

CLECE CARE SERVICES

Supplier Registration Portal

GoSupply Supplier User Guide

Prepared for suppliers completing the Clece supplier questionnaire

Purpose: This guide explains how suppliers should access GoSupply, complete Clece's supplier questionnaire, upload supporting documents and submit information for review.

Document information	Details
Document title	GoSupply Supplier User Guide – Clece Care Services
Audience	Suppliers invited to complete Clece supplier registration or homologation
Language	English
Version	Version 1

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1. Introduction

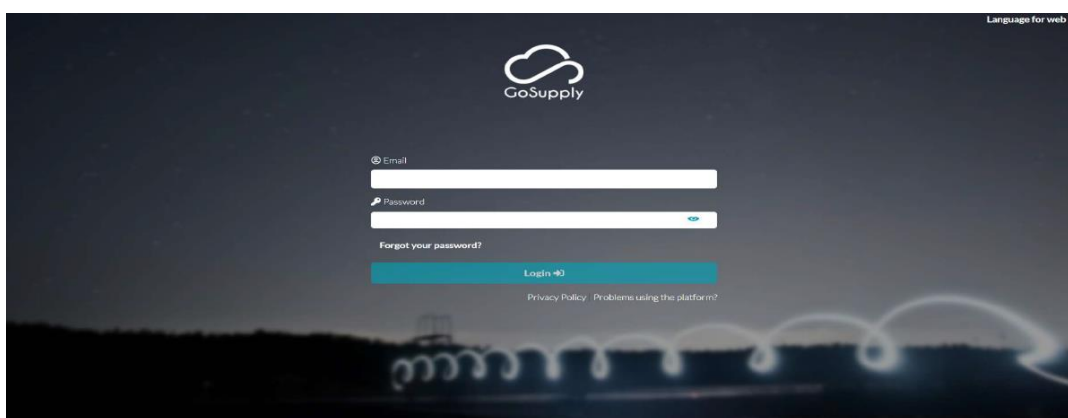
Welcome to the Clece Care Services Supplier Registration Portal.

Clece Care Services uses the GoSupply platform to manage supplier registration, qualification, homologation and ongoing supplier monitoring. The platform helps Clece collect and review key supplier information in a consistent and structured way.

Through the portal, suppliers can:

- Register and maintain company details.
- Complete Clece's supplier questionnaire.
- Select the relevant Clece product or service families.
- Upload supporting documentation.
- Provide financial, compliance, management system and sustainability information.
- Complete food safety information where applicable.
- Submit information for review and validation.

Important: Suppliers are responsible for ensuring that all information submitted through GoSupply is accurate, complete, truthful and kept up to date.

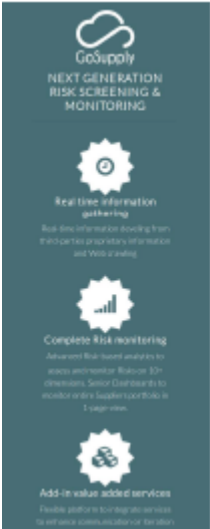


2. Accessing the Platform

2.1 New suppliers

New suppliers will receive an invitation email from GoSupply. The registration process must be started using the link included in that invitation email.

1. Open the GoSupply invitation email.
2. Select the registration link or the "Start registration in GoSupply" button.
3. Create your user account using your email address.



GoSupply
NEXT GENERATION
RISK SCREENING &
MONITORING

Real-time information gathering
Risk data information flowing from
thru our two proprietary information
and Web crawling

Complete Risk monitoring
Advanced Risk-based analysis for
every supplier. Risk score 0-100
displayed. Select Dashboard to
monitor order's Supplier Risk Score in
3-page view.

Add-in value added services
Flexible platform to integrate services
to add value communication for the client

1 2 3

Validate user
Please enter your email

Email
care@sample.com

Continue



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Add-in value added services
Flexible platform to integrate services
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1 2 3

Welcome, please **fill in all fields** to continue:
Welcome to GoSupply!

Create your **new user account** to be able to
use the platform

Once you have created your account, you can log in to our portal with your **email** and the
password that you have entered in this page.

Once you are inside GoSupply you can:

- Complete your information as a supplier
- Provide necessary documentation for the buyer
- Receive Feedback and Feedback from the GoSupply team

Email
care@sample.com

Password Repeat password

First name Last name

Language for web

Remember me ☐ I forgot my password [Link](#)

4. Verify your email address when requested.



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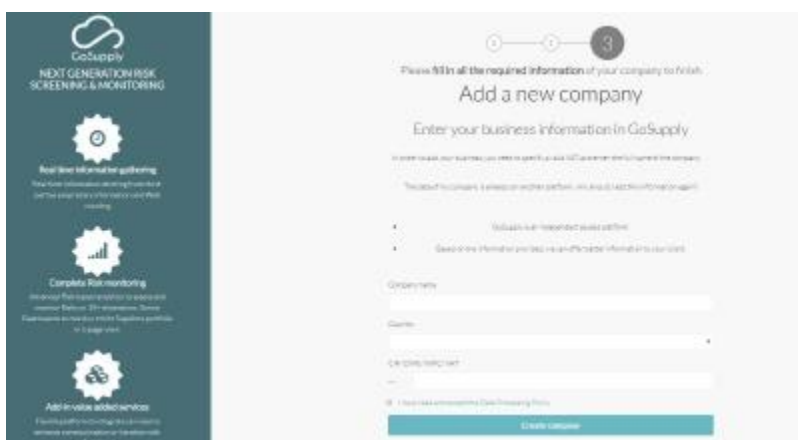
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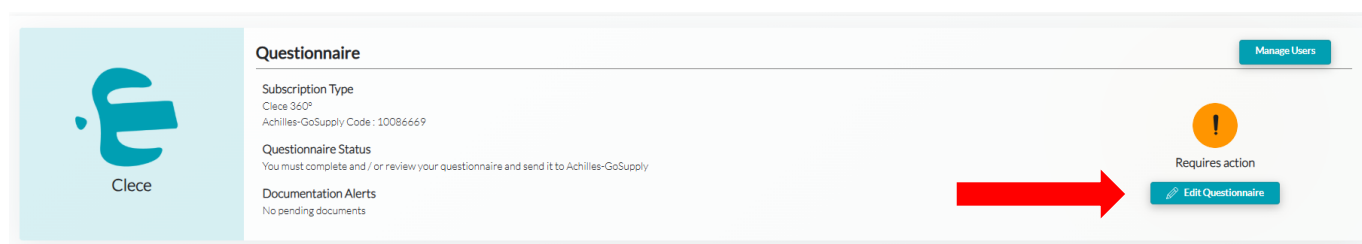
Enter validation code

Validate

5. Complete the basic company registration information.



6. Access your Supplier Dashboard to begin the questionnaire.



2.2 Existing users

Registered suppliers can access GoSupply using the supplier login page: <https://portal.mygosupply.com/login>

Use your registered email address and password to log in.

2.3 Forgotten password

If you have forgotten your password, select “Forgot your password?” on the login page and follow the reset instructions. You may be asked to enter a verification token sent to your registered email address before setting a new password.

3. Completing the Supplier Questionnaire

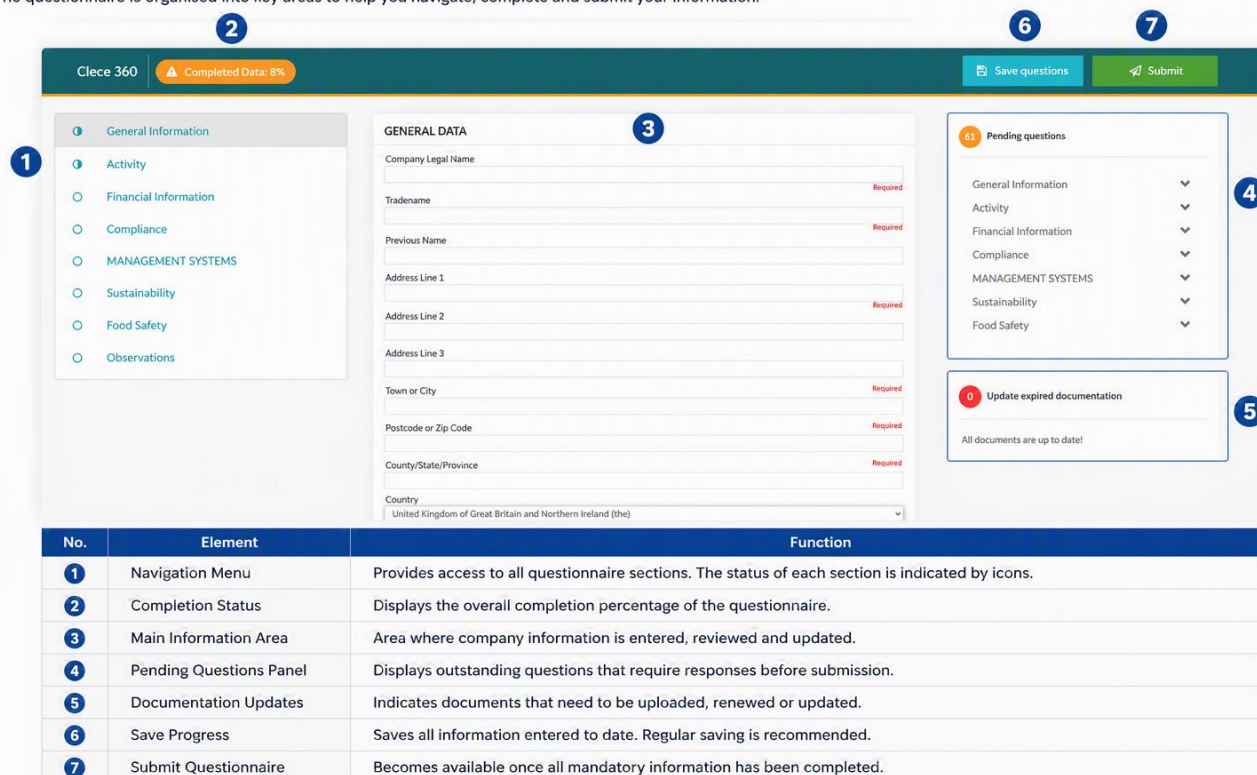
Once you access your Supplier Dashboard, open the Clece questionnaire. The questionnaire is organised into sections. Some sections will apply to all suppliers, while others will only appear depending on your company profile, selected families, country or answers to previous questions.

3.1 Questionnaire layout

- Sections menu: displays the different questionnaire sections to be completed.
- Questionnaire area: shows the questions and fields that must be completed.
- Pending questions panel: helps identify missing information or documents.
- Documents to update panel: highlights any expired or pending documentation.
- Information to review: shows comments or requests for clarification raised during the review process.

Understanding the Questionnaire Layout

The questionnaire is organised into key areas to help you navigate, complete and submit your information.



The screenshot shows the 'Clece 360' questionnaire interface. At the top, a progress bar indicates 'Completed Data: 8%'. The interface is divided into several sections:

- 1. Navigation Menu:** A sidebar on the left with icons for General Information, Activity, Financial Information, Compliance, MANAGEMENT SYSTEMS, Sustainability, Food Safety, and Observations.
- 2. Completion Status:** A green bar at the top showing 'Completed Data: 8%'.
- 3. Main Information Area:** A form titled 'GENERAL DATA' with fields for Company Legal Name, Tradename, Previous Name, Address Line 1, Address Line 2, Address Line 3, Town or City, Postcode or Zip Code, County/State/Province, and Country. Fields marked as 'Required' are highlighted in red.
- 4. Pending Questions Panel:** A panel on the right titled 'Pending questions' showing a list of sections with dropdown arrows.
- 5. Documentation Updates:** A panel on the right titled 'Update expired documentation' showing a status 'All documents are up to date!'.
- 6. Save Progress:** A blue button at the top right.
- 7. Submit Questionnaire:** A green button at the top right.

No.	Element	Function
1	Navigation Menu	Provides access to all questionnaire sections. The status of each section is indicated by icons.
2	Completion Status	Displays the overall completion percentage of the questionnaire.
3	Main Information Area	Area where company information is entered, reviewed and updated.
4	Pending Questions Panel	Displays outstanding questions that require responses before submission.
5	Documentation Updates	Indicates documents that need to be uploaded, renewed or updated.
6	Save Progress	Saves all information entered to date. Regular saving is recommended.
7	Submit Questionnaire	Becomes available once all mandatory information has been completed.

Note: Fields marked as Required must be completed before the questionnaire can be submitted successfully.

3.2 Section status indicators

	Indicator	Meaning
	White circle	The section has not been started.
	Half-completed circle	The section has been started but some questions remain incomplete.
	Tick mark	All required questions in the section have been completed.

3.3 Mandatory questions

Questions marked as mandatory must be completed before the questionnaire can be submitted. Some answers may trigger additional questions or pop-up windows. If a new field appears, complete it before moving to the next section.

4. General Information

The General Information section captures the supplier's core company details and main contact information.

4.1 Company details

- Company legal name

- Trading name
- Previous name, if applicable
- Registered address
- Town or city
- County, state or province
- Postcode or ZIP code
- Country
- Telephone number
- Company email address
- Website

4.2 Contact person details

Suppliers may be asked to provide details for one or more contact persons. These details may include name, surname, job title, address, telephone numbers and email address.

4.3 Registration and tax information

- Legal form
- Year of incorporation
- Registration country
- Tax/VAT number, EIN, company registration number or equivalent identification number

4.4 Clece commitments and terms

Suppliers must confirm whether they undertake to comply with Clece's Business Partner Code of Conduct, Criminal Risk Prevention and Anti-Bribery Policy, Competition Policy and related guiding principles, or confirm that they have equivalent formalised codes, policies, principles and values. Suppliers must also accept the GoSupply supplier registration system terms and conditions.

5. Activity and Clece Families

This section helps Clece understand the supplier's business activity, service capability, geographic coverage and product or service families.

5.1 Activity classification

Suppliers may be asked to select the type of industrial classification code used to describe their activity, such as NACE or another available classification. Suppliers should also provide a clear activity description and area of supply.

5.2 Selecting Clece Families

Suppliers must select the Clece families that best match their products or services. Only select families directly related to the services or goods your company provides. Selecting the correct families helps ensure that the appropriate questionnaire sections are displayed.

- General Services
- Vehicles
- Energy Supplies
- Leases
- Insurance
- Professional Services
- Human Resources

- IT and Telecommunications
- PPE and Occupational Health & Safety
- Cleaning Materials
- Green Market Materials
- Maintenance Materials
- Social Care Supplies
- Security Equipment
- Workwear
- Food and Catering
- Subcontracted Services
- Machinery

CLECE Families

CLECE Families

Click here to select an item




Required

CLECE Families

Enter text to filter list

Search in the list and select the item that best suits

GENERAL SERVICES

messaging services
stationery/ office material
removal services
printing services
transporting people
transporting goods
subscriptions
office furniture
travel agency
merchandising
advertising and messaging
media
restaurant/nursery bills
staff meals
site-work services
external services
associations
public relations

+ VEHICLES

+ ENERGY SUPPLIES

+ LEASES

Accept

Cancel

Select the option that best describes the activity your company performs. You can add as many categories as you need by clicking *ADD NEW* for each option.

5.3 Commercial references

Where requested, provide commercial references including the customer name, description of the service or product supplied, year and reference amount.

5.4 Production centres, offices and distribution

Suppliers may need to provide information about production centres, headquarters, other offices, warehouses or logistics points. If your company manufactures products or equipment, additional production centre information may be requested.

5.5 Distribution capability and contingency arrangements

Suppliers may be asked to explain their distribution capacity, including national or regional coverage, delivery lead times, delivery methods and contingency plans to guarantee supply in exceptional cases.

5.6 Supply chain information

Suppliers may be asked to identify their main suppliers, including commercial brand, product family and the percentage of total purchases represented in the previous year.

6. Financial Information

The Financial Information section collects financial data for the supplier's most recent financial periods, as required by Clece and the GoSupply validation process.

- Closing date for the financial statement
- Total number of employees at that date
- Currency
- Balance sheet information
- Total fixed assets
- Total current assets
- Total assets
- Own funds and share capital
- Total equity
- Long-term liabilities
- Current liabilities
- Total liabilities
- Annual revenue
- Personnel expenses
- EBITDA
- Operating margin
- Financial expenses
- Pre-tax profit
- Net income

Where requested, attach a copy of the company's financial documentation or annual accounts. The information should be consistent with officially published accounts where applicable.

FINANCIAL DATA

Financial Information (Please enter include the last two financial statement closed)

At least 2 element/s required

Closing date for the financial statement

Actions

Add new +

7. Compliance Information

The Compliance section gathers information about the supplier's corporate structure, governance, ethical framework and compliance background.

7.1 Corporate structure

- Parent company details, where applicable
- Ultimate parent company details, where applicable
- Shareholders owning more than 10% of the company's share capital
- Associated companies, where applicable

7.2 Governance information

Suppliers may be asked to provide information about board members, executives and legal representatives, including names, roles and email addresses where requested.

7.3 Criminal Compliance and ethical controls

- Code of Ethics or Code of Conduct
- Whistleblowing or ethics reporting channel
- ISO 37001 anti-bribery certification or equivalent
- Declarations regarding public procurement exclusions, sanctions, investigations, fraud, bribery, corruption, money laundering and lawful origin of resources

Important: Responses in this section may form part of Clece's compliance and governance assessment. Suppliers should answer carefully and provide supporting information where required.

8. Management Systems

The Management Systems section allows suppliers to declare relevant certified systems and upload supporting certification documents.

Area	Typical standard or evidence	Information usually requested
Quality	ISO 9001 or equivalent	Awarding body, standard, scope, issue date, expiry date and certificate copy
Environment	ISO 14001, EMAS or equivalent	Awarding body, standard, scope, issue date, expiry date and certificate copy

Energy management	ISO 50001 or equivalent	Awarding body, standard, scope, issue date, expiry date and certificate copy
Carbon footprint	ISO 14064 or similar	Awarding body, standard, scope, issue date, expiry date and certificate copy
Health and Safety	ISO 45001 or equivalent	Awarding body, standard, scope, issue date, expiry date and certificate copy

Document validity: Certificates should be current, legible and aligned with the information entered in the questionnaire.

9. Sustainability and ESG

Clece's supplier questionnaire includes Environmental, Social and Governance considerations. Suppliers may be asked to provide policies, certifications or confirmations related to sustainability, human rights and responsible business practices.

9.1 Social responsibility

- Corporate Social Responsibility certification, such as SGE21, SA 8000, ISO 26000, IQNet SR10 or equivalent
- Human rights due diligence system
- Neutral, safe and anonymous mechanism for human rights or discrimination incidents, complaints and claims
- Prevention of unacceptable disciplinary practices, harassment, workplace abuse or unfair salary deductions
- Equality and diversity policy
- Discert certification, where applicable
- Family-responsible company certification, where applicable
- Voluntary work-life balance measures

9.2 Modern Slavery

Where applicable, suppliers may be asked whether they have documented policies to prevent slavery and human trafficking within their organisation and supply chain, and whether they have been convicted of breaches of slavery laws in countries where they operate.

9.3 Supplier Diversity

For United States suppliers, additional diversity-related questions may apply. These may include declarations related to minority-owned, women-owned, veteran-owned, service-disabled veteran-owned, HUBZone or other recognised supplier diversity categories.

10. Food Safety

The Food Safety section applies only to suppliers included in food-related Clece families or where the selected activity triggers food safety requirements.

- Sanitary registration or sanitary authorisation
- Technical product specification sheets
- Allergen commitment and allergen control documentation
- Food safety certifications such as ISO 22000, FSSC 22000, BRC or IFS
- Flow diagrams indicating critical control points, where applicable
- Labelling evidence in accordance with current legislation

- Packaging technical sheets, where applicable
- Supplier control plan
- Dispatch or transport control system
- Delivery notes including product batch information
- Analysis plan
- Food alert or product withdrawal plan
- Authorisation for technical visits to supplier facilities

If no food safety certification is held: Additional documentation may be requested, such as process flow diagrams, allergen control plans, supplier control plans, transport controls, analysis plans and crisis or recall procedures.

11. Uploading Documents

Some questions require supporting documentation. When a document is requested, select the upload option, choose the file from your device and save your changes.

- Upload documents in PDF format whenever possible.
- Ensure documents are current and not expired.
- Check that the document is legible and complete.
- Make sure the uploaded document matches the answer provided.
- Use the correct document category or question field.
- Save after uploading documents.



+ Choose a file (Only PDF)

Maximum attachment size 10 MB



+ Choose a file (Only PDF)

Maximum attachment size 10 MB

12. Saving and Submitting Information

12.1 Saving progress

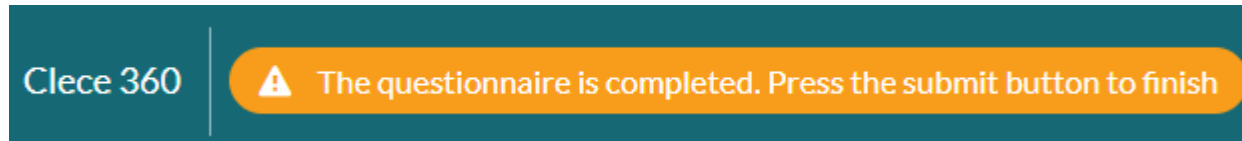
Save your progress regularly by selecting the “Save questions” button. This helps prevent loss of information while completing the questionnaire.



Save questions

12.2 Submitting the questionnaire

The “Submit” button will become available once all mandatory questions required for your profile have been completed. After submission, the information will be sent for review.



13. Review, Validation and Ongoing Supplier Responsibility

After submission, the information and documentation provided by the supplier may be reviewed. If any information is incomplete, unclear, expired or inconsistent, the supplier may receive a request to review or update specific items.

13.1 Information approved

If the information meets the validation requirements, it will be accepted and made available within the platform for Clece’s supplier management process.

13.2 Information requiring review

If information requires correction or clarification, review comments will be available in the platform. Suppliers should access the relevant question or document, make the required changes, save the information and resubmit if required.

13.3 Supplier responsibility

- Maintain accurate and up-to-date company information.
- Renew certificates and documents before expiry.
- Respond promptly to requests for correction or clarification.
- Ensure information provided is truthful and not misleading.
- Review platform notifications regularly.

14. Support and Contact Details

For technical assistance with GoSupply, suppliers may contact the GoSupply support team.

Support channel	Details
Email	mygosupply@achilles.com
United Kingdom	+44 20 4586 6046