

Manual for the Self-registration in the Reserved Area and subscription in the C2S platform

February 2024

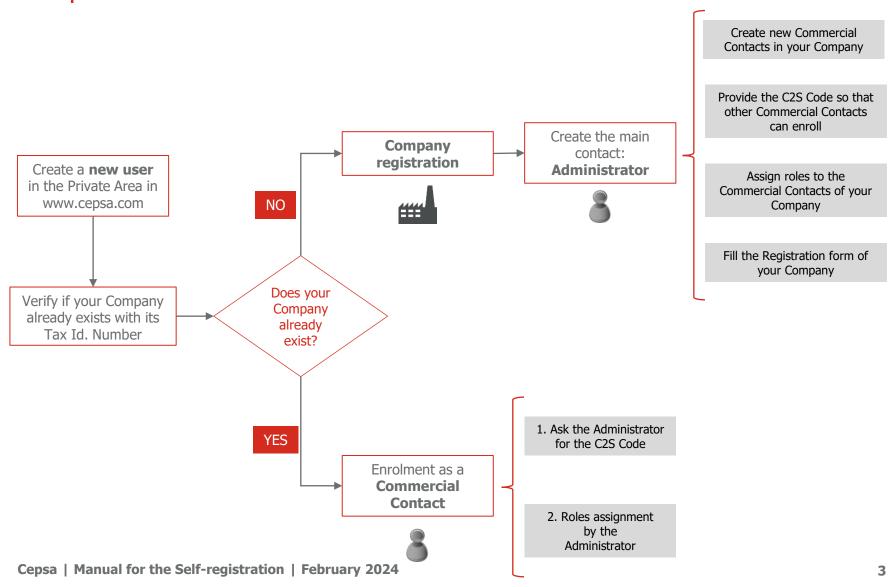


Sustainable Value Chain – Global Sourcing Solutions

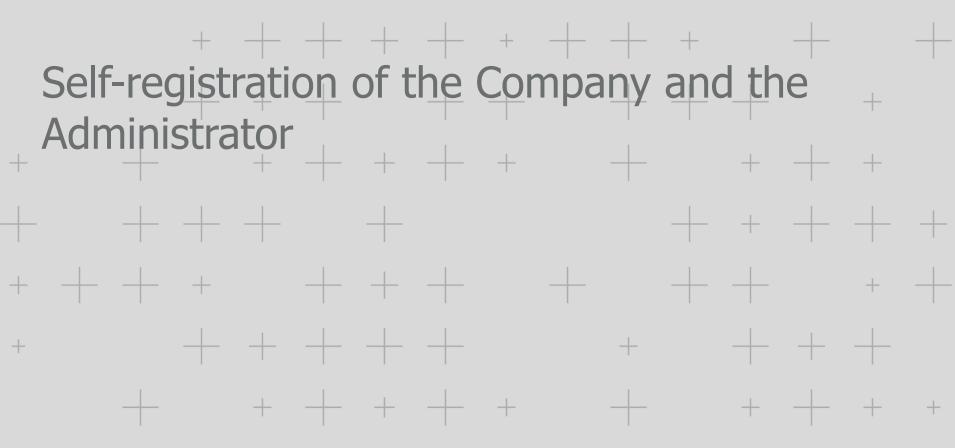
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Scheme of the process of self-registration and subscription in the C2S platform







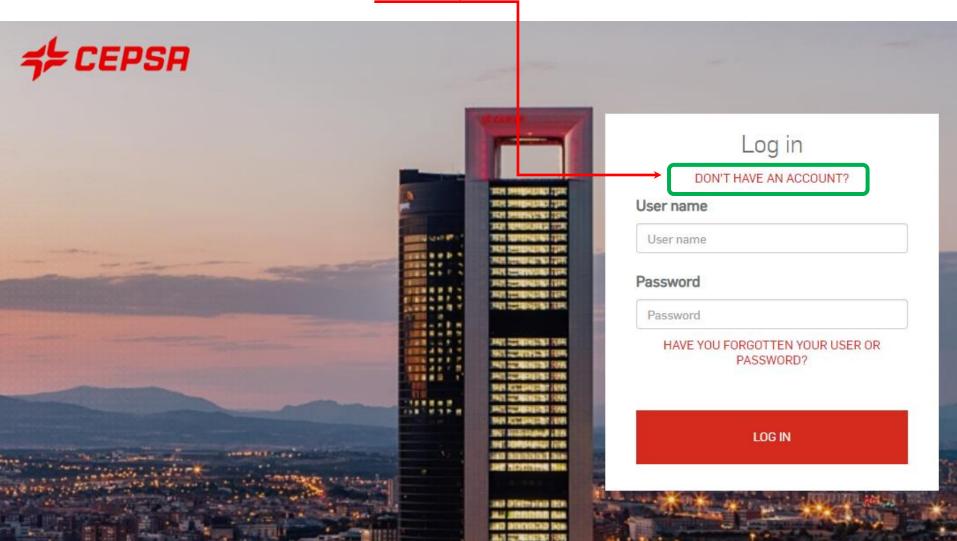
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Access to the Suppliers Reserved Area

Access to <u>www.cepsa.com</u> and click the button English Suppliers Employment Contact Cepsa Universe V ≪ Share This is how we produce biofuels that will help us decarbonize transportation

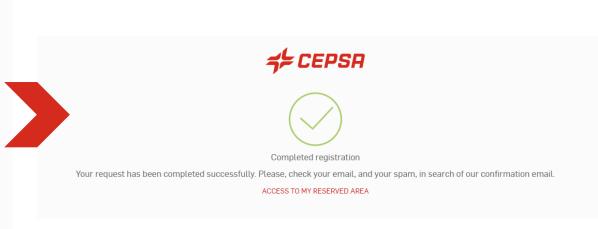
Create a new account at the Private Area if you do not still have one



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Complete all the fields and press the button "Continue".

	Crea	te your	accou	Int	
	I ALR	EADY HAVE A	N ACCOUN	Т	
	COMPLETE	THE FO	LLOWIN	G FORM	
PERSONAL	INFORMAT	I O N			
E-MAIL					
E-Mail					
CONFIRM YO	UR E-MAIL				
Write your email					
N A M E Name					
Surname					
SECOND SUR	NAME (OPTIC)NAL)			
I'm not a		reCAPTCHA Privacy - Terms			



Self-registration of the Company and the Administrator

You will receive an email with a link to activate your new account







Registration confirmation

Thank you for registering on CEPSA, an account has been created with the

user name:

To verify, click on the link below or, in case of an error message, copy the link and paste it into your browser.

HERE IS THE LINK

Once the account has been verified, you will need to enter your username and password to access the functionalities that interest you.

Good luck





Email address verified correctly

Your request has been successfully completed.

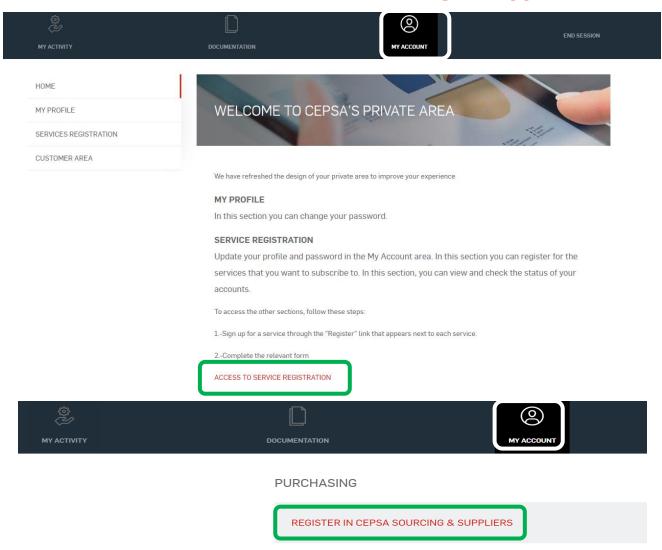
Access my Reserved Area

Customer Service Helpdesk: +34 900 601 300 / atencionproveedores@cepsa.com

Once verified the account a new user in the Private Area has been created

Self-registration of the Company and the Administrator

Subscribe to the service **C2S – CEPSA Sourcing & Suppliers**.



Self-registration of the Company and the Administrator

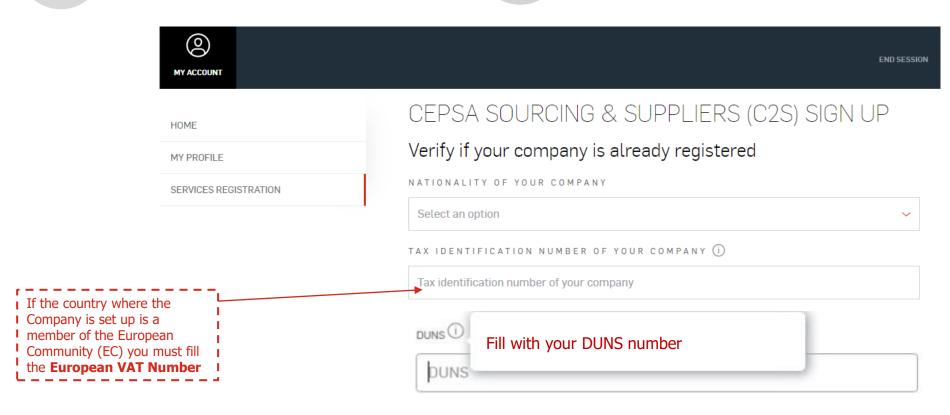
The system verifies if your Company is already registered. There are two options:

1

The Company it is not registered yet in C2S



The Company is already registered in C2S



Customer Service Helpdesk: +34 900 601 300 / atencionproveedores@cepsa.com



If your Company is not registered yet: the following message will be showed. Click on "Complete registration as an administrator contact" to

continue

Click on "Complete re	gistration as an administrator contact" to
© MY ACCOUNT	END SESSIO
номе	CEPSA SOURCING & SUPPLIERS (C2S) SIGN UP
MY PROFILE	Your company is not yet registered in the CEPSA Sourcing & Suppliers platform (C2S).
SERVICE REGISTRATION	Through the following link you can register as an administrator user, who will be the only person in your company who can:
	1. Register his company in the Private Area.
	2. Complete and/or modify the registration form of his Company in the C2S platform.
	3. Access to all the tenders and auctions in the C2S platform to which his Company has been invited, and receive all their notifications.
	4. Verify the subscription of other Commercial Contacts of his Company through the C2S Code, which will be indicated in the email sent to the email address indicated, once the registration of your Company is finished. In addition, that code will be always accessible in the Private Area during the Administrator session.
	a. The email and phone indicated will be visible to the Commercial Contacts of your Company, when required for signing up in the C2S platform.
	5. Register Commercial Contacts of his Company directly in the Private Area.
	6. Manage the Commercial Contacts roles in the C2S platform (visualize or participate in determined

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COMPLETE REGISTRATION AS AN ADMINISTRATOR CONTACT

Customer Service Helpdesk: +34 900 601 300 / atencionproveedores@cepsa.com



If your Company is not registered yet: complete all the fields. Check that the information is correct.





Registration succeeded



Registration has been completed successfully

We confirm that you have registered your Company correctly. In order to be a valid Cepsa supplier you need to complete the questionnaire in Cepsa SUPPLIERS. Access here: C2S Access and access to Cepsa SUPPLIERS Section.

We have now sent you an email with the C2S Code that the Commercial Contacts of your company will need in order to register. You can also register them yourself directly via this link: Register Commercial Contact.

• Clicking on the option "C2S Access" you will CEPSA SUPPLIERS Section. Should you have any doubt, please contact this Helpdesk: Remark: to be a VALID
supplier you have to end your
Company registration filling all
its data at CEPSA SUPPLIERS
[p. 26]

Suppliers Helpdesk

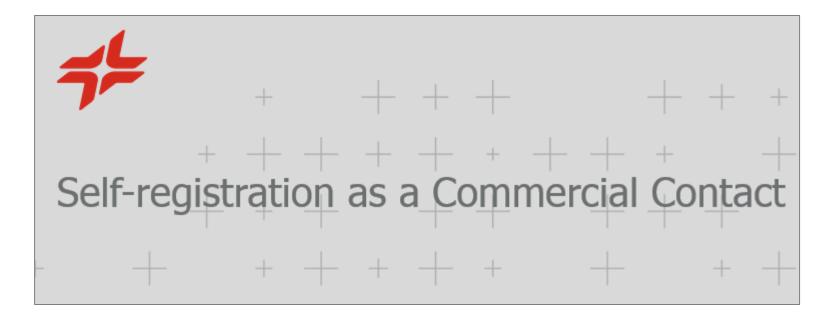
Tel: +34 91 426 4910

Mail: cepsasuppliers@cepsa.net

Clicking on the option "Register Commercial Contacts of your Company" you can create another contact, who must have a user already created in the Private Area. **Please go to page 5 of this Manual.**



If your Company is already registered: go to the chapter Self-registration as a Commercial Contact.

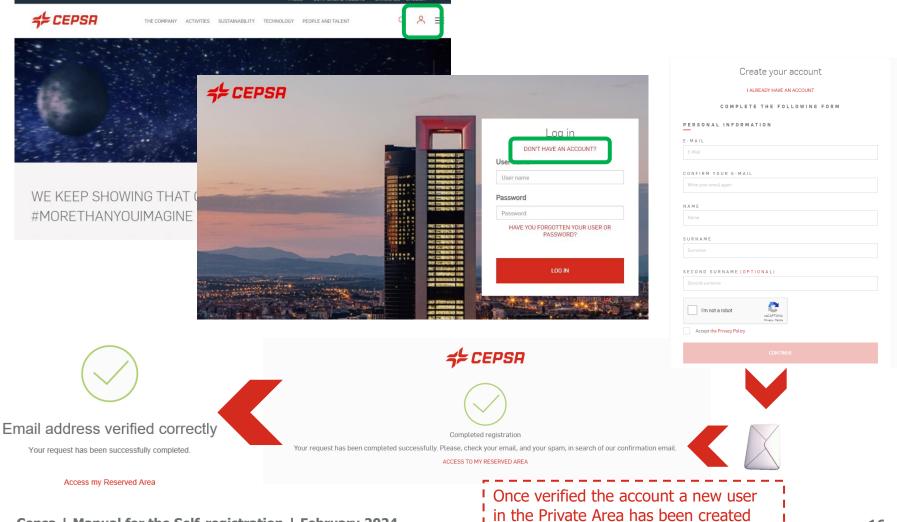




Self-registration as a Commercial Contact

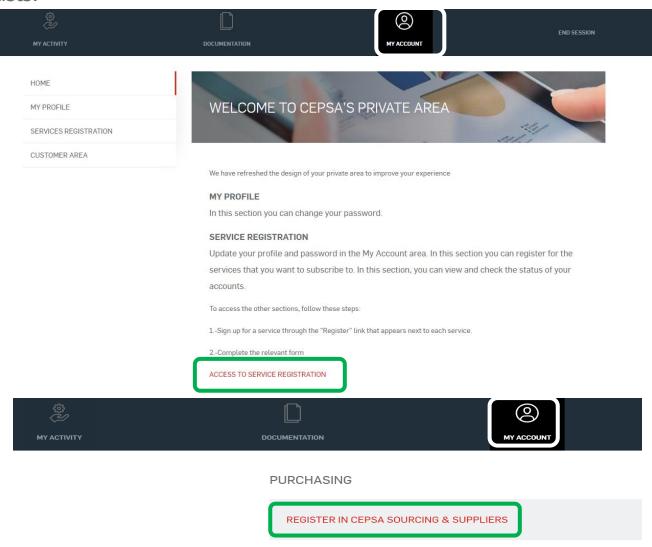


Access to <u>www.cepsa.com</u> and create a new account at the Private Area if you do not still have one (detailed at the Self-registration of the Company and the Administrator [p. 4].)



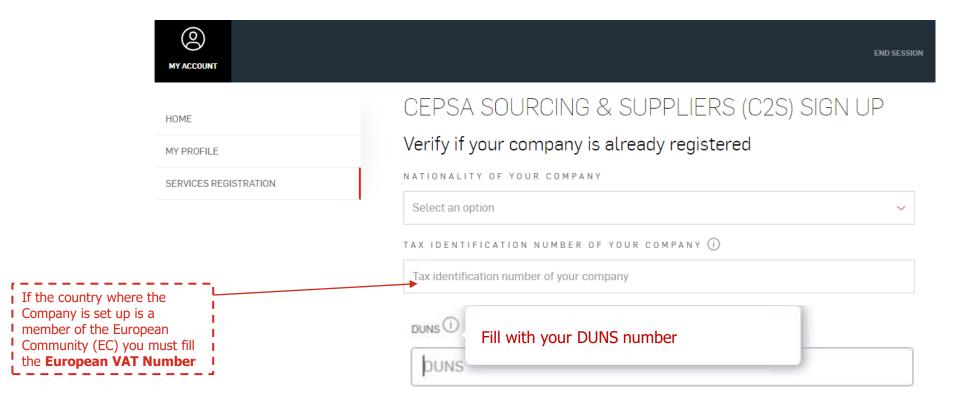
Self-registration as a Commercial Contact

Subscribe to the service C2S – CEPSA Sourcing & Suppliers and verify if the company exists.



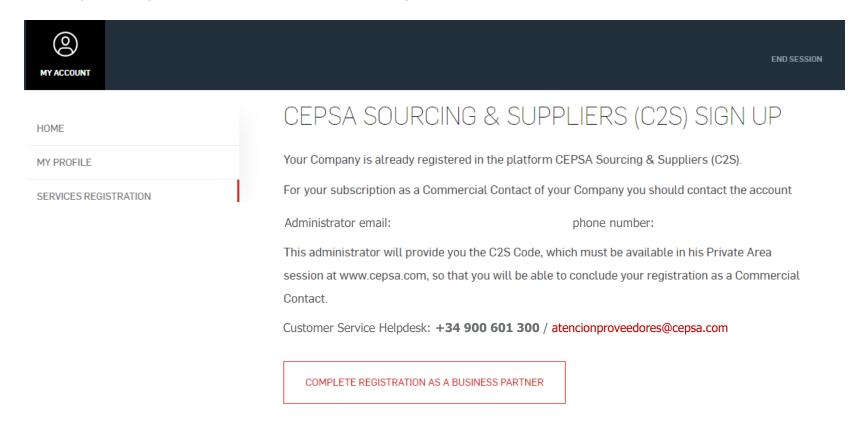
Self-registration as a Commercial Contact

The system verifies if the Company already exists.



As your Company has already been registered by another employee of your Company, the following message will be showed.

• The email and phone of the Administrator (the one who registered your Company) are showed. He should provide you the C2S Code needed for your enrolment as a Commercial Contact.



Complete all the fields once the Administrator has provided to you the C2S Code.



Successful registration as a Commercial contact.



We confirm that you have successfully registered as a commercial contact for your company.

The Administrator needs to manage the roles of this Commercial Contact in C2S in order to him be able to visualize or participate in determined events.

Access to:

MANAGEMENTS > C2S PURCHASING PLATFORM > C2S Access > CEPSA Sourcing > Main menu > User Management

Remember that you will only have access to the auctions or tenders if your Company Administrator her corresponding roles in Cepsa Sourcing. Please follow the instructions above.

Sourcing Helpdesk

- +34 91 787 02 25 (9h-19h GMT+1)
- + 484-648-1854 (8AM and 6PM EDT GMT -4)
- + 971 800 836 3377 (8:00 AM to 5:00 PM GMT +4)

Mail: cepsasourcing@cepsa.net







Screens of the platform C2S – CEPSA Sourcing & Suppliers

Depending on which kind of user you are, your C2S screens will be different:

If you are the Administrator



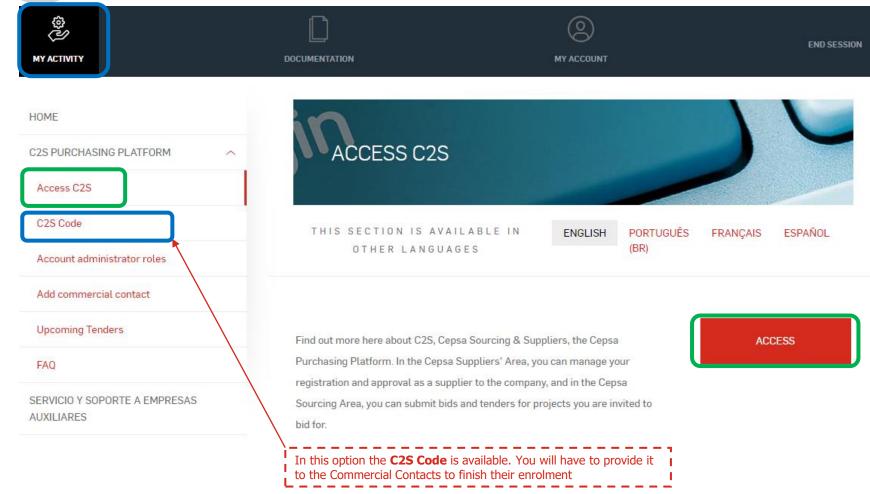
If you are the Commercial Contact







If you are the Administrator: clicking on the green highlighted option you can enter the C2S platform.





<u>If you are the Administrator</u>: you have to Access **CEPSA SUPPLIERS** to end your Company registration. It is needed to be awarded in a tender or auction.



Complete the registration questionnaire. **It is** needed to be awarded in a tender or auction.



CEPSA SUPPLIERS <u>If your company isn't registered in MyAchilles</u>: you will receive a welcome email.







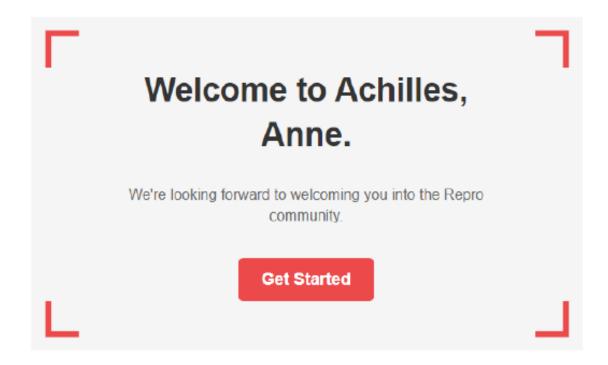
Suppliers Helpdesk

Tel: +34 91 426 4910

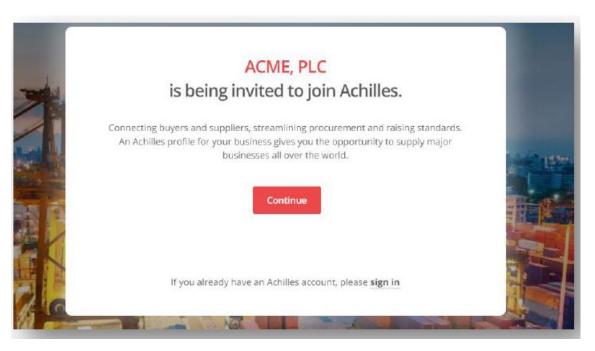
Mail: cepsasuppliers@cepsa.net

You will receive an email and you will have to click on "**Get Started**" to create your user and access the questionnaire.

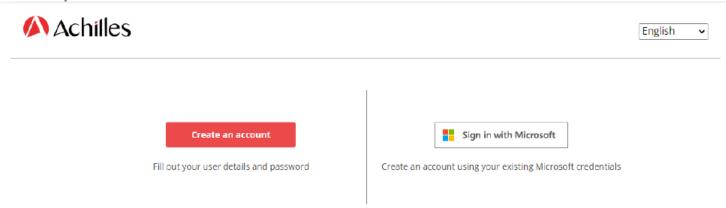




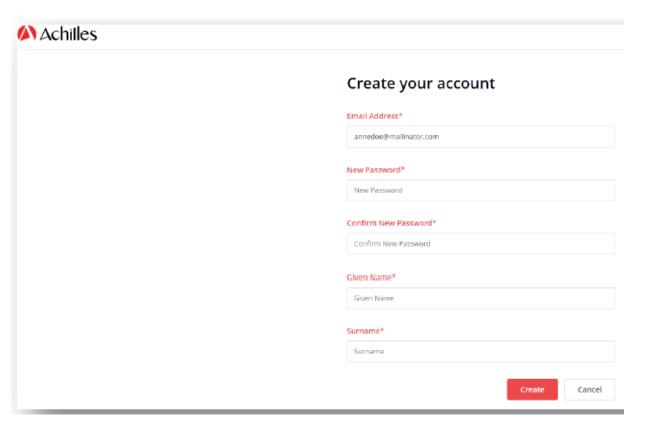
On this screen you must click on "Continue".



On this screen you will need to click on "Create an account" in order to create an access password.



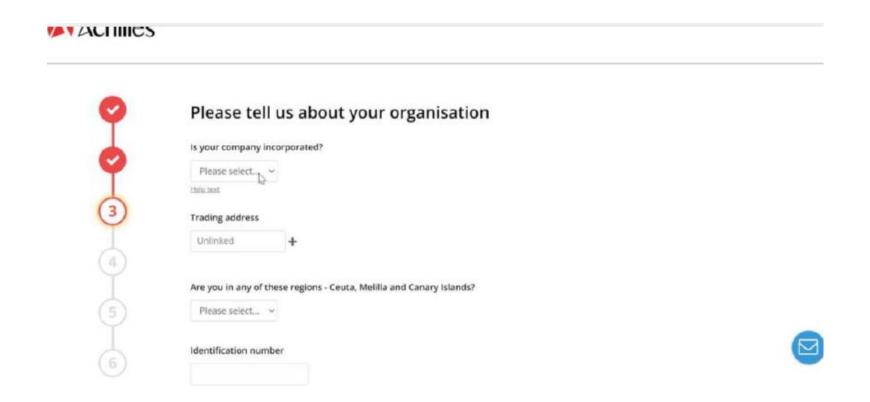
Create an account



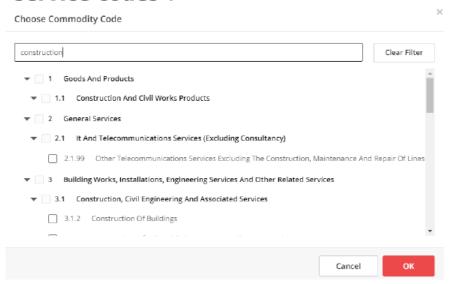
The password must contain between 8 and 16 characters. At least, it will have 3 of 4 of the following:

- lowercase characters
- uppercase characters
- digits (0-9)
- one or more of the following symbols: @ # # \$% ^ & * -_ + = [] {} | \\: & # 39; ,? / `~ " (); .

Fill in the basic details of your company.

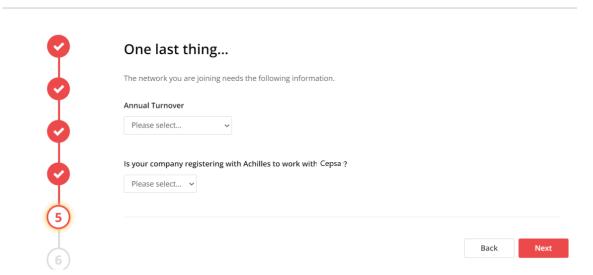


Indicate categories of products or services you supply by clicking on "**Add product or service codes**".



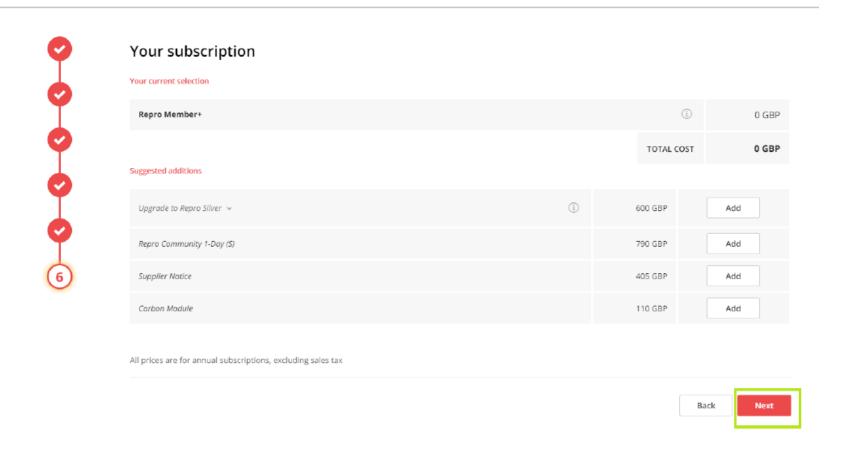
Indicate the **annual turnover range** of your company and indicate that you are registering to work with Cepsa.



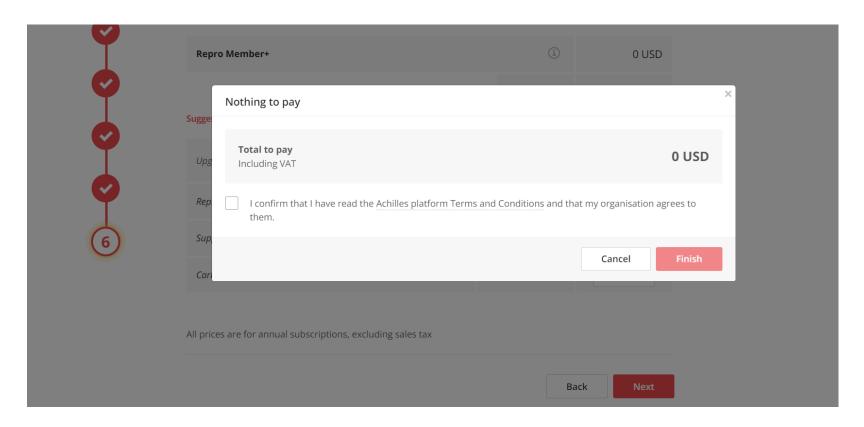


At this point, by default, you are assigned the registration level **Member+** (free), and you can click on next. If you wish, you can select a higher registration level.



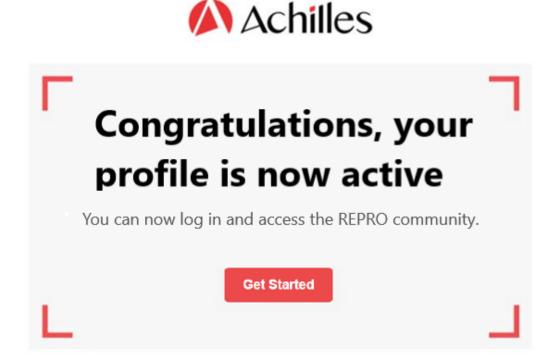


You must accept the "**Terms and Conditions**" before you can proceed. Once accepted, click on "**Finish**".



Once you have activated your username and created your password, you will receive this confirmation email from systemadmin@achillesmail.com.

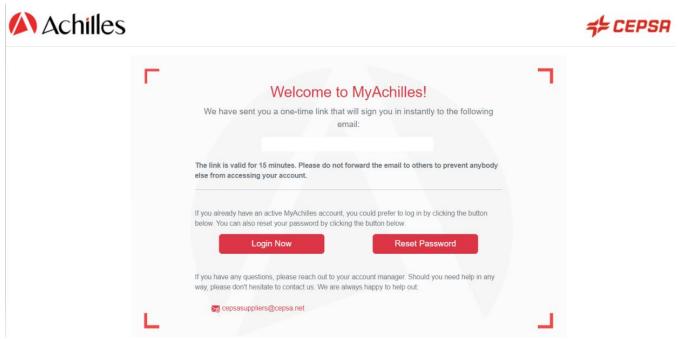
Then, you **will be able to log** in via **My.Achilles.com** using your username (your email address) and password.





CEPSA SUPPLIERS If your company is registered in MyAchilles:

- If you already have a MyAchilles user and remember your password, you can log in by clicking on LOGIN to access.
- If you do not remember your password, you can recover it by clicking on RESTORE PASSWORD.



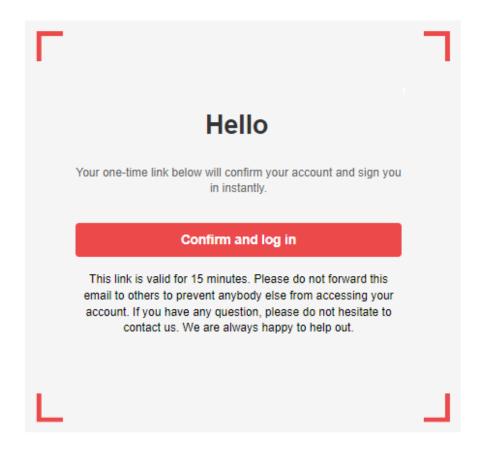
Suppliers Helpdesk

Tel: +34 91 426 4910

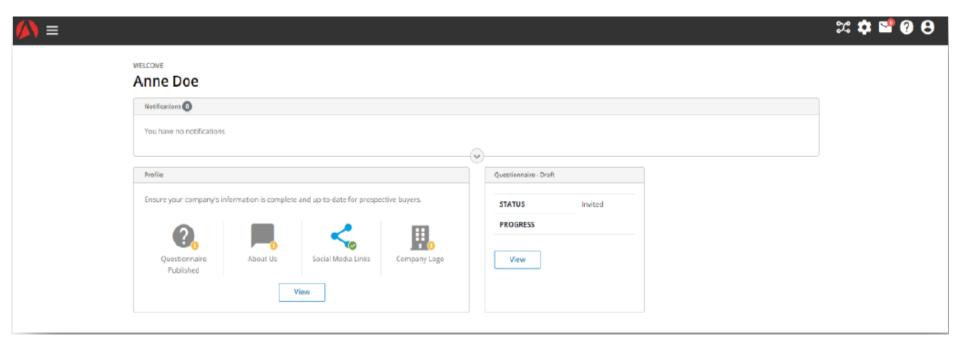
Mail: cepsasuppliers@cepsa.net

If you prefer to use the Achilles double authentication system, which guarantees greater security of access to the information in your questionnaire, you will simply have to open the email that arrives automatically in your inbox, to click on **CONFIRM AND LOG IN**, and in a few seconds you will be inside your MyAchilles account.



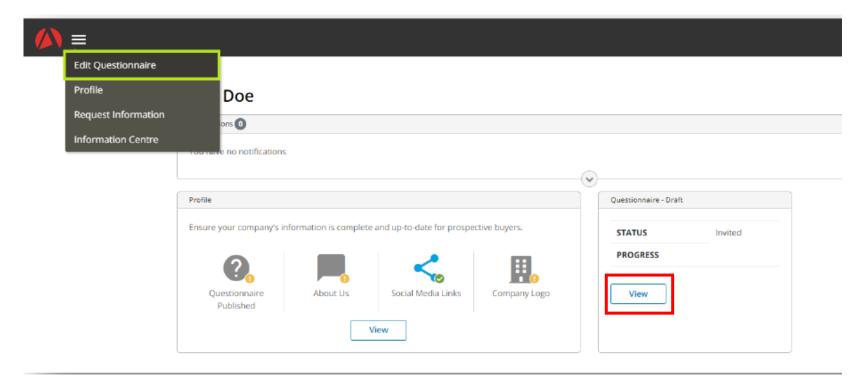


All set, you will now be able to access your questionnaire to update it or simply review it.



Access the questionnaire

Once you have logged in, you will find yourself on the supplier's profile page. To access the questionnaire, you have the option to click on <u>'View</u>' within the <u>'Questionnaire-Draft</u>' box or, alternatively, from the menu on the top left, select <u>'Edit questionnaire</u>'.



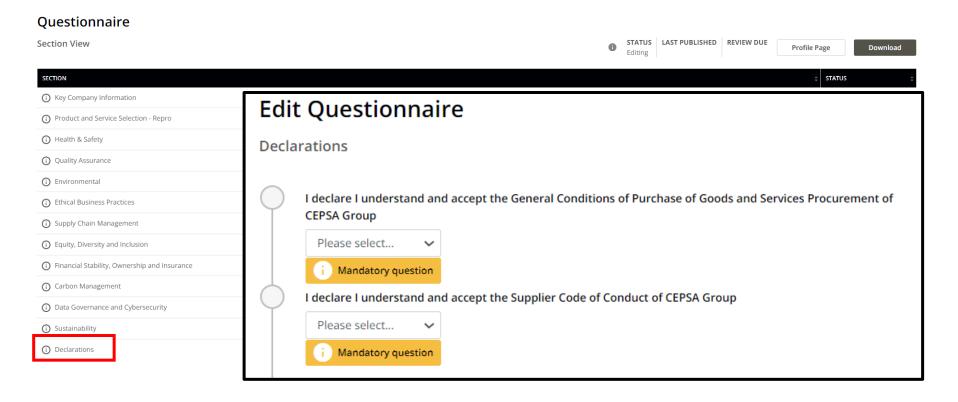
Fill the questionnaire

Once you have accessed the questionnaire, you will be able to see all the sections and their completion status. By clicking on the name of each section, you will be able to access and complete them.

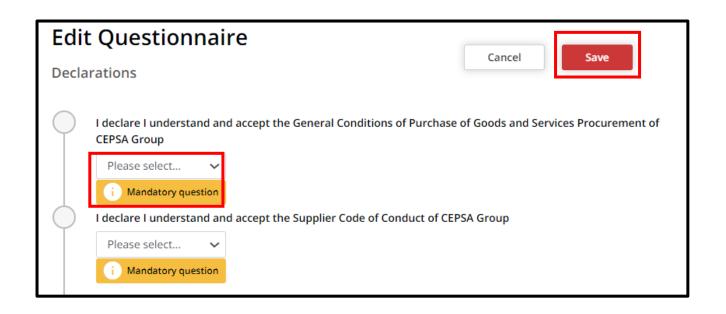


Acceptance of CEPSA documentation

In the **Declarations** section, it is very important to download and accept the General Conditions for the Acquisition of Goods and Services and the Code of Conduct for Cepsa Group suppliers:



Whenever you wish to save the information entered, you must click on the "**Save**" button. If, once the information has been saved, any mandatory fields remain to be completed, this will be indicated with the warning "**Mandatory question**". You will only be able to submit the questionnaire when all mandatory questions have been completed, by clicking on the "Save" button.





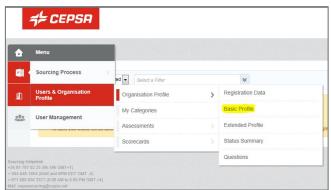
If you are the Administrator: in **CEPSA SOURCING** you can access to the events to which you have been invited.



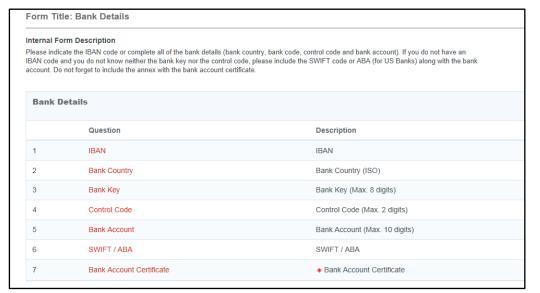


CEPSA SOURCING - Basic Profile - Bank Details

Fill in your bank data going to: Menu > User Profile > Organization Profile > Basic Profile > Bank data



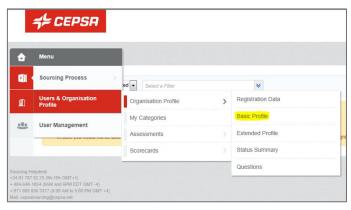






CEPSA SOURCING - Basic Profile - Country of Residence

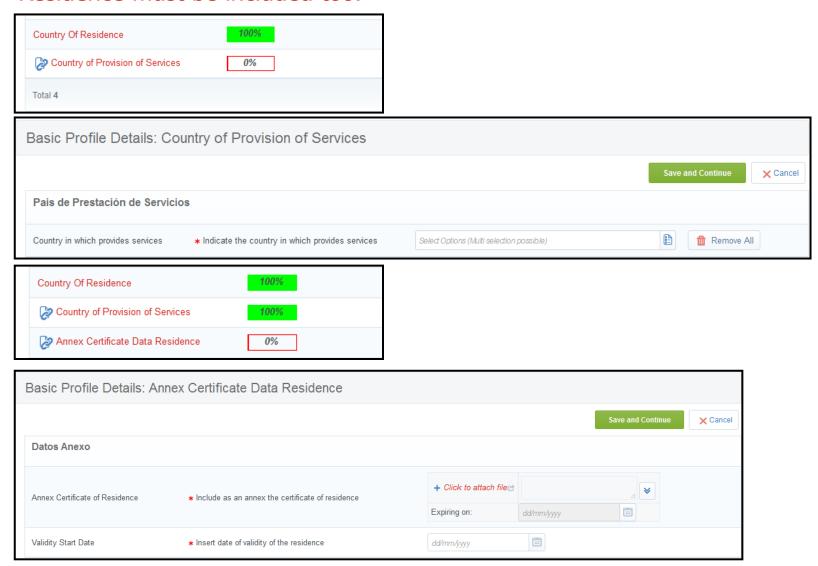
Fill in your tax information going to: Menu > User Profile > Organization Profile > Basic Profile > Country of Residence







Once the Country of Residence is completed, the Country of Provision of Services must be specified. The annex regarding the Certificate of Residence must be included too.



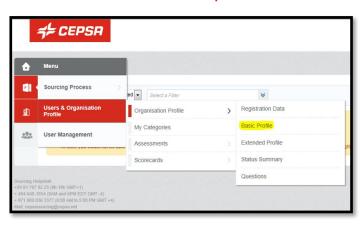
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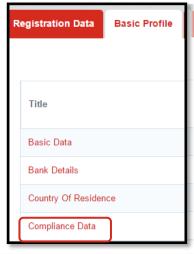


CEPSA SOURCING - Basic Profile - Compliance Data

Fill in your Compliance Data going to: Menu > User Profile > Organization Profile >

Basic Profile > Compliance Data









CEPSA SOURCING - Basic Profile — Others questionnaires

✓ DECLARATION OF CONFLICT OF INTEREST			
	QUESTION	DESCRIPTION	
1	COI Declaration	* The supplier guarantees its full independence and declares that it has no real or potential conflict of interest that puts into question the objectivity or loyalty to Cepsa, assuring that it will not use its position to obtain personal gains. Likewise, it undertakes to identify and resolve any situation of conflict of interest that affects any of its employees or managers during the duration of its commercial and contractual relationship with Cepsa	
2	COI Communication	* The supplier undertakes to abstain from deliberations, decision-making and access to confidential information while there is a real or potential conflict of interest in his relationship with Cepsa and shall communicate this conflict of interest in a transparent and proactive way to the Cepsa Ethics & Compliance Office through the enabled channel: canaletica@cepsa.com	

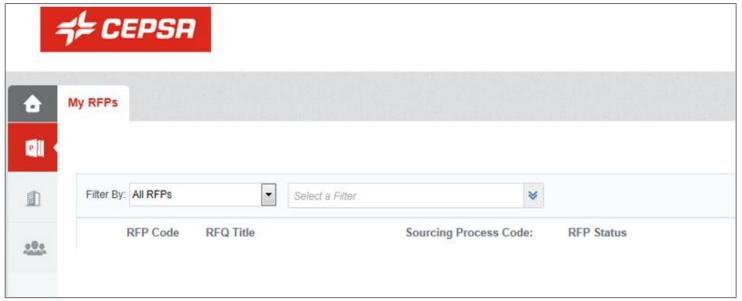
West management practices / continuity policy			
	QUESTION	DESCRIPTION	
1	Do you have a documented Business Continuity Management System?	Do you have a documented Business Continuity Management System?	
2	Has the company a Business Continuity Management System certified by a third party (ISO 22301 or similar)?	Has the company a Business Continuity Management System certified by a third party (ISO 22301 or similar)?	
3	If so, please attach the document	If so, please attach the document	
4	Has the company a Policy of Business Continuity?	Has the company a Policy of Business Continuity?	
✓ RISKS AND IMPACTS			
	QUESTION	DESCRIPTION	
1	Has the company identified its processes and critical suppliers?	Has the company identified its processes and critical suppliers?	
2	Have risks been identified that may apply to the Organization and may affect business continuity?	Have risks been identified that may apply to the Organization and may affect business continuity?	
3	Are risks reviewed at regular/scheduled intervals and are risk controls implemented?	Are risks reviewed at regular/scheduled intervals and are risk controls implemented?	
4	Have actions been planned to manage possible scenarios that may affect business continuity?	Have actions been planned to manage possible scenarios that may affect business continuity?	



CEPSA SOURCING – My RFPs

From Cepsa Sourcing you will be able to access to all of tenders and auctions that you have been invited.









If you are a Commercial Contact: clicking on the highlighted option, you can enter the C2S platform.





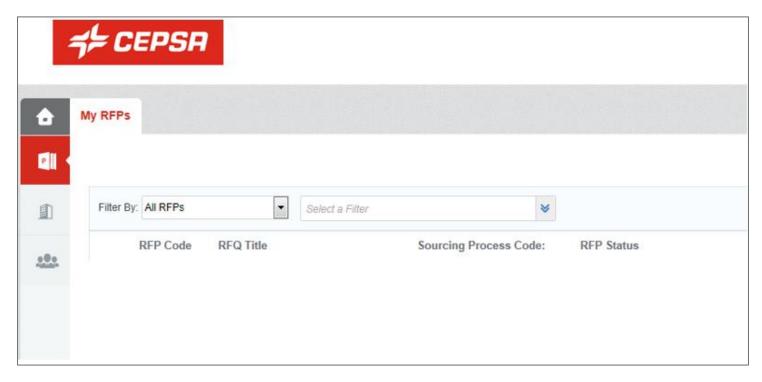
If you are a Commercial Contact: CEPSA SOURCING.



Access to the events to which you have been invited.



CEPSA SOURCING: the Commercial Contact must have some **role** assigned by the Administrator or he will not be able to participate in any tender or auction.





Help-desk



There are 3 different help-desk, depending on which step of the process you are:

Beginning of the process



Issues during your Company registration, enrolment as an Administrator, enrolment as a Commercial Contact



Phone Number: 900 601 300 atencionproveedores@cepsa.com













Issues when submitting the offers, participation in tenders and auctions in **CEPSA SOURCING**



Sourcing Helpdesk

- +34 91 787 02 25 (9h-19h GMT+1)
- + 484-648-1854 (8AM and 6PM EDT GMT -4)
- + 971 800 836 3377 (8:00 AM to 5:00 PM GMT +4)
- Mail: cepsasourcing@cepsa.net

Issues when fulfilling the registration form in CEPSA **SUPPLIERS**



Suppliers Helpdesk

Tel: +34 91 426 4910

Mail: cepsasuppliers@cepsa.net



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