



# Source to Contract Vendor e-book

A guide to navigating the pre-qualification process within Downer

# Welcome

This booklet is designed to help you navigate the invitation process to Downer's vendor management platform, **Felix**.

## What is Felix?

Headquartered in Brisbane, Australia, Felix is a comprehensive procurement and vendor management platform built to manage the end-to-end Source to Contract process.

Used globally, and trusted by market leaders, Felix is a cloud-based solution that securely manages company-level data for suppliers, subcontractors and service-delivery partners - collectively referred to as Vendors in Felix.

## Why is Downer using Felix?

Downer has chosen to use Felix as our central hub for Vendor pre-qualification, tendering, and performance/contract management. This helps us to streamline processes and enhance communication between us and our partners.

## What are the benefits?

Downer has chosen to use Felix as it provides you with several benefits:

- Felix is free of charge for vendors.
- It allows you to maintain your company information and update key documentation whenever you want.
- You will only need to supply your information once to Downer regardless of which business unit you are working with or which project you are working on. You will not be required to repeat the process in multiple platforms to work with different areas of Downer (excepting an annual validation that data is up to date, and replacement of documents as they expire, such as insurances).

For more information on Felix, please visit the website [here](#).

## What details are included in Felix?

Felix holds information about your company such as:

- Organisational: Business name, ABN or NZBN and IRD, street address, contact name, email address and phone number.
- Financial and Commercial: Bank account information (verified via our partner, Eftsure)
- Insurance: Public Liability and Workers compensation, and may also include Professional Indemnity, Motor Vehicle, Works etc, as applicable to the scope.
- Modern slavery: Understanding your supply chain.
- Zero Harm (quality, environment, sustainability, safety) protocols.
- Business ethics and industrial relations.

## What details are not included in Felix?

Felix does not hold vendor employee data, for example:

- Permits, such as Working at Heights, Hot Works, Confined Space, etc.
- Business licenses, such as Heavy Vehicle, Electrical, Building, etc.
- Employee's Licenses, such as Heavy Vehicle, machinery tickets, etc.
- Employee personal details.

## What is the vendor pre-qualification process?

All vendor information must be processed through Felix to pre-qualify and be onboarded into Downer.

To ensure we meet our customer obligations and deliver on our purpose of 'Enabling Communities to Thrive', the pre-qualification process is essential in helping Downer partner with vendors with the same high-quality standards and values.

### I am a new vendor

1. A Downer representative (your local contact) will request the set-up of your details into our systems.
2. Once approved, you will receive an invitation from Felix (Downer via Felix [no-reply@felix.net](mailto:no-reply@felix.net)) to complete a questionnaire and upload supporting documentation.
3. Our team will verify your details and, if required, may contact you to obtain additional information.
4. Eftsure will verify that bank account information is correct and matches the vendor details provided.
5. Once approved, your details will be added to the relevant Downer systems. You will receive an automated email from Felix confirming this approval.

### I am an existing vendor

1. As an existing vendor, you will receive an email notification from Downer advising you of an upcoming invitation from Felix\*. This will come from [vendors@downergroup.com](mailto:vendors@downergroup.com). You do not need to action anything at this stage, this is FYI only.
2. Following the initial email, about a week later you will receive an invitation from Felix (Downer via Felix [no-reply@felix.net](mailto:no-reply@felix.net)) to register with Felix, complete a questionnaire and upload supporting documentation.
3. Our team will verify your details and, if required, may contact you to obtain additional information.
4. Eftsure will verify that bank account information is correct and matches the vendor details provided.
5. Once approved, your details will be added to the relevant Downer systems. You will receive an automated email from Felix confirming this approval.

\* Please note that as Downer has over 40,000 vendors, this process will be completed gradually.

## What do I need to do in Felix?

Please complete the questionnaire and upload all relevant documentation in Felix within 30 days of invitation receipt, ensuring that all details are current and correct for a smooth and efficient process. If you do not complete the questionnaire, you will not be able to work for Downer.



# Frequently Asked Questions

**I have been notified that I received the Felix invitation, but the email has not been received.**

**What should I do?**

Please contact [BSC.masterdata@downergroup.com](mailto:BSC.masterdata@downergroup.com). The team will be able to resend the invitation to your nominated email address.

**What do I do if my email address is incorrect?**

1. If you have received the Felix invitation at the wrong email address and you have not started the pre-qualification process, please contact [BSC.masterdata@downergroup.com](mailto:BSC.masterdata@downergroup.com). A new invitation will be sent to your nominated email address.
2. If you have started the pre-qualification process and you require a change to your email address, this can be done within the profile of your primary account in Felix.

**Why is the questionnaire so long?**

The questionnaire captures information about your business that Downer requires

- To conduct business with your company.
- For legislative purposes i.e. modern slavery.
- To ensure we are collaborating with high-calibre vendors.

The questionnaire is tailored to only surface questions that are relevant to your line of work. For example, when you are asked 'Is your organisation part of the food and beverage supply chain?' and you answer 'no', all subsequent food safety questions will be skipped.

If most of the questionnaire does not appear to apply to you and your business, and you are unsure how to respond to the questions, please contact [BSC.masterdata@downergroup.com](mailto:BSC.masterdata@downergroup.com) to confirm that the correct questionnaire has been allocated to you.

**I have been asked to complete a missed question in the questionnaire, but editing is not enabled in the answer field.**

**How do I rectify this?**

Please contact [BSC.masterdata@downergroup.com](mailto:BSC.masterdata@downergroup.com) for support.

**Can Downer update my Company details?**

The short answer is no. We cannot make changes on your behalf. Designated users from your company will have the administrative rights to manage your company's details including banking details. This is a positive change that puts you in control of your data, ensuring you control any changes to existing information.

**Why am I being asked to submit my questionnaire when I have already done this?**

It is possible that you have completed the questionnaire but have not properly submitted the information for review. Please note that all information has been completed, the Declaration check boxes have been selected, and you have clicked the 'Submit' button. Until this is done, Downer are unable to proceed with your application.

**Will uploaded documents be verified by AI or humans?**

All documents will be checked and verified by real people! Our Data Management team and business representatives will review all questionnaire responses and documentation.

**How does Felix ensure my data is secure?**

All Felix data is stored in Australia and Felix is IEC/ISO27001 (Information Security Management System) certified. More information about data security is available [here](#).

**Where can I find the progress status of my application?**

Once submitted, you will get a confirmation email and the submitted status will be visible on your vendor dashboard. If Downer requires further information, you will receive an email requesting updates to your submission. Once you are approved, you will receive another email confirming this change in status, and the vendor dashboard in the Felix platform will show the updated status.

**Will I be notified when my application is approved?**

The primary vendor contact, as well as other vendor users will receive notification based on their communication preferences. The status of your application will also be updated on the vendor dashboard.

**Can I add more than one e-mail address to my account?**

The invitation is sent to only one primary account. You can create multiple users against that account in the Felix platform.

## What is Eftsure?

Downer is partnering with [Eftsure](#) an Australian leader in fraud detection and payment protection. Eftsure provides peace of mind by safeguarding Electronic Funds Transfer (EFT) payments to ensure that BSB and account numbers match the bank account name and ABN, ensuring that payments are made to the correct account, avoiding potential errors or fraud.

When you progress to the payment details screen in Felix, Eftsure will commence the validation process. If you have verified with Eftsure in the past, you will be automatically verified for Downer. If you have not been verified by Eftsure previously, you will receive a verification email following the submission of your payment details. This email will provide further options for the verification.

More information can be found [here](#), including the phone numbers verification calls originate from.

## Once approved what happens next?

Once you are approved in Felix, your local Downer representative will contact you to discuss next steps, including contractual arrangements or issuance of a purchase order. Downer requires a purchase order to be issued for all vendor engagements. Please do not deliver goods or provide services without a purchase order.

## How long does my application last?

Your application is valid for 12 months (1 year). As you approach the one-year mark, you will receive a notification from Felix asking you to complete a short series of questions to validate that your information and company position is up to date. You will also need to update your insurance certificates as they expire to maintain your approved status.

## What do I do if my key information changes (e.g. bank account, address, etc)

One of the key benefits of Felix is that you own your data. Whenever your company information changes, log into Felix and update at your convenience. The Downer team will receive a notification that you have made a change so we can update our records.

## Will I be notified if my status in Felix as an approved vendor changes?

If your insurances are nearing expiry, you will be prompted to update them in Felix. If they lapse, your account will be automatically suspended, and you will be notified both via email and on your vendor dashboard.

## I am already registered with Totika (NZ). Do I still need to complete my details in Felix?

Yes, however by entering your Totika registration number, you will bypass most of the Zero Harm section of the questionnaire.

## I am already registered in Felix. How do I link Downer to my existing profile?

Please ensure your existing primary contact email address is the one provided to Downer for the invitation. This will link Downer to your existing profile.

## Where do I find Downer Purchase Order T&Cs?

All of Downer's T&Cs are available in the Declaration section of the questionnaire.



# Understanding Downer's Zero Harm culture

The safety, health and wellbeing of our workforce is our priority. Our workforce has the right to a safe and healthy work environment. This is fundamental to Downer, as a capable and thriving workforce is key to delivering operational excellence.

We believe that our work can be performed in a way that is safe for our workers, the environment, our business, and the communities in which we operate. This well-established and deeply held belief is founded on the principle of Zero Harm to our people and communities.

For our people and delivery partners, this is a consideration when choosing to work with us. We know that strong health and safety performance is important for the success not only of Downer, but of our customers and our delivery partners. We understand that we have a role in delivering improvements and thought leadership to our industry sectors, to drive advancements in industry performance.

## Achieving Zero Harm

Achieving Zero Harm requires strong leadership and relentless commitment, we aim to achieve this by:

- Setting clear leadership expectations, developing and involving our people, and acting with integrity
- Learning from our experiences, and developing our culture so that all employees and vendors have an enhanced commitment and capability
- Continuing to improve our management systems, to support the way we work
- Continual focus on managing risks that have the potential to cause harm to our people, the environment or the community
- Aligning our values throughout our organisation.



# Support

For more information about the platform and for additional support using Felix, please visit the Felix Help Centre [here](#).

Here you will find:

- Guides on how to respond to the email invitation, complete the questionnaire, and submit your application.
- Information and resources on adding documents, payment details, additional users, services and much more.

For any questions related to the pre-qualification process and working with Downer, please visit the 'For Suppliers' page on our website at:

NZ <https://www.downergroup.co.nz/for-suppliers>

AU <https://www.downergroup.com/for-suppliers>





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