*) indicates a required field

h. Section 8 - Environmental

(Section 8 of 8) < Prev. ☰

Environmental

Name 1

▼ 8 Environmental Less... ▾

This section assesses environmental performance.

8.1 How would you describe the Environmental Management System your company has in place? * Unspecified ▾

8.2 Is either of the below statements true?
 - Has your company, or Directors of your company, ever been found in breach of compliance with environmental protection legislation (Commonwealth, State or Territory)?
 - Is your company, or Directors of your company, under investigation for a breach of compliance with environmental protection legislation (Commonwealth, State or Territory)?
 If yes, please provide details. * Unspecified ▾

8.3 Has your company reduced its impact in any of the following areas in the last five years?
 Please tick those that apply to your operational context:

- Use of water resources (consumption, water stress areas, etc.)
- Consumption of raw materials/chemicals
- Energy consumption
- Greenhouse gas emissions/climate
- Atmospheric emissions excluding greenhouse gases (NOx, dioxins, etc.)
- Aqueous pollution and discharge into the natural environment
- Waste generation
- Pollution of natural areas, impacts on wildlife.
- No / Not applicable

8.4 What action does your company take to reduce its carbon footprint?
 Please tick all that apply:

- Carbon offsets
- Green energy (e.g solar, wind, biomass, etc.)
- Clean fuels / technologies (e.g. biofuel, natural gas, LEDs, etc.)
- Emissions reduction action plan, with targets - see attached.
- No action taken +

(*) indicates a required field

5. Click on “Submit Entire Response” when complete

Company Settings maria.gomes Feedback Help Messages

Go back to Veolia Australia & New Zealand-T Dashboard Desktop File Sync

Console Doc59273032 - ESG Qualification Modular Questionnaire Time remaining 8 days 23:16:38

Event Messages
 Event Details
 Response History
 Response Team

▼ Event Contents

All Content ☰

Name 1

▼ 1 Region Less... ▾

This section identifies a supplier to Australia or New Zealand

1.1 Are you a Supplier to Australia or New Zealand? * Unspecified ▾

▼ 2 About Your Business Less... ▾

This section addresses business size, type and location.

2.1 What is the size of your business? * Unspecified ▾

- Professional / Intellectual / IT Services
- Project / Engineering Services
- Design / Planning / Management Services
- Building / Construction / Maintenance Services
- Industrial / Technical / Service Subcontracting
- None of the above

2.2 Does your business provide any of these services?
 Please tick all that apply.

▼ 3 Insurances Less... ▾

This section collects your insurance information, including certificates of currency. Please ensure you have these ready before you proceed.

▼ 3.1 Public & Products Liability Insurance Less... ▾

Enter certificate-related information in this section.

3.1.1 Insurance Issuer *

3.1.2 Certificate Number *

3.1.3 Certificate Location *

3.1.4 Insurance Amount * Unspecified ▾

(*) indicates a required field

Submit Entire Response
Save draft
Compose Message
Excel Import

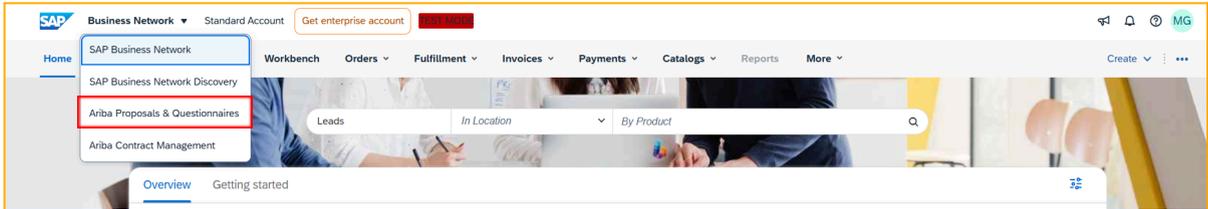
6. Once the questionnaire is complete and approved by Veolia, you will receive a confirmation email like the one below, from <no-reply@au.cloud.ariba.com>. If any required information is missing or unsatisfactory, you will be contacted by Veolia for more detail.



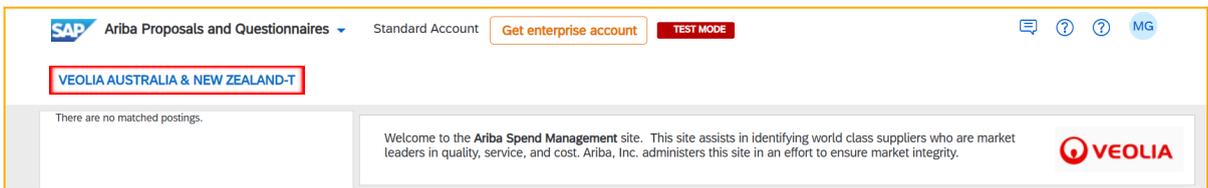
HOW TO UPDATE INSURANCE CERTIFICATES?

One of the key benefits of the Ariba Business Network is that your company can keep its information up-to-date at any time after approved registration status.

1. Open [Business Network](#) website page, and then click on the **Ariba Proposals and Questionnaires**:



2. Make sure that **VEOLIA AUSTRALIA & NEW ZEALAND** is selected as a customer on the top left corner of the screen:



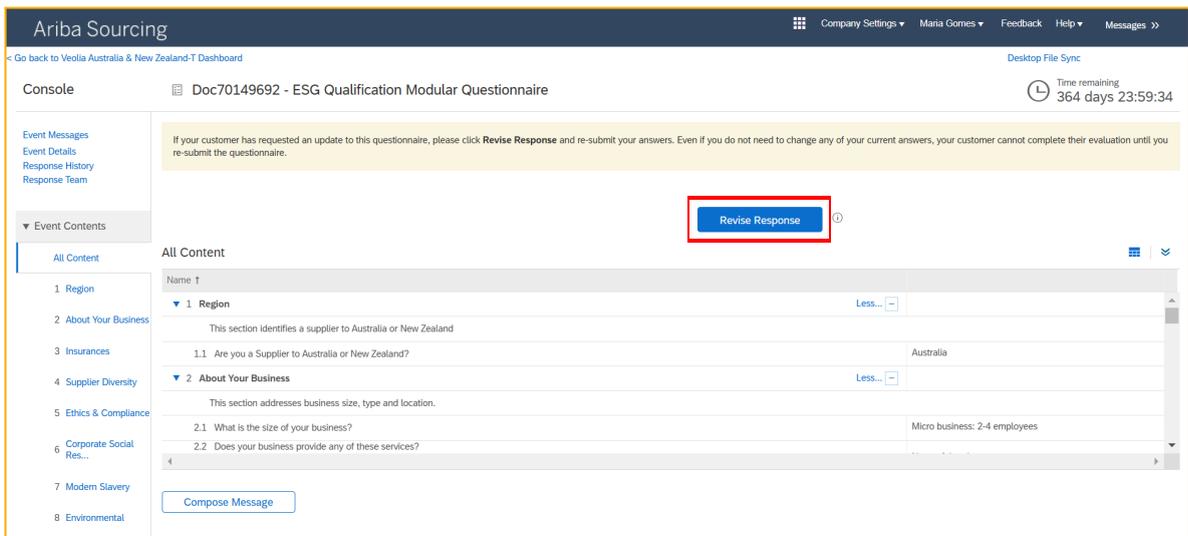
3. Scroll down the page and navigate to the **ESG Qualification Modular Questionnaire**, under Questionnaires section:

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (1)					
ESG Qualification Modular Questionnaire	Doc70149692	3/8/2025 2:49 PM	(no value)	AU Australia, NZ New Zealand	Not Responded

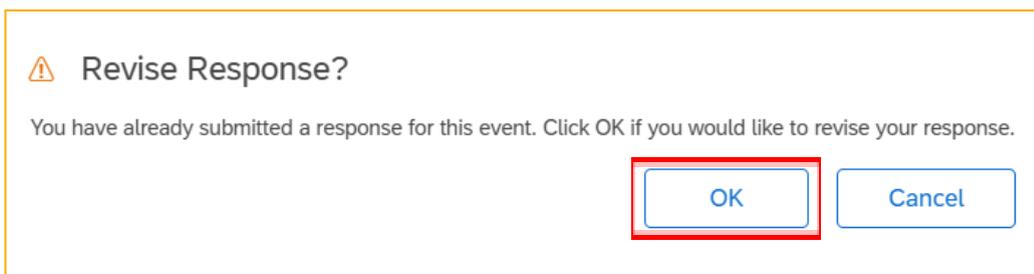
4. Under Certificates section you can check your previously uploaded certificates status, and monitor which ones are expiring and which ones are still valid:

Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
Public Liability Insurance Certificate	2/6/2025	2/7/2025	Public & Products Liability Certificate of Currency.pdf	ESG Qualification Modular Questionnaire	Expiring
Workers Compensation Insurance Certificate	2/6/2025	2/6/2026	Workers Insurance Certificate of Currency.pdf	ESG Qualification Modular Questionnaire	Valid

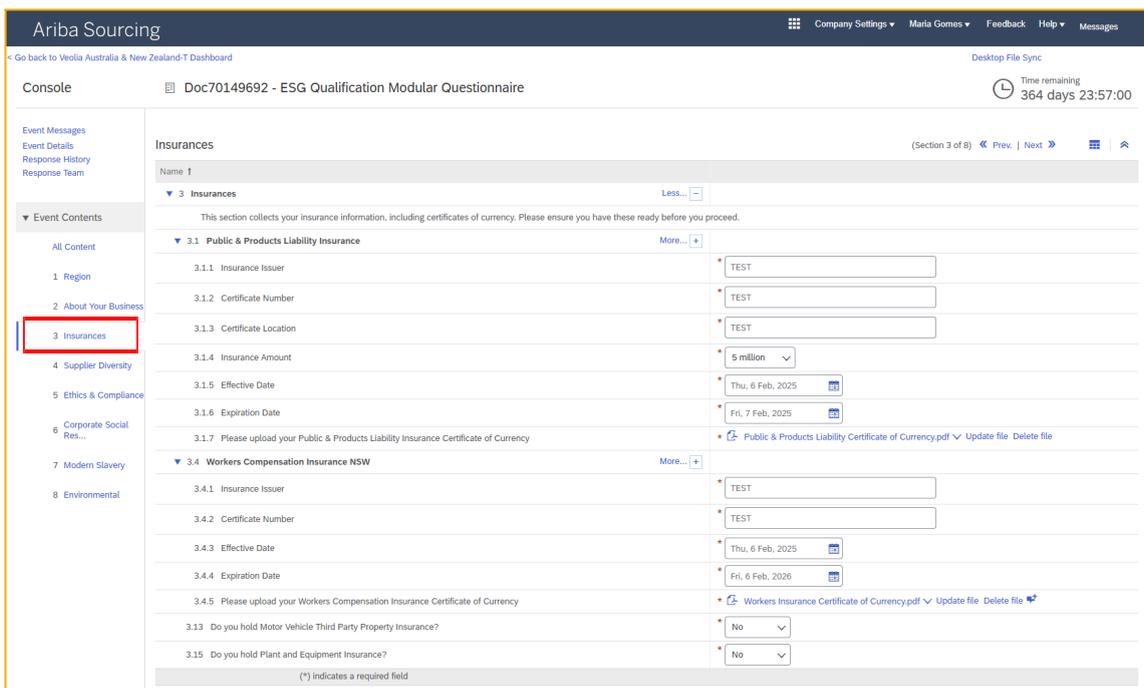
5. Click on the **Revise Response** button:



6. Click **OK**:



7. Navigate to section **3-Insurances** on the left side menu, which covers all the insurances uploaded previously.



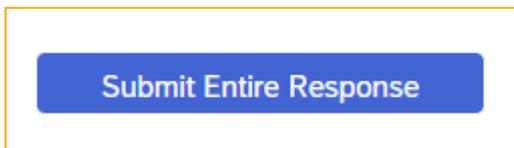
NOTE: When updating your insurance certificates in Ariba, it is crucial to enter the correct dates, including the effective date and expiration date. Ariba uses these dates to send notifications when your certificates are approaching expiration. Therefore, it is essential to ensure that the dates you enter match the dates on the attached certificate file.

8. Please update the fields accordingly, in case of any changes:
 - a. Insurance Issuer: The insurance company or insurance organization who issued the certificate;
 - b. Certificate Number: The unique reference number allocated by an issuer and printed on the certificate, policy number;
 - c. Certificate Location: The location for which the certificate was issued;
 - d. Insurance Amount: Total amount of insurance coverage;
 - e. Effective Date: The effective date of the certificate;
 - f. Expiration Date: The expiration date of the certificate;
 - g. Update file: The certificate file, which is an attachment;

3.1 Public & Products Liability Insurance More... +	
3.1.1 Insurance Issuer	<input type="text" value="TEST"/>
3.1.2 Certificate Number	<input type="text" value="TEST"/>
3.1.3 Certificate Location	<input type="text" value="TEST"/>
3.1.4 Insurance Amount	5 million ▾
3.1.5 Effective Date	Thu, 6 Feb, 2025
3.1.6 Expiration Date	Fri, 7 Feb, 2025
3.1.7 Please upload your Public & Products Liability Insurance Certificate of Currency	Public & Products Liability Certificate of Currency.pdf ▾ Update file Delete file

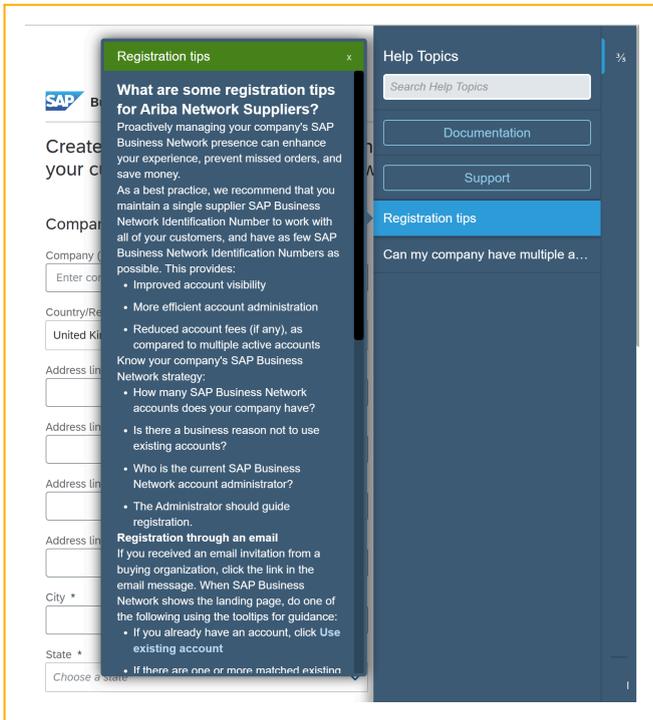
NOTE: These fields apply for all types of certificates.

9. After the updates are done, click on **Submit Entire Response:**



WHAT HAPPENS IF I HAVE AN ISSUE WITH ARIBA?

1. There is a help button (?) on the top right-hand side of the screen



2. Clicking this will allow you to search for help topics.
3. There is also an option to search for existing documentation or to contact SAP Ariba Support ("Request immediate assistance").
4. If you have any questions related to Veolia supplier onboarding, please email us at saparibasupport@veolia.com.

DO I HAVE TO PAY TO JOIN THE SAP BUSINESS NETWORK?

1. SAP Ariba is free for standard account holders. Suppliers will only get charged if they have an enterprise account and are transacting significant purchase orders / invoices through the Ariba network.
2. You can use the calculator below, from SAP Ariba, to investigate the costs if you would like to move to an enterprise account. The page also includes information on the features of the enterprise account.

Calculator (scroll down the web page to view the calculator)

<https://www.sap.com/products/business-network/suppliers/enterprise-account.html>

Supplier Fee Calculator

Use this calculator to estimate fees you may be assessed for your SAP Business Network enterprise account activity. For purchase orders, invoices, and non-PO invoices, enter an estimate of the number you process annually and their total combined value.

Provide us with some quick data.

Country

Australia ▼

Purchase Orders Received

Count

Amount

Invoices Issued

Count

Amount

Non-PO Invoices Issued

Count

Amount

Service Entry Sheets

How many service entry sheets do you send annually?

Count

Get your estimate

Estimate fees

Get an estimate of your annual fee.

Subscription Level

Premium

Estimated Annual Fee

\$0.00 AUD

This calculator provides an estimate of subscription and transaction fees for SAP Business Network based on the information you provide and the current, generally applicable fees schedule for SAP Business Network enterprise accounts.

This calculator applies to the usual global fee model (exceptions exist in Brazil, Chile, Peru, and southern Africa - see specific fee schedules). Please note that fees are billed only in the following currencies: USD, CAD, AUD, SGD, JPY, EUR, GBP, CHF, and ZAR. The calculator automatically switches to the relevant currency once you choose your country.

Your actual charges will be based on your actual usage of SAP Business Network services and the applicable fee schedule, and may vary from the estimates provided in this calculator.

FAQs

What is SAP Ariba?

SAP Ariba is a complete procurement solution that can digitise and simplify the procurement processes, end-to-end, on a single integrated cloud platform. It is the world's largest B2B Trading Platform (4.03M companies). Suppliers can leverage the benefit of the SAP Business Network to reach new customers. SAP Ariba will be the procurement platform used by Veolia to process payments to suppliers, manage requests for tender and manage suppliers.

What is the SAP Business Network?

The SAP Business Network is a dynamic, digital marketplace where millions of suppliers have a catalogue of goods and services that buyers can browse and buy. Suppliers can quickly receive electronic purchase orders and send invoices as well as track their status online and process them.

What are the benefits of using the SAP Business Network?

- Secure and guaranteed invoice delivery - no more lost invoices
- You can check the status of your invoice online - from delivery through to payment
- Reduced processing time - we receive your invoices faster which improves payment processing
- Instant invoice validation - fewer delays due to missing information
- Higher processing transparency and better cash flow management - 24/7 access and reporting

What is Electronic Invoicing?

Electronic invoicing is a communication methodology that utilises the internet to allow Veolia to receive invoice information directly from suppliers, without the need to print and mail paper invoice copies.

Why is Veolia asking suppliers to transact with them electronically?

Electronic invoicing reduces the cost of manually handling the large volume of paper invoices received daily, without the associated costs and complexity of traditional paper methods. This allows better matching and tracking of invoices, immediate response to payment inquiries, reduces unnecessary errors and results in a more efficient process.

As a supplier, you:

- are instantly notified when Veolia creates new Purchase Orders
- can effortlessly 'flip' a Purchase Order into an electronic invoice
- have 24/7 access to the status of your invoices
- have instant access to remittance details for easy payment reconciliation
- know the moment a payment has been initiated for your submitted invoices.

What infrastructure do I need to use the SAP Business Network?

A regular internet connection and a web browser are the only requirements.

Are there any costs involved in registering through the SAP Business Network?

Basic access to the SAP Business Network is available **free of charge**. There are options to move to a paid version (enterprise account) if you'd like to take advantage of more features of the global SAP Business Network and if you significantly increase the number of purchase orders / invoices you process through the SAP Business Network. Please [click on this link](#) for more information.

What is the privacy policy for registration and company information?

By registering on the SAP Business Network, suppliers make their company profile information available to their current customers, as well as other buying organisations on the network. Your customers use this information to conduct transactions with you through the network, and prospective buyers use it to initiate new business relationships. Protected account information, such as Tax ID and account settings, is not shared. Suppliers do not have access to the account information of other suppliers.

What if we are already on the SAP Business Network?

You can complete the registration questionnaires by using your existing account in the Business Network. Please be aware that you will still need to complete our onboarding process, so that your SAP Business Network account gets linked to our Veolia SAP Ariba site.

Will this system be used for both Veolia and ex-Suez businesses?

Yes, SAP Ariba will be utilised for both businesses.

I've received an error message when I clicked on the link for supplier onboarding - "Did Not Connect: Potential Security Issue" What do I do?

This error occurs due to network restrictions on the supplier end. Please contact your IT department to resolve this issue.

How do I access and change the former administrator's account?

If the account administrator is still with your company, contact them by clicking **[user initials]** in the upper-right corner of the application and selecting **Contact Administrator**.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the Password link on the [login page](#) to request a password reset.
2. Once you have access, you can reassign the administrator account to another user or change their user information to a different person.

If the account administrator is no longer with your company and there is no access to the email address on file, [contact SAP Support](#). You will be required to provide the ANID number of the account, the listed administrator name, and email address.

How do I change the administrator user in my SAP Business Network supplier account?

1. You're the current administrator user and you'd like to transfer the administrator role to another user that already exists in the account
 - a. If you currently have the **Administrator** role assigned to your user, use the following procedure to transfer the administrator role to another existing user:
 - i. Click **[user initials]** in the upper-right corner of the application
 - ii. Click **Settings > Users**
 - iii. Click the Manage Users tab
 - iv. To the right of the user you would like to transfer the account to, click **Actions > Make Administrator**
 - b. Since only one user can administer an account at a time, you must select a new role for your user.
 - i. Select a role for your own user and click **Assign**
 - ii. Click **OK** to transfer the account administrator role
2. You have access to the previous administrator's account and you'd like to make yourself (or another employee) the administrator
 - a. Update the administrator account's details to reflect the new administrator's information:

- i. Click **[user initials]** in the upper-right corner of the application, and select **My Account**
 - ii. Update this page with the new administrator information. Remember to change the following:
 1. Username
 2. User's full name
 3. User email
 4. Contact information
 - iii. Click **Save**
3. The previous account administrator left your company, but you have access to the email address associated with their user profile
 - a. Reset the account's password, then reassign the account using one of the previous methods:
 - i. On the [Supplier Login page](#), click the **Password** link
 - ii. Enter the email address associated with the previous administrator's user profile
 - iii. Select **Submit**
 - iv. SAP Business Network sends a password reset to the email address you entered
 - v. Follow the instructions in the email to reset the profile's password and sign in
 - b. After you sign in, you can transfer the administrator role to an existing user or update the the administrator user's info

If needed, please watch this video with instructions: [Regaining access to your Ariba Network account if the administrator has left the company](#)

How do I change or update my email address or username in my supplier account?

To update the email address or username:

1. Click **[user initials]** in the upper-right corner of the application.
2. Click **My Account**.
3. Edit the fields as needed.
4. Click **Save**.

If you update your email address, be sure to click the link in the confirmation email sent to the new email address.

You can also follow the steps above to edit contact information, preferred language, time zone, or currency in your account.

NOTE1: Usernames are unique and cannot be used multiple times. They also need to be formatted like an email, but do not need to be a valid email address. For example, if your username of test@ariba.com was not accepted, try test1@ariba.com.

NOTE2: Please keep in mind that usernames are case sensitive. For example, Test@ariba.com will be different from test@ariba.com.

Ariba Registration and Enablement, what's the difference?

Ariba Registration or onboarding, is related to completing two questionnaires (Registration questionnaire and ESG Modular Qualification questionnaire).

The Enablement is related to the trading relationship between Veolia and the supplier, after the buyer issues the first purchase order to the supplier, they will receive an email notification and click on the link to accept the trading relationship request. After that is done, the supplier is enabled to view purchase orders and submit invoices.

What do I do if I can't find my Ariba Invitation email in my inbox?

First confirm with your local Veolia contact that the invitation was sent. If confirmed that the invitation was sent, inquire with your IT department to ensure emails can be received from email domain: ansmtp.ariba.com.

What do I do if the Ariba Invitation email went to the wrong email address?

Contact Veolia SAP Ariba support and provide the correct email address. They will coordinate with the internal supplier administration team.

What should I do if I encounter an expired link error when I "Click Here" in the Invitation Email?

First try clearing your web browser cache and cookies, closing out the browser and then opening a new browser session. If the issue persists, contact Veolia SAP Ariba Support so the invitation email can be resend. Please note that the registration link on the invitation email expires within 72 hours.

What do I do if I'm signed into the Ariba Network, but I cannot see/access the Registration questionnaire or the ESG Modular Qualification questionnaire?

Ensure that you have followed the instructions to navigate to Ariba Proposals And Questionnaires. If you still cannot see the Questionnaire, contact your Veolia local contact to check if the ANID on your side matches the ANID on the Veolia side.

- If the ANIDs do not match, go to the Invitation Email, "Click Here" again, then create a new account instead of signing into your existing Ariba Account.
- If the ANIDs match, contact Veolisa SAP Ariba Support

What do I do if I need more time to complete the Registration Questionnaire?

After clicking on the registration link and opening the registration questionnaire, you will have a period of 90 days to complete it. If you need more time, contact the Veolia SAP Ariba Support team or your Veolia local contact to request the extension. They will coordinate with the internal supplier administration team.

What do I do if Ariba will not let me save the Questionnaires?

Ensure that there are no data validation errors (some fields may require specific formatting). If there are errors, try going to a different section or addressing the errors, and then saving again.

Understanding Ariba Registration and Enablement: What's the Difference?

Ariba Registration, also known as onboarding, involves completing two questionnaires: the Registration Questionnaire and the ESG Modular Qualification Questionnaire. This process is a prerequisite for suppliers to work with Veolia.

Enablement, on the other hand, refers to the establishment of a trading relationship between Veolia and the supplier. After the buyer issues the first purchase order, the supplier receives an email notification with a link to accept the trading relationship request. Once accepted, the supplier is enabled to view purchase orders and submit invoices.

Note: This guide focuses specifically on the registration process, which is a separate step from enablement for invoices and purchase orders.

Can I use the same account for responding to SAP Business Sourcing requests and exchanging documents in SAP Business Network?

You can use the same account for both Proposals and Questionnaires and document transactions such as POs and Invoices. You can switch between the solutions by clicking on the top left button of your home page and choosing the respective one. For instructions on how to fill out the registration questionnaire check out SAP's [video](#).