

## VENDOR REGISTRATION

Thank you for your interest in registering as a vendor for ROSHN Real Estate Company.

ROSHN Real Estate Company is committed to building long term strategic relationships with its vendors to achieve high level of performance. To access and receive any tender documentation, all vendors are requested to pre-register with ROSHN Real Estate Company. To help achieve this objective, ROSHN has developed an automated system for the "Qualification and Management of Vendors" (**Vendor Registration**). Vendor Registration is an ongoing process and qualified vendors will be subject to periodical reviews and evaluation by ROSHN Real Estate Company.

As part of the Vendor Registration process, vendors will also be asked to read and agree to ROSHN Real Estate Company's Conditions of Registration (**Conditions of Registration**).

ROSHN Real Estate Company reserves the right to collect, store and analyse the information received from vendors.

### Registration:

To register as a vendor for ROSHN Real Estate Company, below are the registration requirements that need to be provided by any 'in-Kingdom' (**Local Vendor**) and 'out of Kingdom' (**Foreign Vendor**) interested to register with ROSHN Real Estate Company. ROSHN Real Estate Company invites vendors to register interest by providing the following information set out in the table below:

LOCAL VENDORS	FOREIGN VENDORS
1) Executed and stamped copy "all pages" of ROSHN Real Estate Company's Non-Disclosure Acknowledgement.	1) Executed and stamped copy "all pages" of ROSHN Real Estate Company's Non-Disclosure Acknowledgement.
2) Valid copy of Chamber of Commerce Certificate.	2) Valid copy of Incorporation/Trade License/Commercial Registration Certificate.
3) Valid copy of Commercial Registration Certificate.	3) Vendors bank account and IBAN.
4) Valid copy of General Organization for Social Insurance .	4) Evidence and examples of previous work experience.
5) Valid copy of Saudization Certificate.	5) Please supply one of the following:
6) Valid copy of Zakat Certificate.	(a) Audited Financial statements of the previous three financial years;
7) Valid copy of TIN/VAT Registration Certificate.	(b) if you do not possess or produce Audited Financial Statements, please justify it via an official letter that should be uploaded with the Vendor Registration and submit a copy of the company bank statements for the previous three months.
8) Copy of the Bank Letter with a bank account and IBAN.	6) SAGIA license (For Vendors who operates, Supply and provide services in Saudi Arabia).
9) Contractor Government Classification, if applicable	
10) Please supply one of the following: (a) Audited Financial Statements of the previous three financial years; (b) if you do not possess or produce Audited Financial Statements, please justify it via an official letter that should be uploaded with the Vendor Registration and submit a copy of the	

company bank statements for the previous three months.

11) Evidence and examples of previous work experience.


Upon submission, a notification email will be sent to vendors outlining the status of the application.

Once the vendor has been approved by the Vendor Registration portal, an email containing the user name and password will be issued to registered email address.

The vendor is personally responsible for keeping his login data (login, password) private. Should an unauthorised third-party gain knowledge of the vendor's data, ROSHN Real Estate Company must be notified immediately.

#### **Conditions of Registration:**

1. In registering for access on ROSHN Real Estate Company's Vendor Registration portal and related services, the vendor:
  - (a) acknowledge that they have read, understood and agree to these Conditions of Registration;
  - (b) agree that the information provided in their submission is accurate, complete and not misleading; and
  - (c) ROSHN Real Estate Company shall rely on that information provided by the vendor.
2. ROSHN Real Estate Company reserves the right to refuse the vendor's application for registration at its discretion without having to give reasons for doing so.
3. The vendor undertakes to keep the information provided in his registration form up to date. If such information is found to be false or incorrect, ROSHN Real Estate Company may block or discontinue the vendor's access to ROSHN Real Estate Company's services.
4. All documents submitted by the vendor as part of the Vendor Registration process shall be retained by ROSHN Real Estate Company and the vendor has no right to request any such documents from ROSHN Real Estate Company.
5. Upon submission of the documents ROSHN Real Estate Company has the right to verify the information provided by the vendor. Where required, the vendor authorises ROSHN Real Estate Company to (i) request any authority to clarify the information or (ii) obtain additional documentation from publicly available resources in order to support the information provided by the vendor.
6. The vendor may modify or withdraw its submission by contacting ROSHN Real Estate Company through the following email address: [VRM@ROSHN.SA](mailto:VRM@ROSHN.SA).
7. During the Vendor Registration process, the vendor shall not be required to provide ROSHN Real Estate Company with bonds or security guarantees. ROSHN Real Estate Company may in its sole discretion request bonds or security guarantees from vendors as part of the tender process.
8. Submitting documents as part of the Vendor Registration shall not establish any qualification status nor grant the vendor receipt of an invitation to submit a proposal to ROSHN Real Estate Company.
9. ROSHN Real Estate Company is committed to conducting business in accordance with the highest ethical standards and in compliance with all applicable laws, rules and regulations. ROSHN Real Estate Company expects that its vendors conduct their business in an ethical manner and to act with integrity. The vendor confirms and acknowledges at the time of submitting the Vendor Registration documentation that the vendor is not aware of any actual, potential or perceived conflicts of interest between ROSHN Real Estate Company. The vendor shall immediately notify ROSHN Real Estate Company of any amendments that may affect the disclosure of the above during the Vendor Registration process or as part of the tender process.

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10. ROSHN Real Estate Company does guarantee It is important to note that registration and qualification as a ROSHN Real Estate Company vendor does not guarantee future business with ROSHN Real Estate Company.
  11. ROSHN Real Estate Company may from time to time update, revise, or change these Conditions of Registration. These changes will be posted this website, please regularly check these pages for the latest version of these Conditions of Registration.
  12. ROSHN Real Estate Company does not warrant or guarantee that its platforms will be secure or free from bugs or viruses. The vendor shall be responsible for configuring its information technology, computer programmes and platforms. The vendor must not misuse ROSHN Real Estate Company's platforms by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. ROSHN Real Estate Company does not warrant or guarantee that its platforms will be secure, submitting any data to ROSHN Real Estate Company's platform is entirely at the vendor's own risk.

**Grievance and Feedback:**

1. All vendors who apply to register or to do business with Roshn may submit their complaints and feedbacks against any of Roshn actions and decisions with the belief that these actions and decisions affect their interests and business with Roshn.
2. Complaints and feedbacks can be submitted at any stage of procurement cycle including registration stage.
3. Claims and feedbacks are to be issued via: [VRM@roshn.sa](mailto:VRM@roshn.sa)
4. Requests will be reviewed processed as per Roshn applicable process. Decision and outcome will be communicated with appellant.
5. Requests for grievance are processed as per the following steps:
6. Roshn to provide a feedback and clarification to appellant within 10 working days of the date of receipt.
7. If the appellant is not satisfied with the clarification, the case will be presented to Roshn's GCEO for a decision that will be communicated with the appellant within 10 working days.
8. Roshn's GCEO is final and shall close the case of claim.
9. Each single claim shall be processed and actioned separately of any other claims.
10. Steps and process under this section Grievance & Communications are solely set out for claims that are in relation to procurement activities from Registration to Contract Close Out.
11. Only written requests and communications that are received to the channels set out in this section or advised by Roshn can be considered.
12. Suppliers who submit grievances shall not be unfairly excluded from the Supplier Database, or, be unfairly excluded from participating in procurement activity.