

Suppliers Guide

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حديقة الحيوانات بالعين
AL AIN ZOO

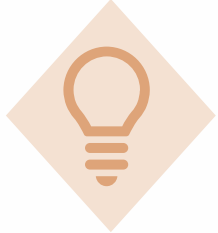
Contents of the Supplier guide



Introduction and goal



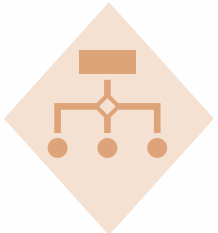
Procedures for receiving funds from the Finance Department



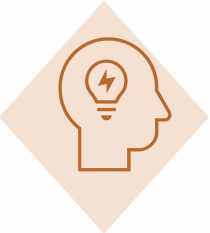
Vision and mission



Procedures for Supplier Evaluation and Supplier Survey



Procedures for Procurement and Contracts



Procedures for Responding on Complaints and Inquiries

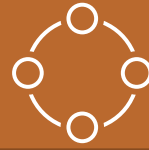


Procedures of Materials Delivery and invoices



Communication channels and Location

Introduction



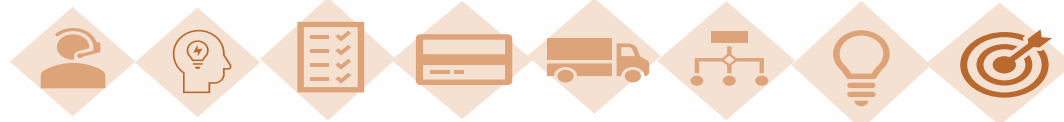
Procurement and Contract is a vital regulatory unit in the logistics support sector of the organization, where it is tasked with meeting the needs of all sectors, departments and departments of the organization of materials and services through tenders and bidding. It is also the main interface of the institution in contracts with third parties to ensure the continuous development of services provided to customers, and in order to provide a high level of quality and constant pursuit To lead the delivery of outstanding services to the highest standards.

Procurement & Contract department encourage green purchasing practices environmentally sustainable products and services contribute to reducing environmental impact, supporting the organization's goal of leading in quality and sustainability.

Goal



This guide is designed to be a guide for willing suppliers Dealing with the Zoo Public Foundation and the aquatic life of the eye. And in order to activate our relationship With our supplier partners, providing outstanding services satisfied Aspirations. It is our firm belief in the need to strengthen Services, we are keen in the organization to provide services Competitive for its customers and working on the principle of transparency And credibility in dealing with them.



**Procurement, Contracts and Warehouse
Department**



Vision and Mission for Zoo & Aquarium Public Institution In Al Ain

Vision

A world in harmony with wildlife

Mission

Deliver to wildlife conservation through research, animal welfare, awareness, and positive behavior towards biodiversity

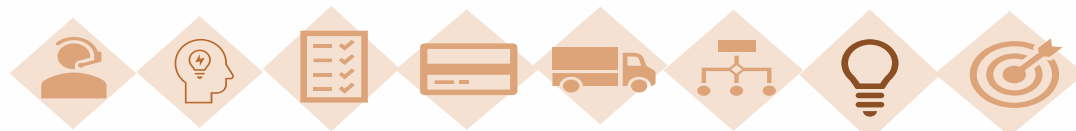
Vision and Mission for Procurement, Contracts and Stores

Vision

We aim to be a strategic partner By providing the organization with the best services and procurement systems to enable the organization to achieve its goals

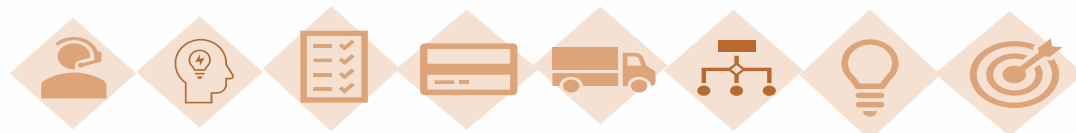
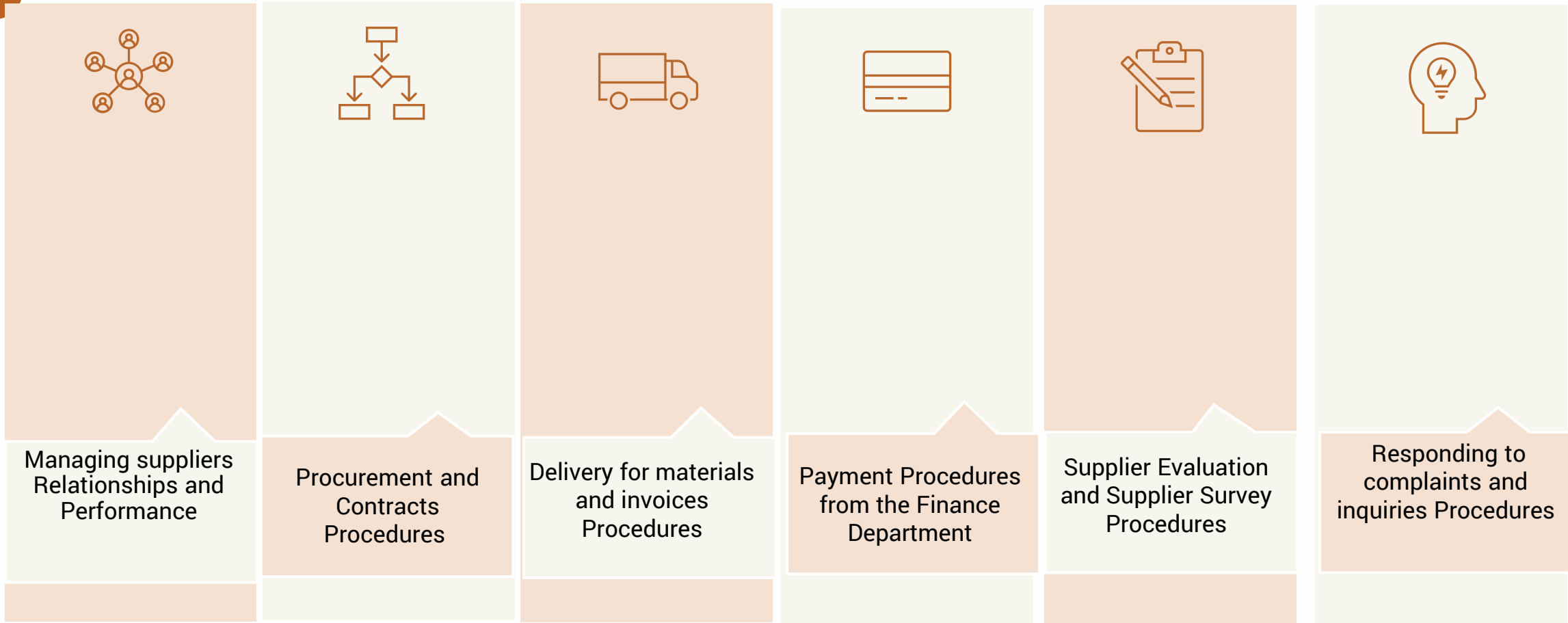
Mission

1. Support the organization's procurement needs to the highest standards and in a more effective and efficient manner.
2. Managing the rights of the enterprise with the third party
3. Provide innovative and high-performance storage services in the organization



Vision and Mission





Procurement, Contracts and Warehouse Services



Suppliers Type



Local Supplier

Companies located in the UAE that provide products and/or services in the country but are not located in the free zone in the country.



Foreign Supplier

Companies located outside the UAE and no branches in the country.



Free Zone Supplier

Supplier Companies located in the free zone within the country.



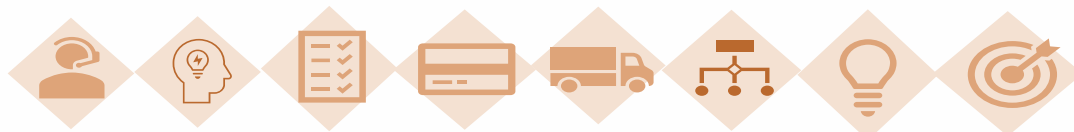
Productive families

They are Emirati families with or without income that produce goods or services



Micro, Small and Medium Enterprises

Entrepreneurs registered in the UAE as per the guidelines of the National Program for SMEs as defined by the Ministry of Economy.



Managing Supplier Relationships and Performance



Suppliers code of conduct



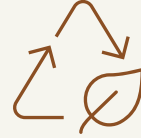
Labor Standard

Suppliers need to safeguard the human rights of workers and treat them fairly, including all workers, temporary workers, contractors and other type of workers.



Health and Safety Standard

Suppliers should understand that in addition to reduce work-related injuries diseases, a healthy and safe work environment can improve the quality of products and services. It is necessary to continuously collect employee opinion and to provide with education to solve health and safety problems



Environment Standard

Suppliers should minimize adverse impacts on the community and the environment and comply with relevant environmental laws



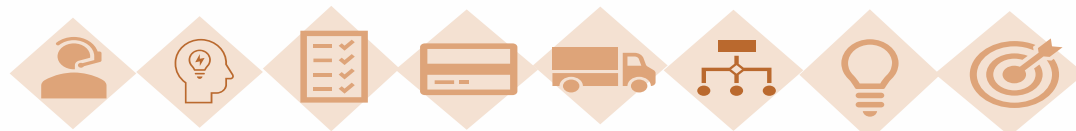
Standards of Ethical

Supplier should fulfill corporate social responsibility, supplier and their downstream suppliers must conduct business in ethical and honest way.



Management System

Supplier should implement management system to promote compliance with relevant laws and promote continuous improvement.



Managing Supplier Relationships and Performance



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Abu Dhabi Local Content Program

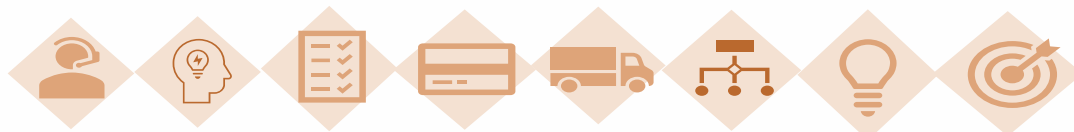


The organization is committed to implementing the Local Content Program in compliance with government directives and circulars issued by the Department of Economic Development Abu Dhabi, and therefore ICV companies will have priority when awarding bids for institutional tenders. The ICV certificate forms an integral part of the tender evaluation and award process in the organization. Suppliers who do not hold an ICV certificate are allowed to participate in tenders. However, their ICV certificate score will be considered "zero (0)" in the bid evaluation.



For more information about the Local Content Program in terms of applying for the certificate and others, please visit the website

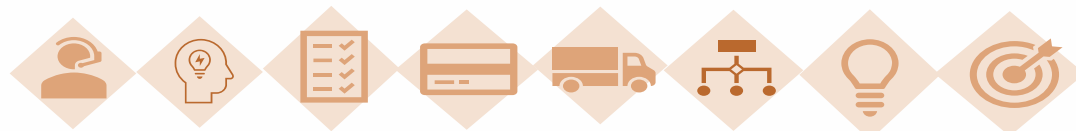
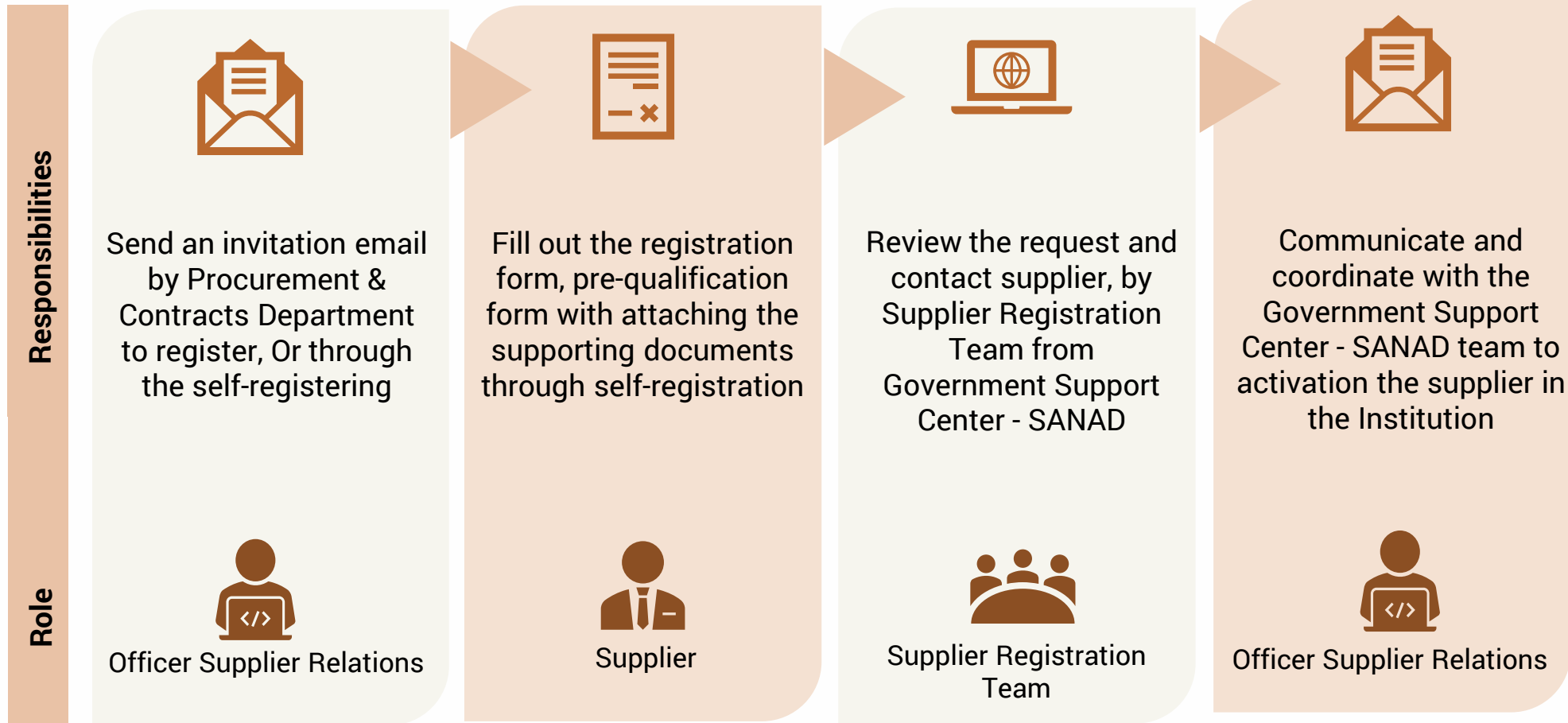
[Abu Dhabi Local Content Program](#)



Managing Supplier Relationships and Performance



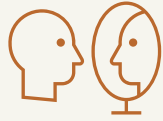
Registration and Qualification of Suppliers



Managing Supplier Relationships and Performance



Segment Suppliers



The purpose of this process is to classify suppliers in the following sections:

- 1- Strategic suppliers
- 2- Critical suppliers
- 3- Operational suppliers
- 4- Transactional Suppliers



Strategic Suppliers – show potential of innovation and collaboration, have a proven track record, and are some of the highest spend Suppliers.

b. Critical Suppliers – are critical to everyday operations and any failure by such Suppliers has a significant impact on the Entity's operations.

c. Operational Suppliers – have contracted commitments that require operational tracking and delivery monitoring.

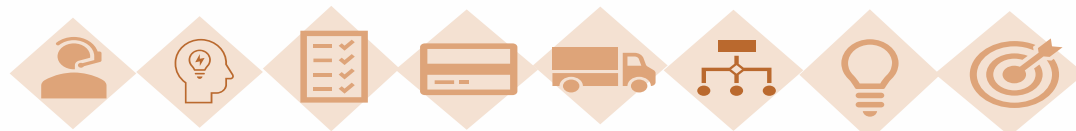
d. Transactional Suppliers – have minimal contracted spend with the least impact.



Segment Suppliers process is executed periodically, or once a year



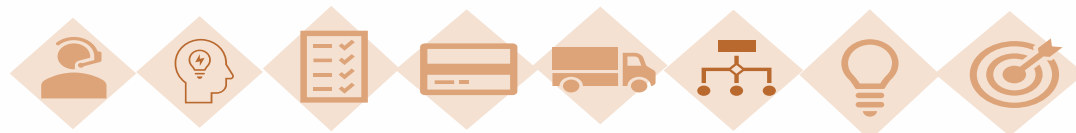
It is crucial to consider the contracted spend with each Supplier for the same period to maintain a fair comparison



Managing Supplier Relationships and Performance



Segment Suppliers



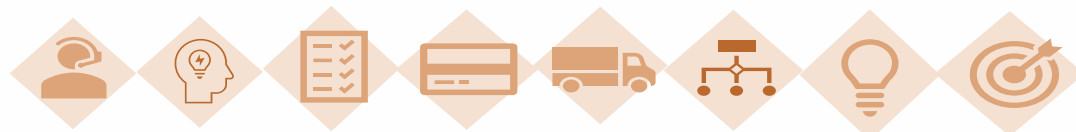
Managing Supplier Relationships and Performance



Green Supplier

What is green purchasing?

Environmentally Preferable Purchasing (EPP) or Green Purchasing refers to the procurement of products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.



Managing Supplier Relationships and Performance



How to be classified as a Green Supplier



ISO 20400

Sustainable Procurement



ISO 9001

Quality Management System



ISO 14001

Environmental Management Certificate



ISO 45001

Occupational Safety and Health Management System



ISO 22000

Food Safety Management



ISO 15189

Medical Laboratory Accreditation System



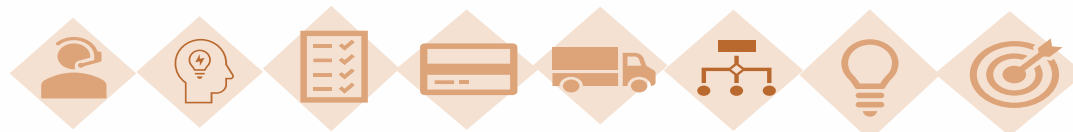
ISO 13485

Medical Equipment Quality



ISO 50001

Energy Resource Management System



Managing Supplier Relationships and Performance



How to be classified as a Green Supplier



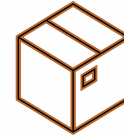
WRAP

Global Certified Production
Responsibility Certification



FTM

Fair Trademark Certification



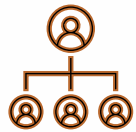
BRC

Packaging material safety
quality



LEED

Presidency of Energy and
Environmental Design Standard



ISO 26000

CSR Management System



SA8000

Social Accountability
System



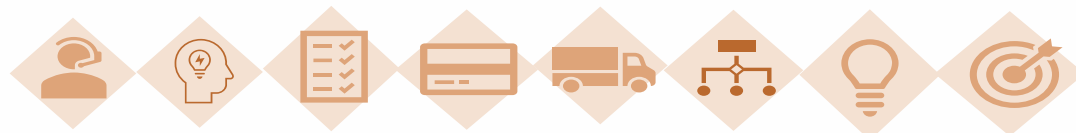
BSCI

Business Social Justice
Initiative System



ETI

Ethical Responsibility
System for Organizations

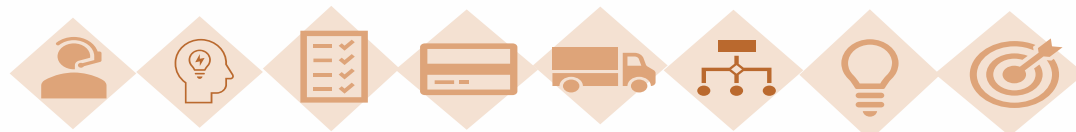
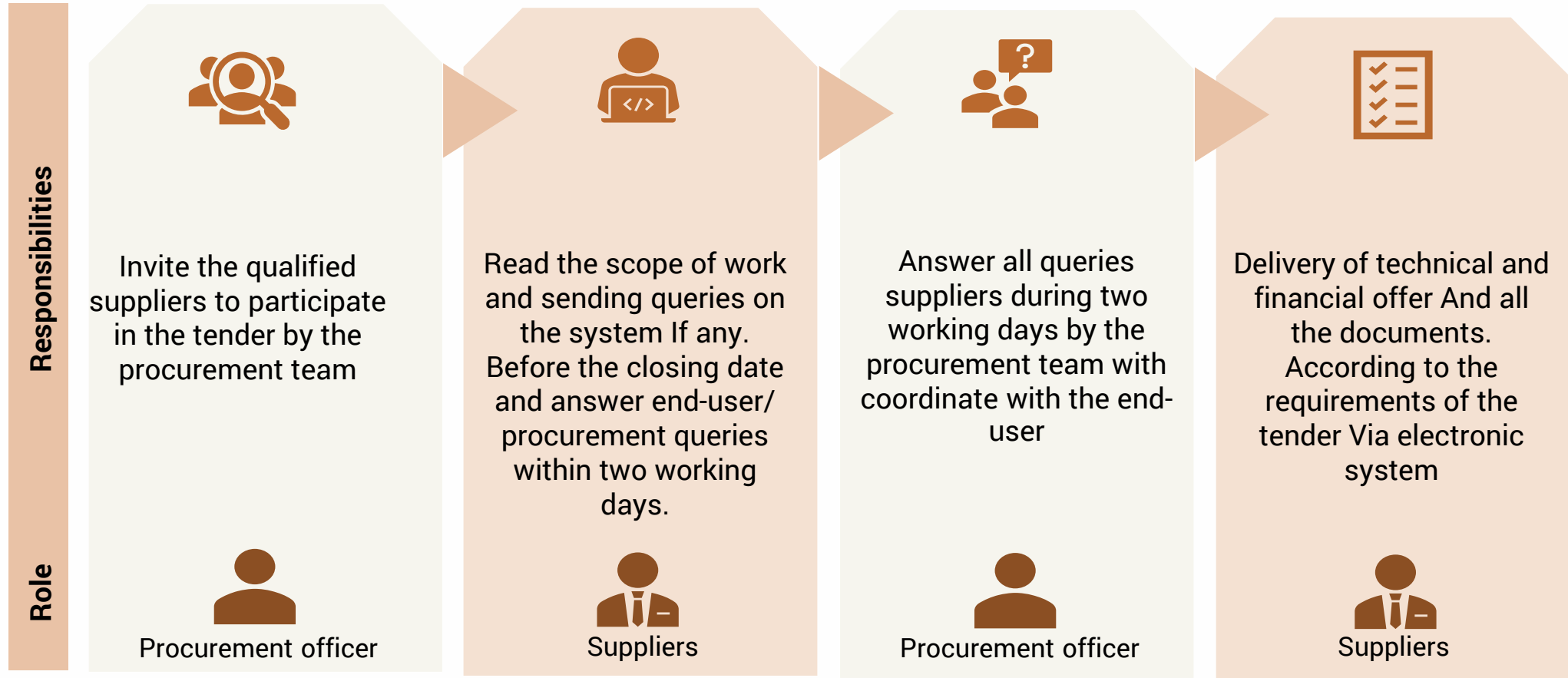


Managing Supplier Relationships and Performance



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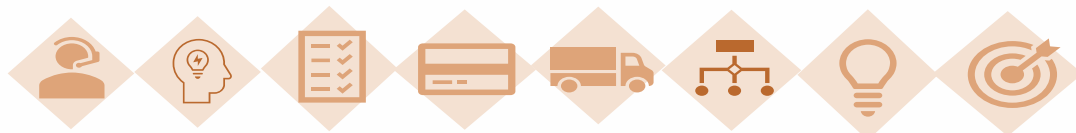
Procurement Section



Procedures Procurement and Contracts



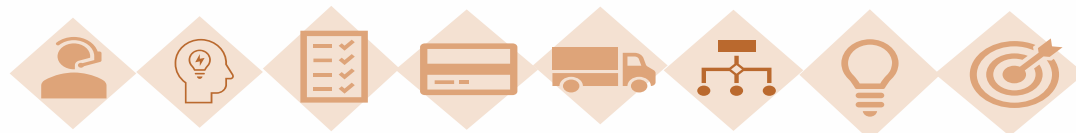
Procurement Section



Procedures Procurement and Contracts



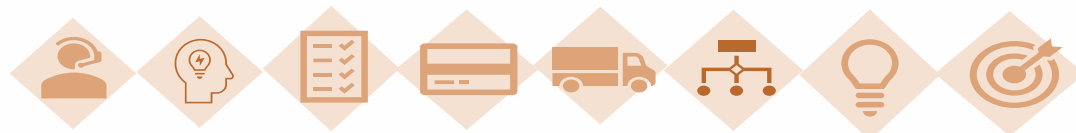
Contract Section



Procedures Procurement and Contracts



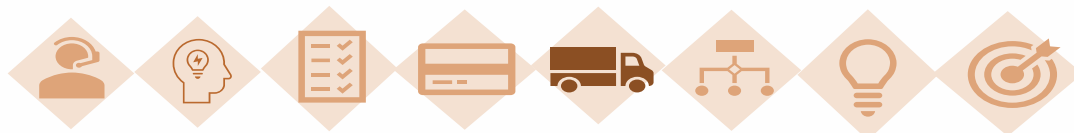
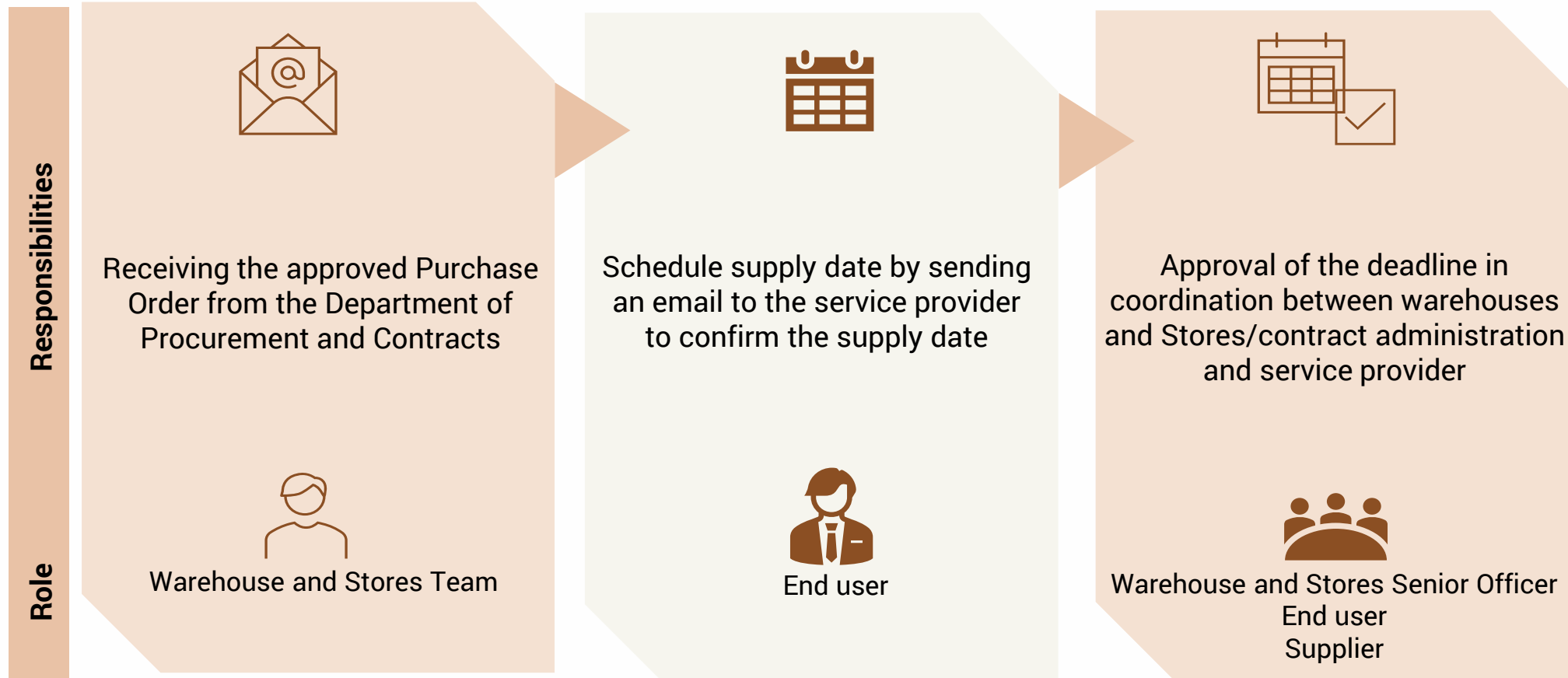
Contract Section



Procedures Procurement and Contracts



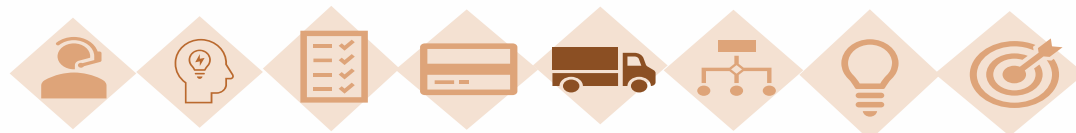
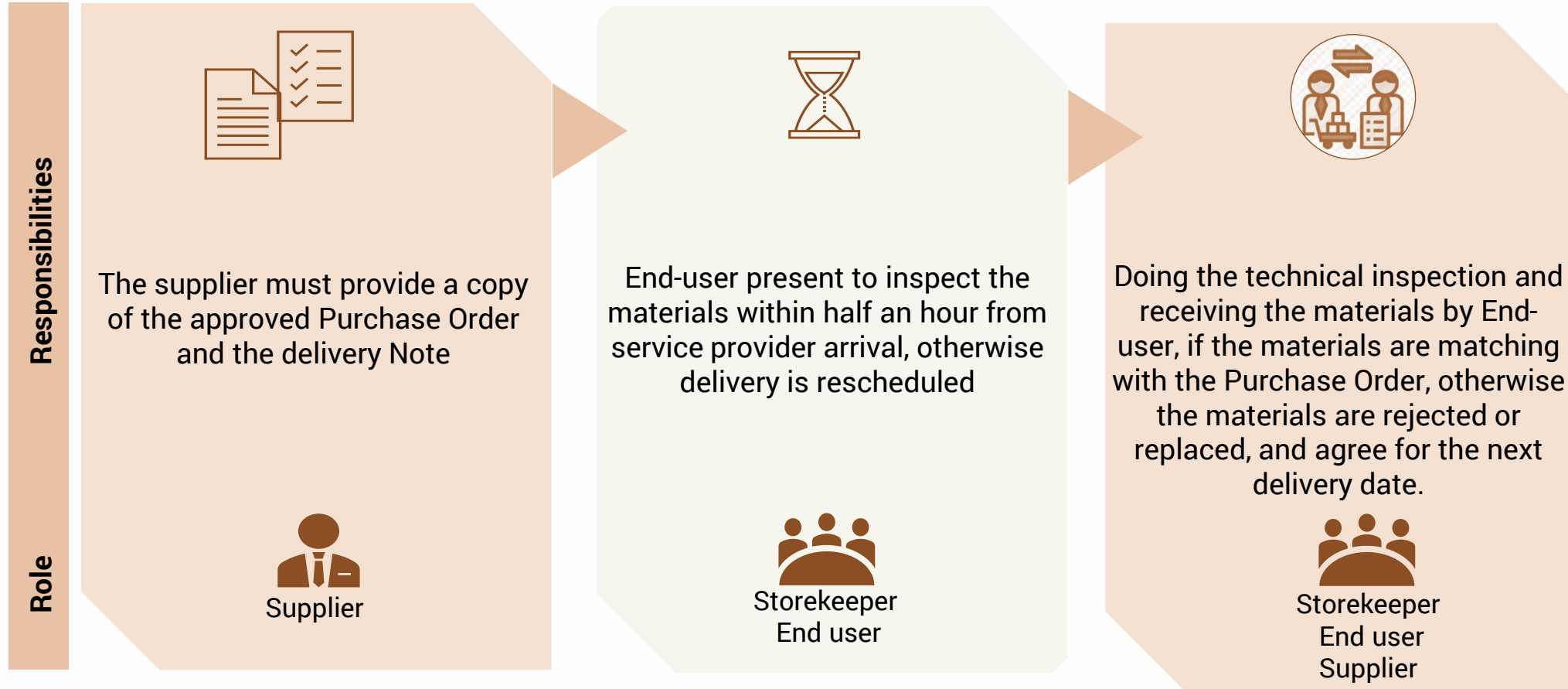
Procedures Before Receiving



Procedures Delivery Materials for Warehouse and Stores



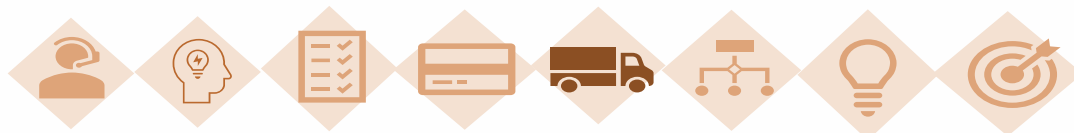
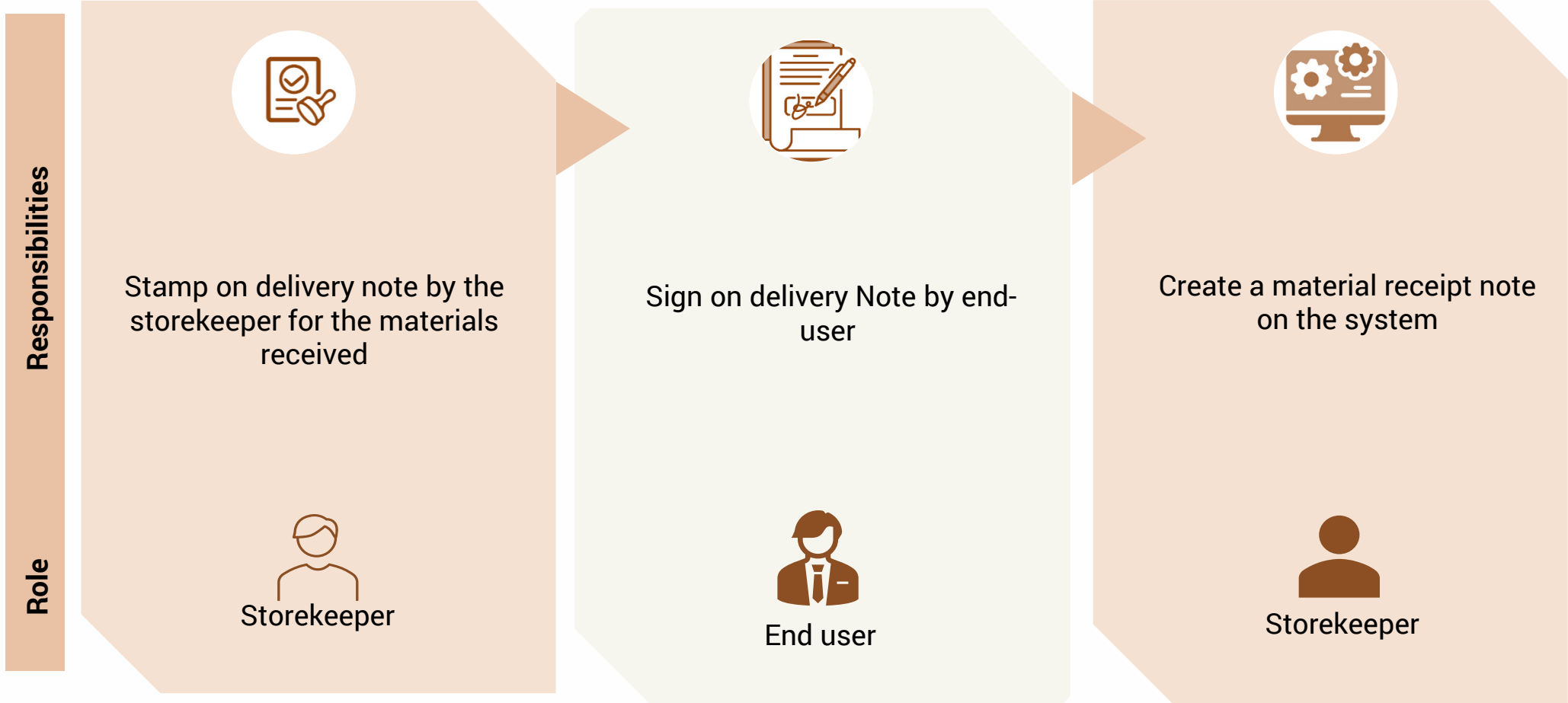
Materials Receiving Requirements



Procedures Delivery Materials for Warehouse and Stores



Receiving Delivery Note



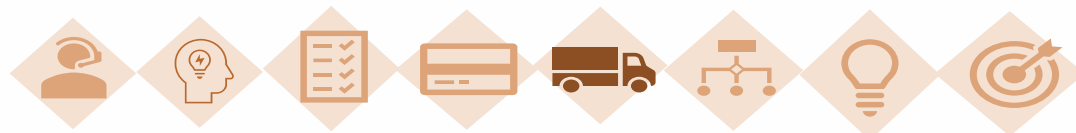
Procedures Delivery Materials for Warehouse and Stores



Delivery Times in Warehouses and Stores



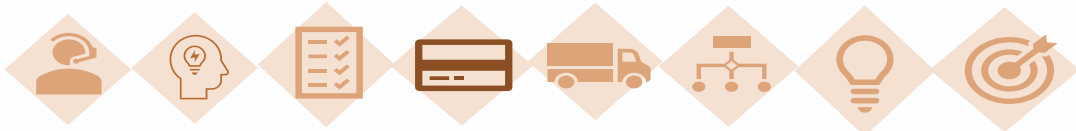
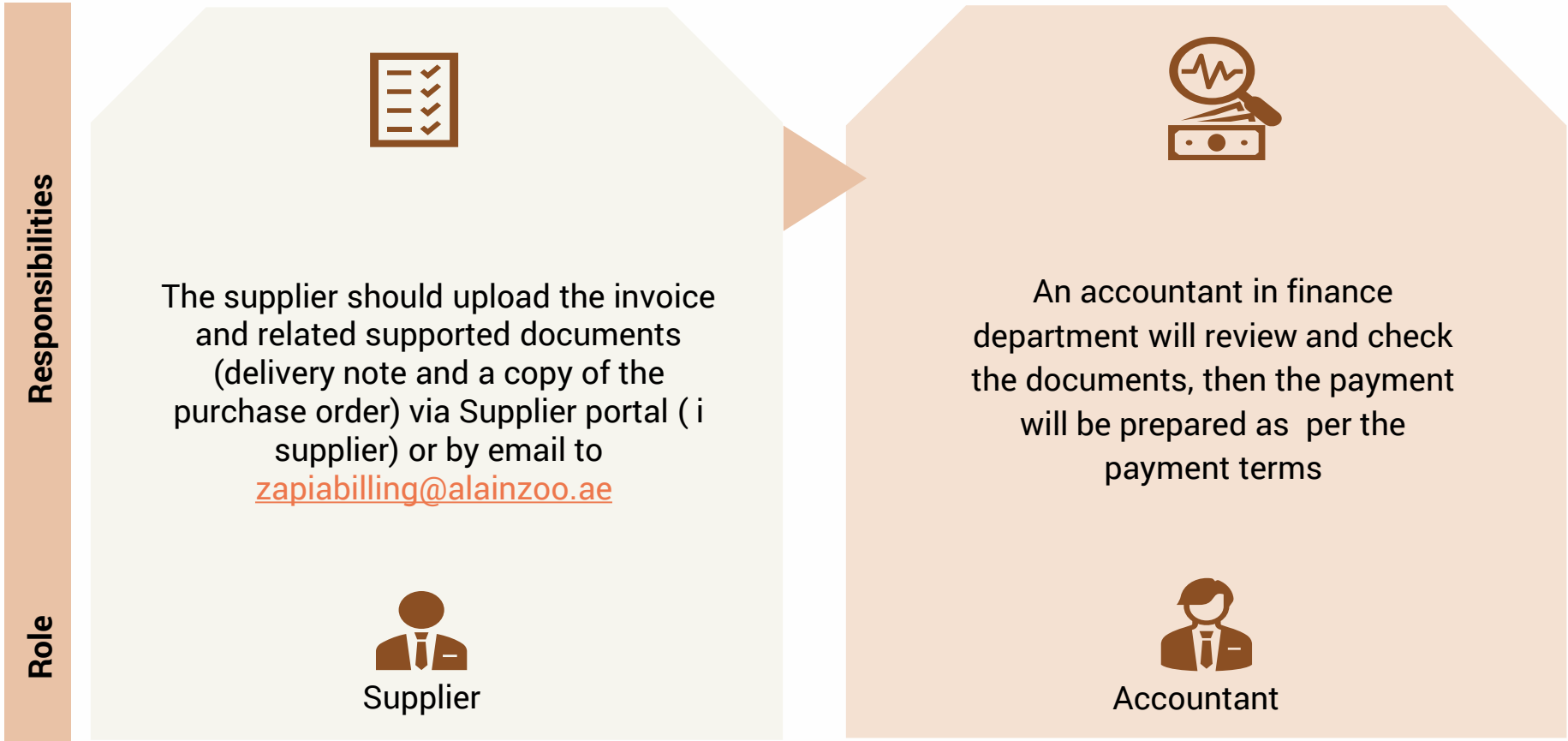
From Monday to Thursday from 7 a.m. to 1 p.m.
Friday from 7 a.m. to 10 a.m.
Providing the Service providers with a location map for all stores via sending an e-mail for the Purchase Order (based on the type of materials supply).



Procedures Delivery Materials for Warehouse and Stores



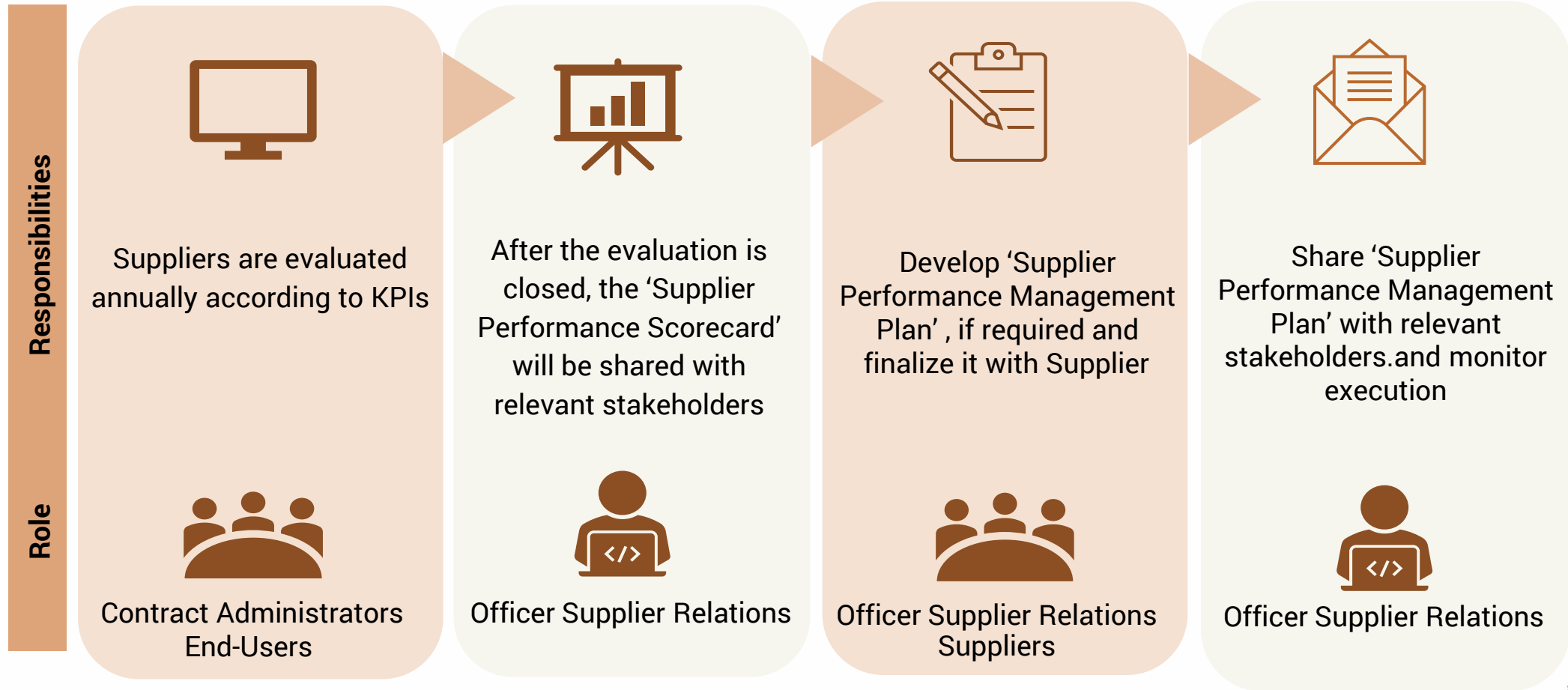
After the delivery of materials to Warehouses and Stores



Procedures for receiving payment from the Finance Department



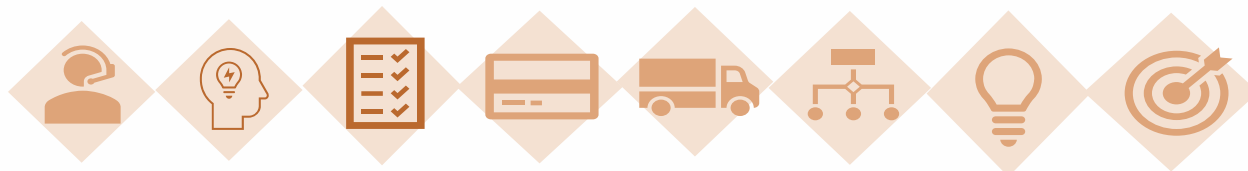
Procedures of the assessment of services received and contracts by End-user



Procedures Supplier Evaluation



Supplier satisfaction survey for procedures from floating to payment

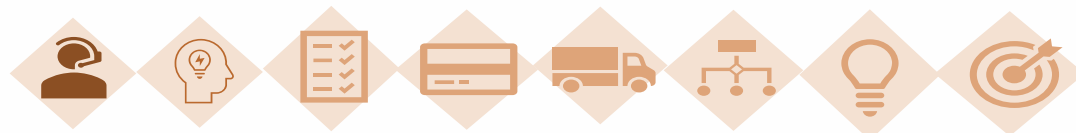


Procedures Supplier Satisfaction Survey



Procedures for Responding to Complaints, Inquiries and Promotion of products or services by suppliers

Responsibilities		
Role	 <p>The complaints, inquiries, suggestions Or promote new products and service, the supplier attach all comprehensive identifying information for the product or service and communicate with the Procurement and Contracts Department via e-mail:</p> <p>procurement@alainzoo.ae</p>  <p>Supplier</p>	 <p>Review the subject of complaints or inquiries.</p> <ul style="list-style-type: none">• Complaints are answered within a one working day• Inquiries are answered within two working days <p>After the issue is resolved, it is recorded in the suppliers' complaints register.</p>  <p>Officer Supplier Relations</p>



Procedures for Responding to Complaints and Inquiries





Enquiries related to supplier registration; you can contact us via email below:

helpdesk@addof.gov
procurement@alainzoo.ae



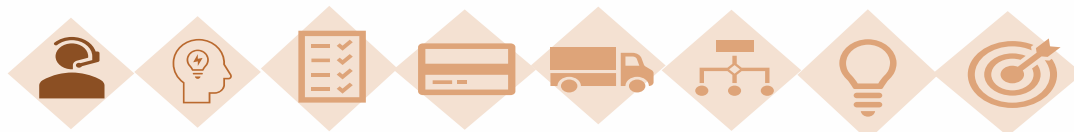
You can visit us at the Procurement and Contracts Department building. The Zoo & Aquarium Public Institution in Al Ain. Gate 1

<https://maps.google.com/?q=24.182470,55.745956>



You can visit the official website. (Suppliers page) to see the most common question

[Corporate Services | Al Ain Zoo](#)



Communication Channels



Document Control

Details	Name	Title	Signature	Date	Revision no.
Prepared By				05.11.2024	3.0
Reviewed By					3.0
Approved by					3.0



The end