

REVIEW AND SELECTION PROCESS

REVIEW PROCESS

A review process is triggered by various factors:

- Gaps in existing network vs immediate business requirements:
 - Current efficiencies / CSI;
 - Footprint;
 - Skills / expertise;
 - Volumes vs value;
- Change in supplier network, business or industry;
- Expiry of existing contracts and when the last full category review was done.

A review process can be formal or informal depending on the merits of the short and long term business needs and the complexity of the category of good and/or services.

Minimum Entry Level Criteria is applied at all times and **Objective Selection Criteria** is designed to be fair and transparent, based on requirements that are reasonable. The OSC promotes and allows companies to compete in terms of their value offering which comprises aspects of:

- Quality;
- Service excellence;
- Proof of good business practices;
- Technology;
- Black Economic Empowerment;
- Commercial issues.

MINIMUM ENTRY LEVEL CRITERIA

Minimum Entry Level Criteria is regardless of goods or services offered.

These are relevant to the specific industry and service offering whether a sole trader or a registered company. Listed in order of priority:

- **BEE** - Hollard strongly supports the DTI's BEE initiative and will give 1st preference to:
 - entities that with current and compliant BEE documentation;
 - have a minimum level 4 - including enterprises that are a 100% BEE owned are required;
- Commercial eg. **rates and fees** offered are fair, industry / market related and negotiable;
- A valid and current **Tax Clearance Certificate** reflecting the name under which the entity trades and issues invoices;
- In-force and applicable **insurances** in place; and be able to provide proof on request;
- Adherence to **industry regulations** and **recognised associations** you should be an active member of;

- Been **established** in business for at least 3 years and **in operation** in the industry / services offered to Hollard for at least 1 year ;
- Suitable **experienced, qualified and accredited staff**, premises, proper tools and equipment;
- Provide accurate and **full ownership details** with supporting ID documentation;
- On request, **grant full permission** for industry standard **background checks** and disclosed all matters that are material to the services offered and expected to perform for Hollard and its policyholders;

OBJECTIVE SELECTION CRITERIA “OSC”

The OCS is applied relevant to specific goods or services and listed below in no particular order:

- Compliance to Minimum level criteria;
- The nr of suppliers required geographically per type and nr of claims vs policies;
- Availability of general and specialised services in the various geographical areas and reasonable km radius;
- Pricing structure offered (fees, rates and charges);
- Scope of services offered per company;
- Good business governance being practiced;
- Past experience and history with Hollard and in the market (where applicable);
- General quality of service delivered;
- Network (branches / coverage) and infrastructure of the company.

