

Dear Sir or Madam,

We sent you an email via our partner Avetta in September 2017 and again in March this year, outlining the changes we are making to our supplier onboarding process. We have had early engagement with a number of our vendors but now wish to proceed with the next phase of the prequalification process. We did receive feedback that you would have preferred a direct email from Transdev as a first point of contact. We will feed this back as appropriate. We are now issuing the follow up communication with enhanced FAQs and more detail as to how registration with Avetta can help you.

Transdev Australasia has operated a Supplier Management system for many years. Previously our various business units have requested the relevant information from Supplier independently; however, in an effort to reduce bureaucracy and duplication, for both Transdev and our Suppliers, we have engaged Avetta (Formerly known as PICS Auditing) (www.avetta.com) to support our new **Supplier Management Programme**.

The relationships we have with you as Suppliers are critical to our success. We are therefore committed to building relationships with those of you who embrace a culture focused on safety and sustainability, and who can also demonstrate their commitment to our performance standards.

By partnering with Avetta, we intend to streamline our prequalification process and ensure your skill sets are visible across all our business Divisions – not solely where you may currently be working. If you are not already an Avetta member, by submitting your information you will be listed in the Avetta database, which includes other major clients in Australia and New Zealand. These companies will also be able to search for your company and invite you to join their list of qualified contractors.

We would appreciate your support with this important initiative, which is primarily intended to improve health and safety standards and, as a result, reduce the risk of injury at work. We ask that, if you are not already registered with Avetta, you register with Avetta by **20th April 2018** and complete the phases within the allocated dates. If you're already an Avetta member, we will recognise the data you have already submitted – so you just need to link your company to Transdev on your Avetta account, and complete our specific requirements.

Registration with Avetta will be a **mandatory requirement** for all new suppliers undertaking works on a Transdev site going forward. Please note that any information you provide to Avetta will be governed by Avetta's privacy policies and end user license agreement.

Should you have any further queries regarding this process, please contact Kristen Wickens, National Procurement Manager, Transdev Australasia (Kristen.Wickens@transdev.com.au).

Thank you in advance for your participation. We look forward to both maintaining and enhancing our relationship with you.



Yours faithfully

Nathan Lanthois
Director Legal and Commercial, Transdev Australasia



Registration / Pre-qualification Requirements

PHASE I: Registration (Required by: 20th April 2018)

- **Register Online.** Each vendor must register on the Avetta website at <http://pages.avelta.com/transdev> and select Transdev.
- If you are already a member with Avetta, simply log into your account and link your company with Transdev. Please contact Ivor Anderson (Supplier Support APAC at Avetta) at **1800 502 142** or **1800 875 299** or at ianderson@avelta.com for any assistance with your registration.

PHASE II: Pre-qualification (Required by: Friday 30th April 2018)

- **Complete the Prequalification Form (PQF).** Once you have registered and aligned your company with Transdev you may begin the qualification process by completing and submitting the PQF and Annual Update information online.
- **Upload Your Safety Program Documentation.** Even if you have already provided Transdev with a copy of your safety program, please upload your current information on the Avetta website.
- **Respond to any Audit questions.** After submitting your PQF online to Avetta, an Avetta representative will contact you to review your submission. Your dedicated Avetta representative will work with you to collect missing information to assist you in achieving green flag status for Transdev.
- **Provide your Insurance.** Upload a copy of your Certificates of Insurance meeting Transdev's insurance requirements.

PHASE III: Qualification Deadline (Required by: Thursday 31st May 2018)

- **"Green Flag" status.** Once you have achieved green flag status, your company will be rated as compliant in Avetta Organizer and available for engagement by Transdev and other clients within the exclusive Avetta network.

AVETTA SUPPLIER BENEFITS

- Online signup:** Easily register and submit documents via the Avetta web portal;
- Discoverability:** Exposure to new employment opportunities with companies such as Metro Trains Melbourne, ARTC, Aurizon, V/Line, Downer, Qantas, CBRE, Honeywell and 300 other global clients;
- Access:** Listing in the global Avetta Connect directory and access to subject matter experts in every field of compliance;
- Guidance:** Avetta representatives are committed to answering your questions to get you prequalified, compliant, and working;
- Compliance:** Qualified for Transdev and third-party validation of regulatory compliance;
- Simplicity:** Ability to add detail to the industry and services description; Ability to add global and regional service areas;
- Support:** Dedicated compliance support, safety management system advice on program deficiencies—templates and advice from HSE professionals.

QUESTIONS & ANSWERS

Why did Transdev make the change to Avetta?

We are constantly seeking to strengthen our safety culture and ethical business practices through the adoption of best practice, and Avetta provides this through its flexible, efficient and transparent supplier management system. Beyond this, Transdev wished to engage a proven system in our sector, with commercial and operational benefits for client and supplier/contractor.

What are the benefits for the supplier/contractor in joining Avetta?

In addition to maintaining and developing your relationship with Transdev, you can search for other clients that need your skills and experience. Other Avetta members include major Australian Rail Operators, Facilities Management and Industrial clients. As an international provider, Avetta will give your company visibility in all locations where you're able to work. Avetta will also support each supplier/contractor by providing technical guidance around any shortfalls against the client's requirements.

What is the cost to suppliers/contractors?

Fees are dependent on the deemed safety risk of your organization, however are payable by you and not reimbursable from Transdev.

For low risk companies, fees start from \$373 per annum and for medium/high risk companies fees start from \$959 per annum. In addition there is an initial activation fee of \$399 payable in year one. Additional fees may be incurred if you are currently working with, or wish to work with, other Avetta clients.

You are eligible for a current promotion which provides discounted rates for 2 or 3 year Avetta memberships. You will see this option when you register.

The full fee structure can be accessed by logging onto the Avetta website (www.avetta.com) and going through the initial registration process, or can be requested directly from Avetta using the details below.

What is a supplier/contractor required to do if already a member of Avetta?

Log into your existing account, connect with Transdev to review our specific requirements and ensure your company information is updated. This will be highlighted on your homepage as Open Tasks, and your Avetta CSR will support you through the process.

Who to contact if you require further information?

If you require further information on the Avetta registration process, please reach out to Luke Sell (Lead, Supplier Support APAC) at Avetta who can assist you in your registration.

Phone: 1800 502 142 or 1800 875 299

Email address: ianderson@avetta.com