



JAGUAR LAND ROVER SUPPLIER ON-BOARDING GUIDE



WELCOME TO JAGUAR LAND ROVER

We are incredibly proud of our two iconic brands, Jaguar and Land Rover, and the productive relationships we have with our suppliers is vital to our continued success.

You have either shown interest in becoming a Jaguar Land Rover (JLR) production supplier, or been identified as a potential supplier and would be expected to share our passion for our brands.

This guide gives you an insight into the journey of becoming a JLR supplier.

Here, you will find an overview of the various applications, systems and teams you will interact with on your journey to supplying parts to us.

The guide aims to give you an understanding of the registration and up-front requirements before involvement in sourcing activity and show you the various applications and functions you need to engage with.

It provides detail on some of the information you will be required to provide us, makes clear what timescales are involved with becoming a JLR supplier and outlines what you have to do next.

JOINING OUR SUPPLIER TEAM BEGINS HERE



THE 5 STAGES TO BECOMING A SUPPLIER

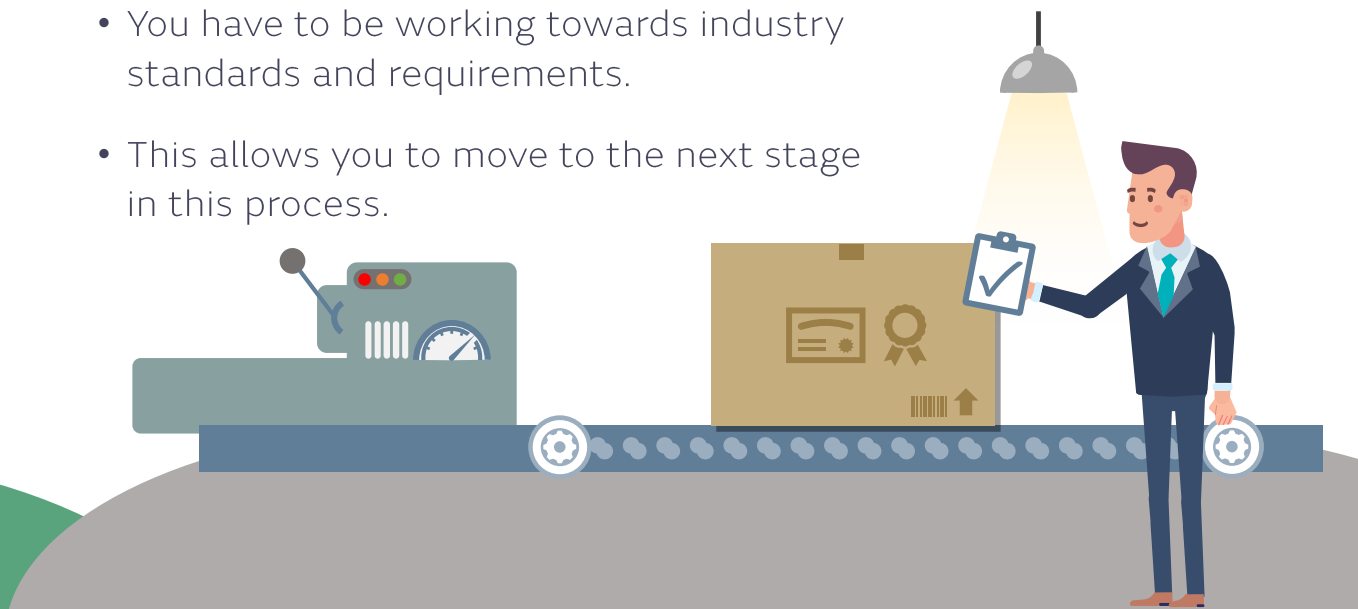
1. ENQUIRY

- You have completed the enquiry stage by getting in touch with JLR because you want to supply us, or by being contacted by one of the JLR team to ask if you would be interested.



2. INDUSTRY CAPABLE

- We expect you to register with our central online portal, Achilles, where you can provide all relevant information in one secure location. We also use Achilles to monitor our suppliers to ensure they are complying with legal, regulatory and compliance requirements.
- You have to be working towards industry standards and requirements.
- This allows you to move to the next stage in this process.



THE 5 STAGES TO BECOMING A SUPPLIER

3. JLR COMPLIANT

- As a large, premium vehicle manufacturer, we have to ensure that all our suppliers meet the high standards we expect.
- These include, but are not limited to, your company:
 - Having stringent IT security measures in place
 - Being a healthy, financially viable business
 - Having signed an NDA
 - Having passed a manufacturing site assessment

4. QUALIFIED TO COMPETE

- At this stage, you are now a potential supplier to JLR.
- If we believe you can supply us with particular parts, we will send you a Request for Quotation pack. This will detail the parts we are sourcing, along with any documents you may need.





THE 5 STAGES TO BECOMING A SUPPLIER

5. ACTIVE SUPPLIER

CONGRATULATIONS!

- Becoming an active supplier means you have been awarded a contract to supply parts for a Jaguar or Land Rover.
- You are now ready to begin shipping parts to our manufacturing sites.





IT'S NOT JUST ABOUT US

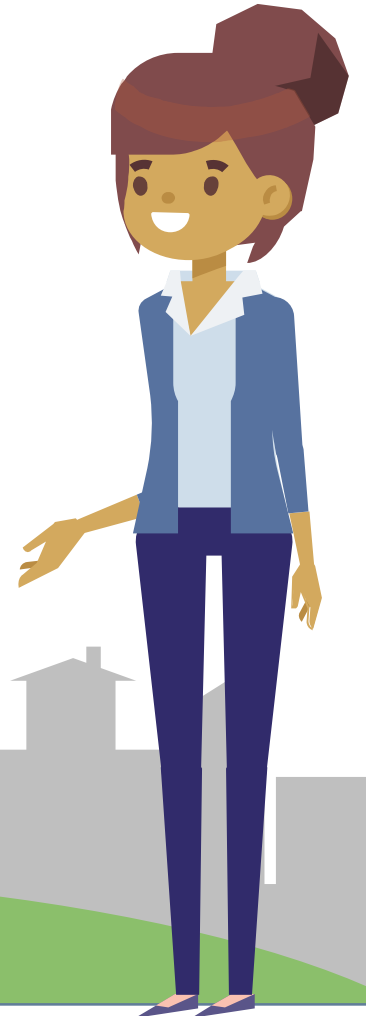
THERE ARE BENEFITS FOR YOU TOO

ONLINE PORTAL

We expect all our suppliers to register with our central online portal, Achilles.

BENEFITS TO YOU:

- Saves you time and effort as you can submit and update your information online, 24/7.
- Showcases your full capability to supply to all buyer organisations who are registered onto Achilles.
- Demonstrates your compliance in conflict minerals, health and safety and corporate social responsibility. JLR buyers globally will be able to access this information.
- Helps keep your information up to date by sending automatic expiry alerts, e.g. ISO certificates and insurance.



ONLINE PORTAL

STEPS TO REGISTER WITH ACHILLES AUTOMOTIVE:

1. Follow this link:
www.achilles.com/en/automotive-join-as-a-supplier
2. Complete invitation to register
3. Complete buyer-specific questionnaire
4. Complete payment to join the automotive community
5. Complete Achilles Automotive community questionnaire
6. Pass data validation
7. Published and viable
8. Maintain



E-SOURCING PLATFORM (ARIBA)

SAP Ariba 

- All our sourcing activity is conducted through our e-sourcing platform, SAP Ariba.
- You will receive a Request for Quotation Pack through Ariba which contains details of the products we want to source.
- We will give you the date we require your quote. Your quote analysis form and all associated documents must be submitted by this date for your quote to be considered.
- A JLR buyer will review the details you have submitted on Ariba. We will contact you if your quote makes you a supplier of interest.

SAP Ariba

STEPS TO REGISTER WITH SAP ARIBA:

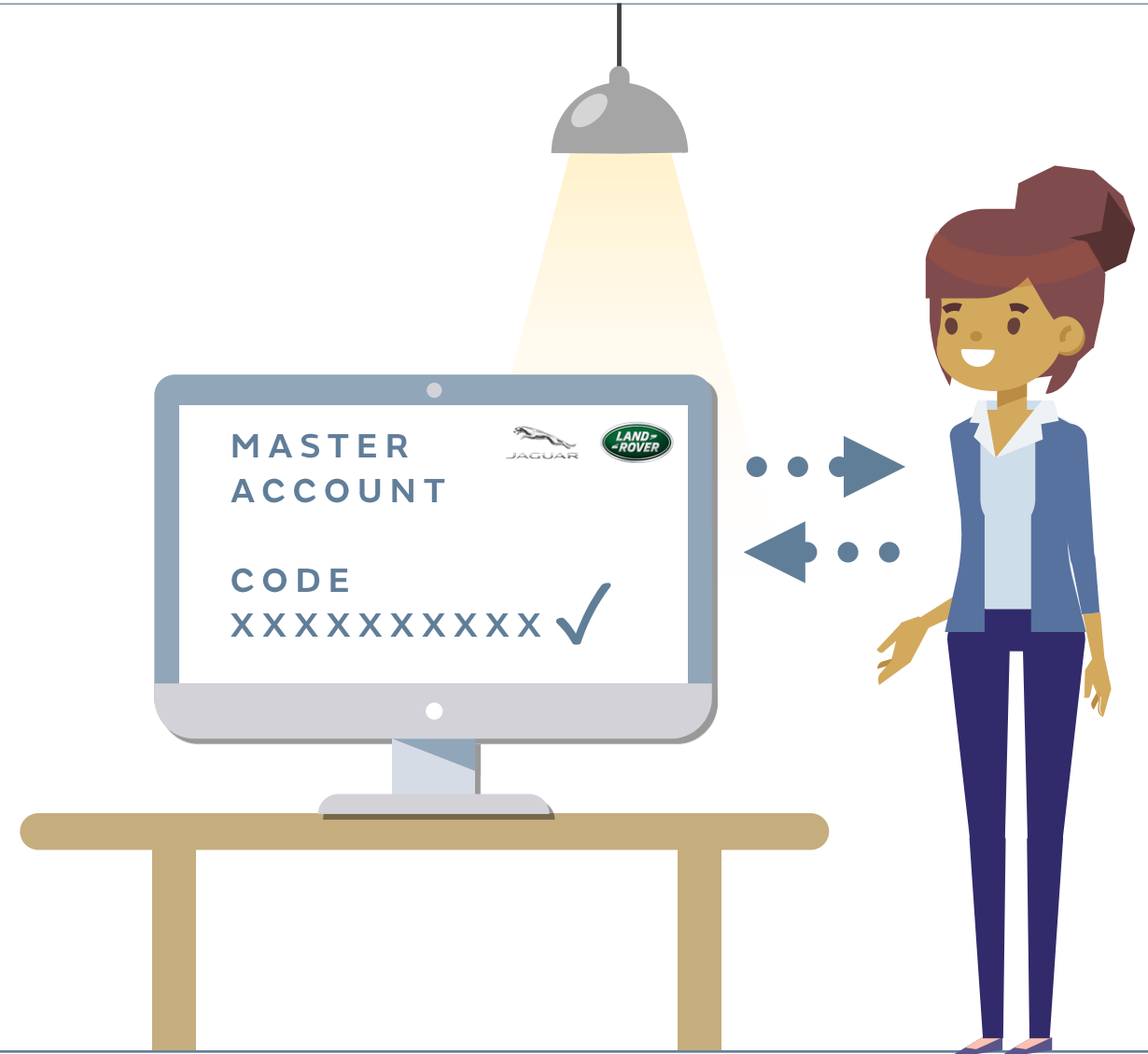
1. Follow this link: <http://jlr.supplier-eu.ariba.com>
2. Complete JLR-specific questionnaire
3. Information sent to JLR for review
4. JLR buyer approves registration
5. Registration complete

VENDOR MASTER ACCOUNT

If you need access to some of our applications as part of the sourcing process, JLR may give you a bidder code.

We will create a vendor master account for you when you have secured a contract.

We will provide you with your vendor master code which identifies you as a supplier and allows us to settle your invoices.



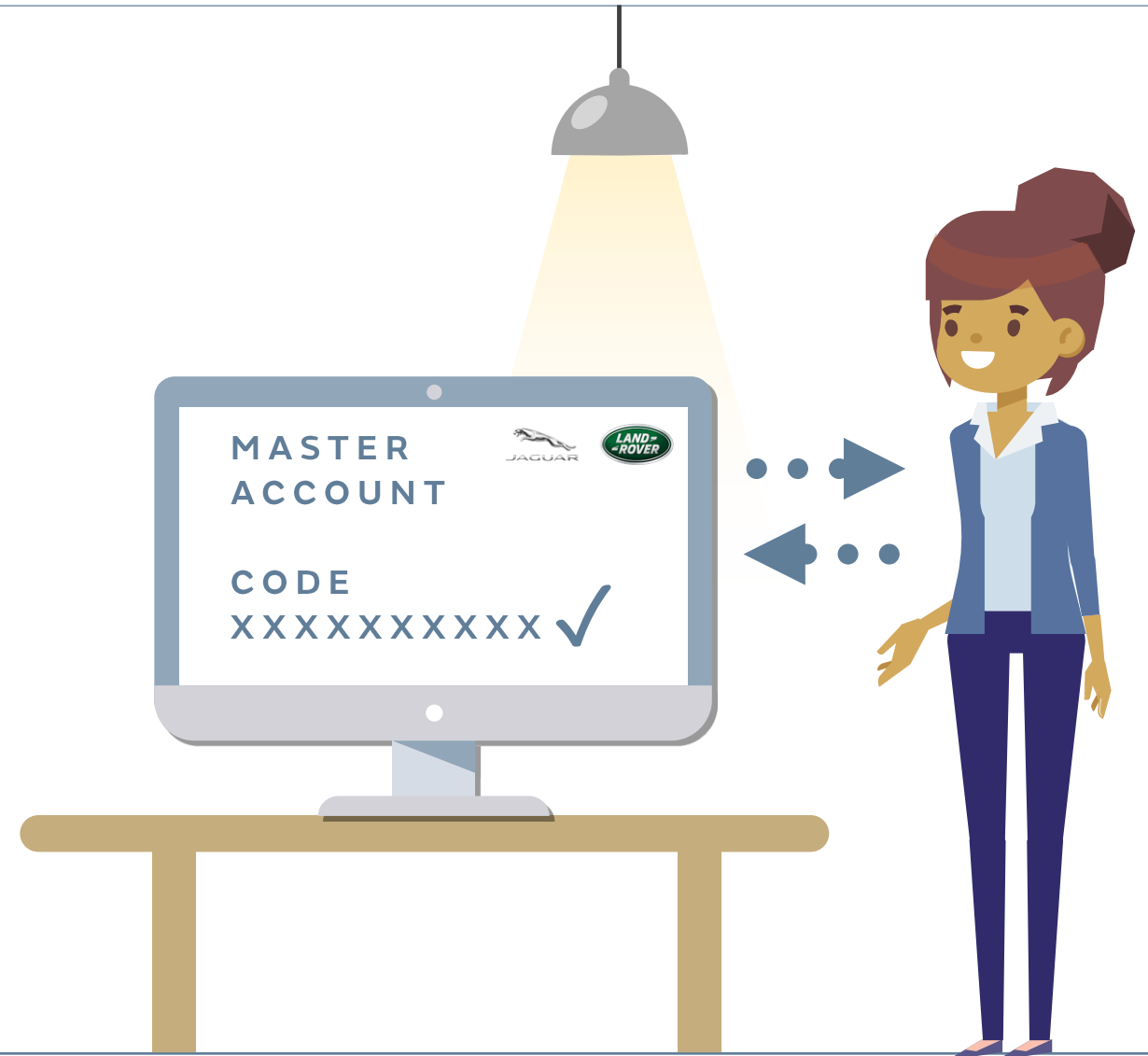
VENDOR MASTER ACCOUNT

TO CREATE YOUR VENDOR MASTER CODE, WE NEED:

- All your suppliers' addresses
- Your VAT number and full bank account details on your letterheaded paper, signed and dated within the last six months

STEPS TO REGISTER FOR VENDOR MASTER ACCOUNT:

1. When requested, you provide required information to JLR
2. JLR completes internal steps
3. Vendor master codes are created
4. You receive your vendor master code from JLR to use, for example, as a manufacturing, shipping or invoicing code





- JLR provides external suppliers access to some of its IT applications through its supplier portal, hosted by Covisint.
- Initially, you will be granted access to the portal to view technical data, if required. We will issue other documentation including communications, purchase orders, and access to additional applications, etc., through Covisint, as necessary.
- To access these applications, you will need to register your organisation. Individual users within your organisation can then request their own access.

STEPS TO REGISTER WITH COVISINT:

1. You will receive an invitation to register
2. Register at organisation level
3. Register at individual level
4. Request applications
5. Receive purchase order/remittance/communications/documents



IT SECURITY

Our suppliers must comply with JLR security standards when handling our information and when you use IT resources on our behalf. Where security controls are specified, suppliers must be able to demonstrate that the control is effective and auditable.

This is to prevent virus and cyber attacks affecting our production line. It also provides evidence that our supply chain is compliant with all relevant regulations and legislation, including the General Data Protection Regulation (GDPR).

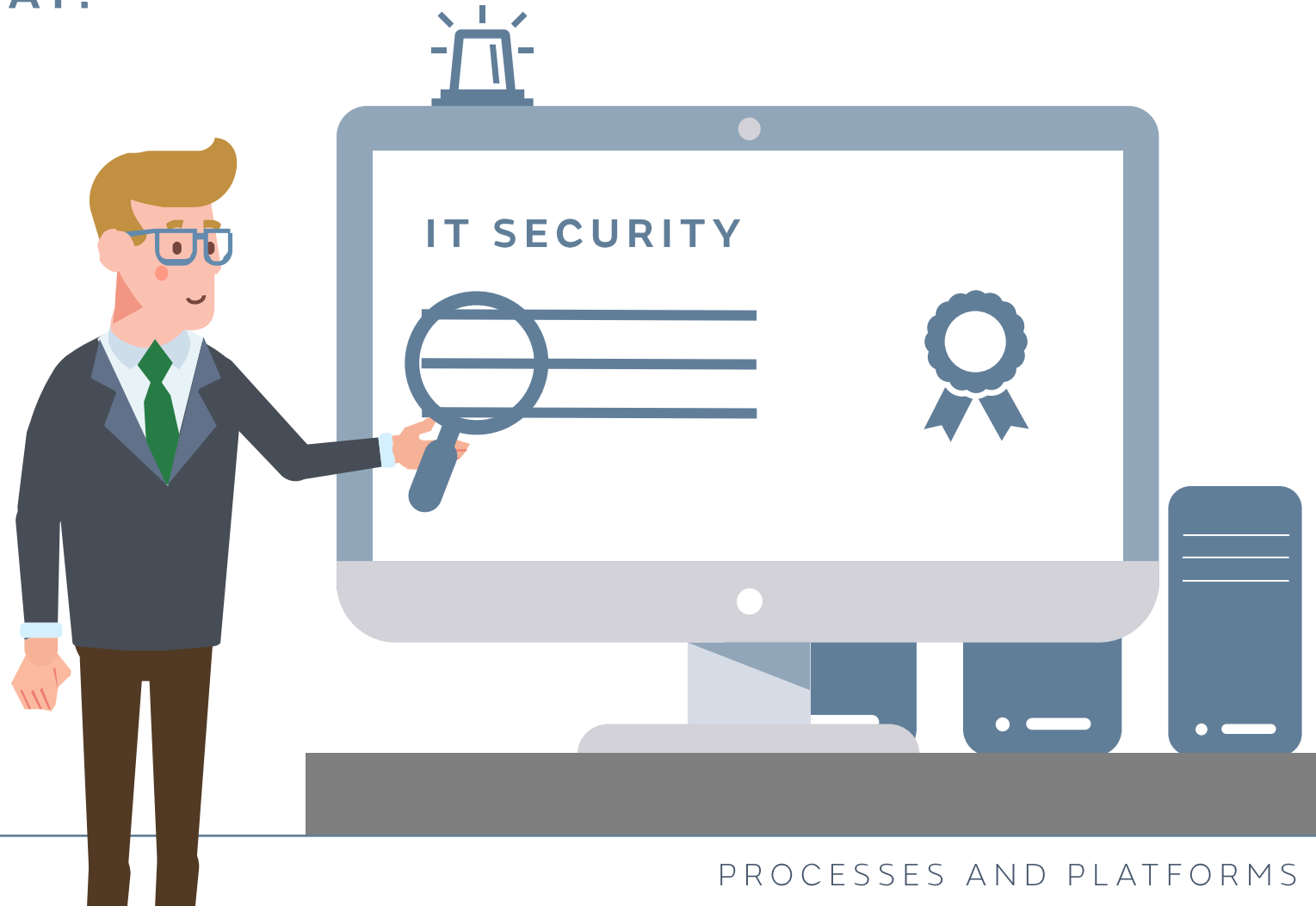
If JLR believes your IT security may be vulnerable, we will provide guidance to help you reach our expected standards.



IT SECURITY

AT A HIGH LEVEL, WE LOOK AT:

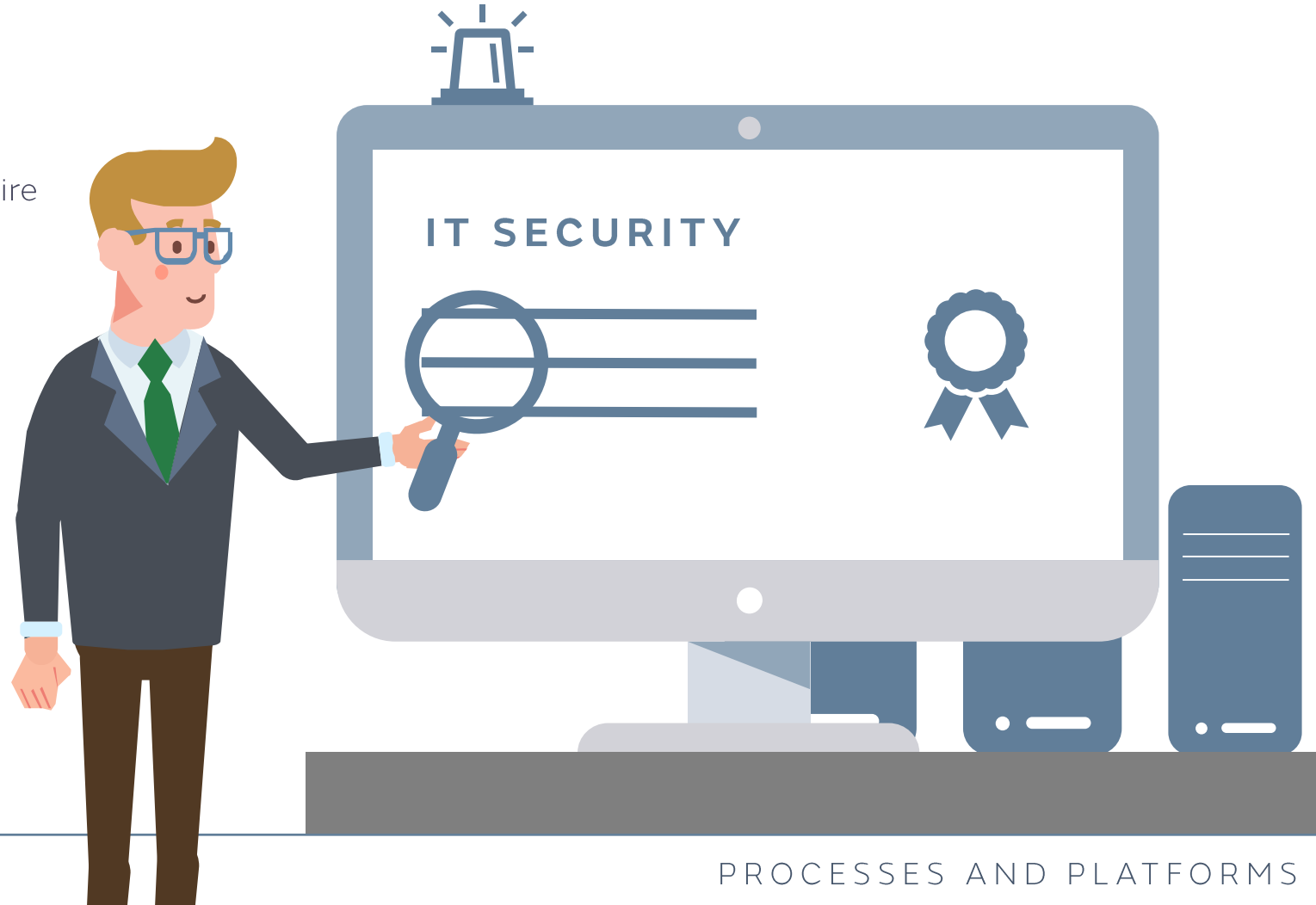
- Data management
- Access
- Encryption
- Cloud service security
- Physical security/assets
- Supplier operations/governance
- Network security
- Electronic communications
- Incident management



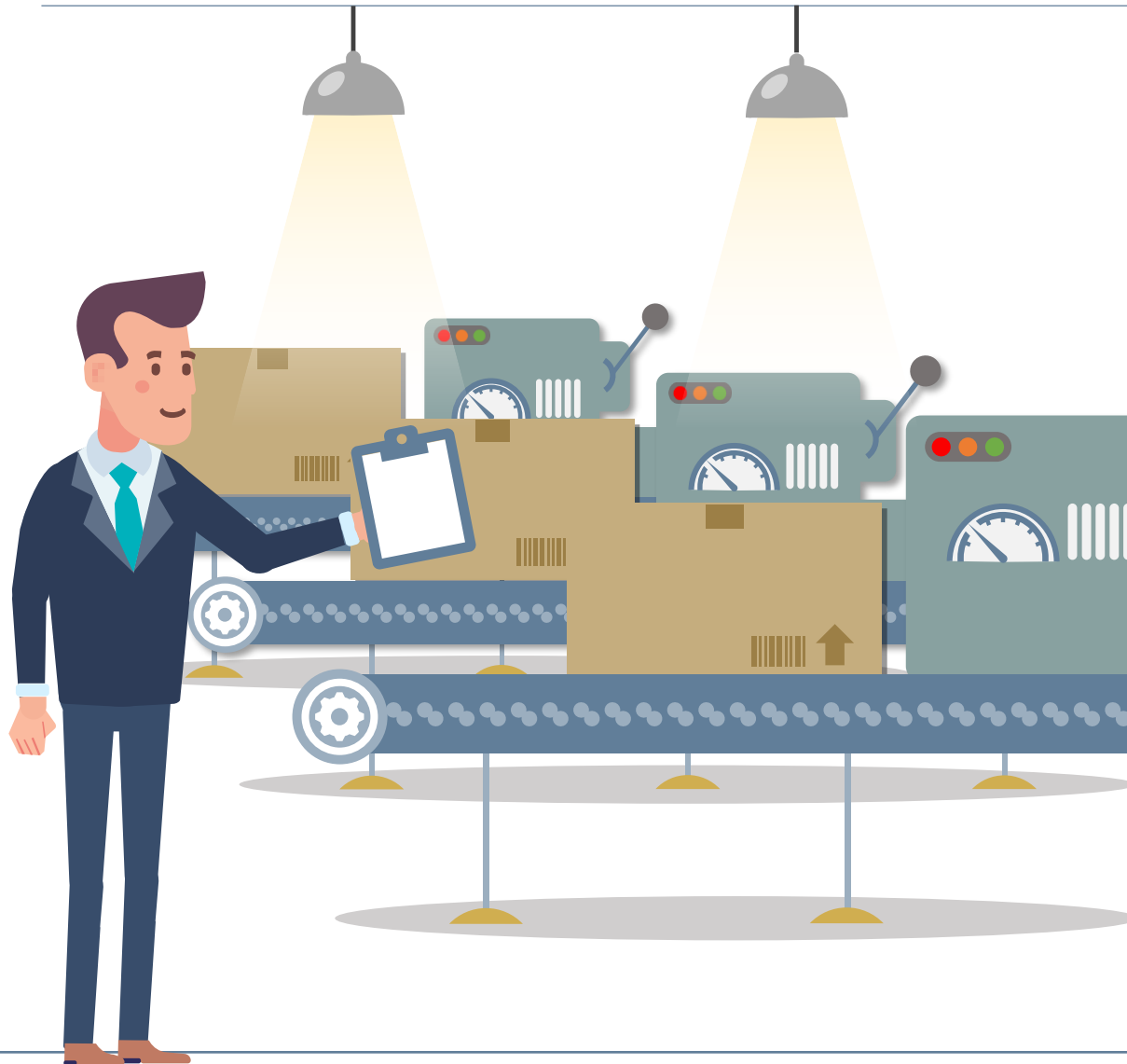
IT SECURITY

STEPS TO PASS IT SECURITY:

1. Access IT security questionnaire
2. Complete questionnaire and submit
3. JLR IT department review completed questionnaire
4. IT security passed or feedback provided
5. Remedy any concerns, if applicable
6. IT security passed



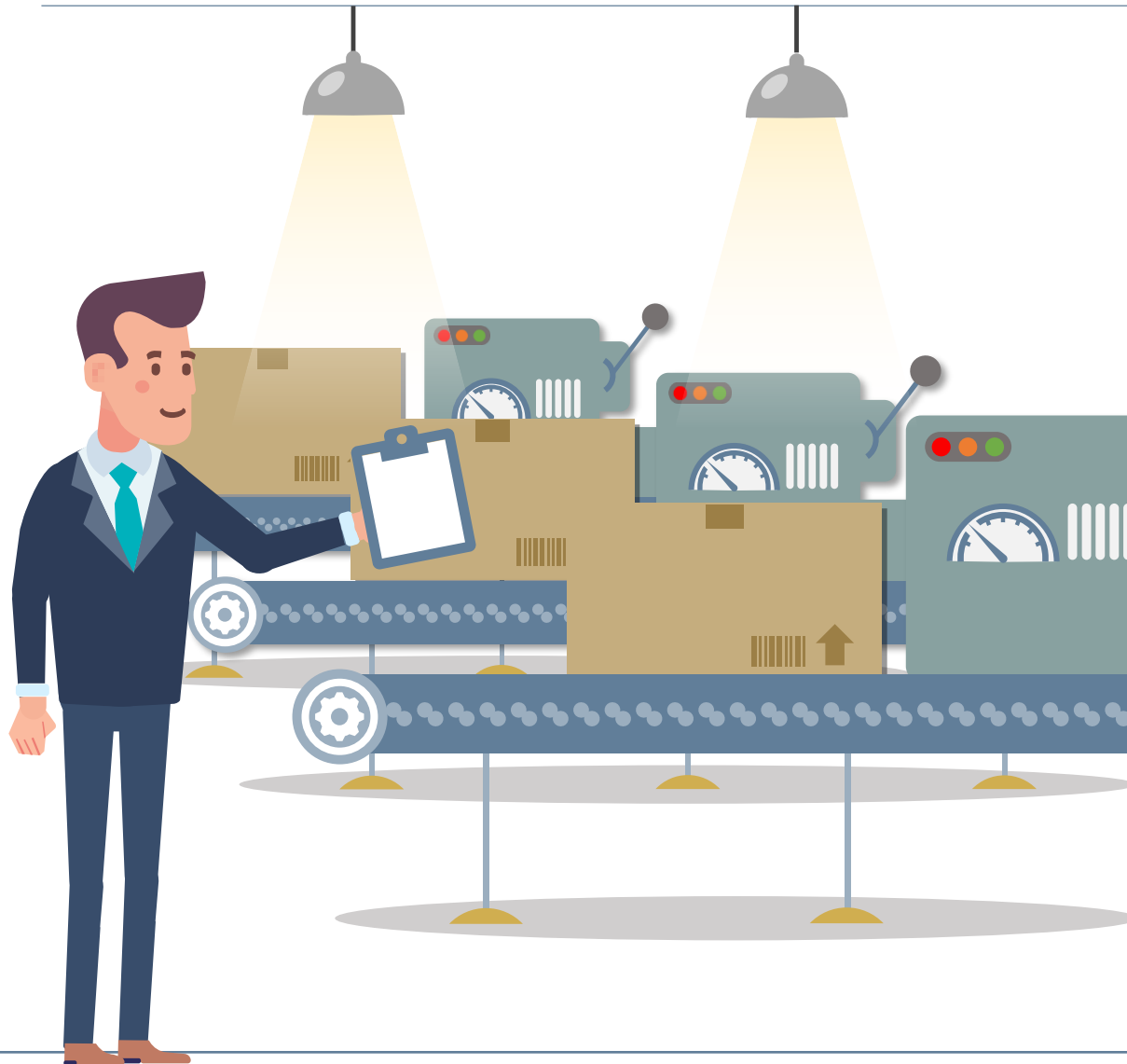
SUPPLIER TECHNICAL ASSISTANCE



JLR's supplier technical assistance (STA) ensures our suppliers achieve manufacturing excellence. To engage with STA, you may need to register with a number of the following applications via the Covisint portal:

- AWS – Analytical warranty system
- AIM2 – Automated issue management system
- eCAR Version 2 – Capacity measurement
- PAWS – Prioritised analytical warranty system
- SIM – Supplier improvement metrics
- SPEEDY – Supplier performance on European delivery

SUPPLIER TECHNICAL ASSISTANCE



The STA team will carry out a manufacturing site assessment prior to awarding a contract to ensure your site meets our quality expectations.

Once you are a live supplier STA will work with you to obtain a specific measure called your JLRQ status. This will confirm that the parts you supply to us are of the high quality we expect.

STEPS TO RECEIVE STA:

1. JLR purchasing advise STA of potential new supplier
2. STA liaise with supplier and visit manufacturing site
3. STA confirms to JLR and supplier that expectations have been met

TECHNICAL AND QUALITY PORTAL

Our technical and quality portal, also known as our Global Supplier Integration (GSI) portal gives you information on how to gain access to any JLR technical components you require, including CAD data. It also contains user guides relating to the technologies you may need.

You can register with our GSI portal via instructions found on Covisint. When registering, you will need to nominate a self help champion (SHC) from your organisation. This individual will be responsible for your onboarding and ensure that issues can be escalated appropriately.



TECHNICAL AND QUALITY PORTAL

GSi GIVES SUPPLIERS ACCESS TO THE FOLLOWING APPLICATIONS:

- eAPQP – Advanced Product Quality Planning
- ePSW – Part Submission Warrant
- AIM2 – Automated issue management system
- RMDV2 – Requirements management tool
- Leapfile/MX – File exchange tools
- Teamcenter – Product lifecycle management (PLM) system
- Enovia V6 – Next generation PLM system
- Excellence – Training portal



TECHNICAL AND QUALITY PORTAL

TO ACCESS GSI, YOU WILL NEED TO CONNECT VIA:

- MPLS
- Public internet VPN
- PULSE secure
- European Network Exchange
- Automotive Network Exchange

STEPS TO ACCESS THE GSI PORTAL:

1. JLR engineering requests a supplier is onboarded
2. GSI requests supplier appoints SHC
3. SHC accesses GSI portal via Covisint
4. SHC oversees supplier user onboarding
5. All users access JLR tools and methods

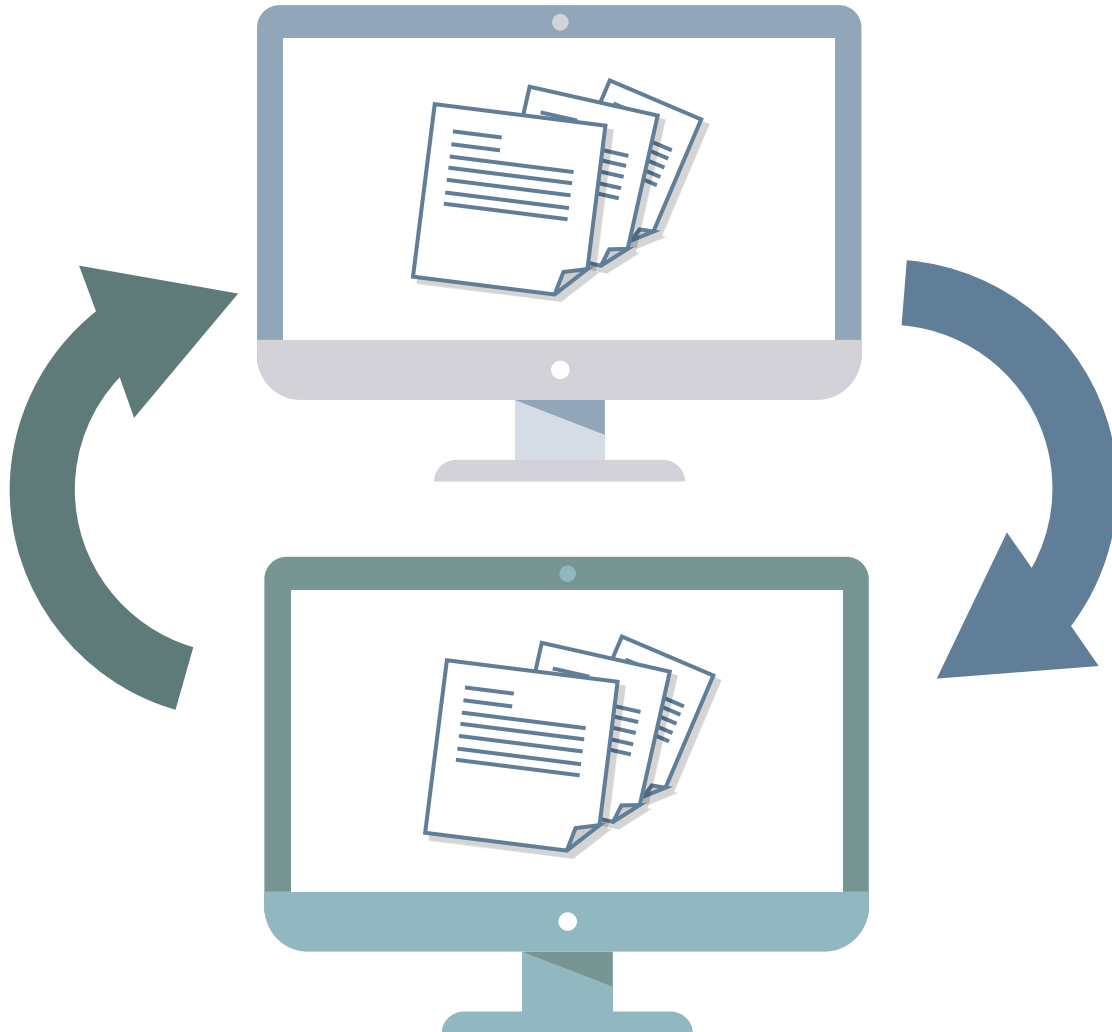


Each part must have a part submission warrant (PSW) prior to you sending parts to JLR. STA will work with you to obtain this.

The PSW is awarded as an outcome of the Production Part Approval Process (PPAP). This determines if you properly understand all the customer engineering design record and specification requirements. It also confirms that your manufacturing process has the potential to produce product consistently meeting these requirements during an actual production run at the quoted production rate.



DOCUMENT EXCHANGE

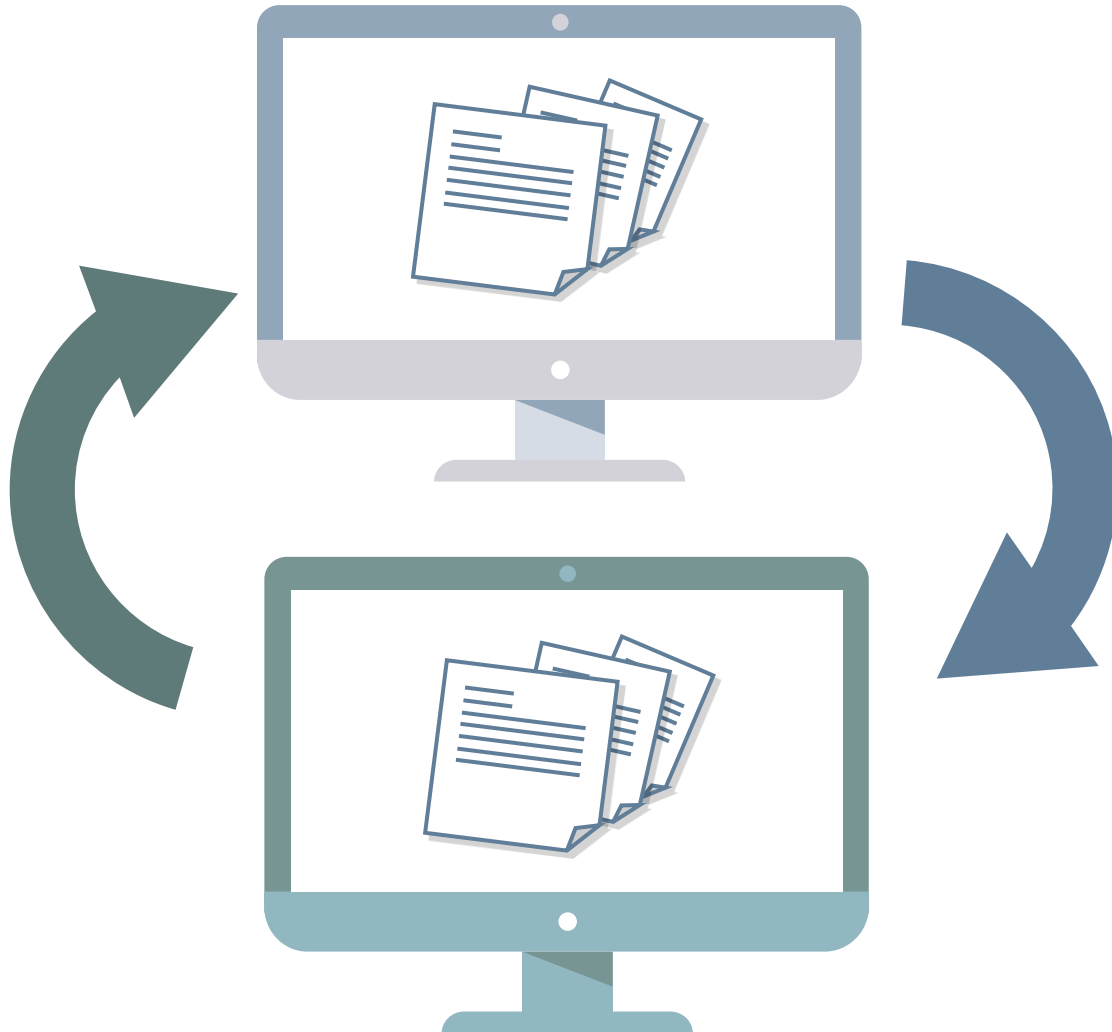


Electronic data interchange (EDI) allows documents to be transferred between companies. EDI transactions between companies flow faster and are more reliable than paper documents. Faster transactions support:

- Reduced inventory levels
- Better use of warehouse space
- Fewer out-of-stock occurrences
- Lower freight costs

Paper purchase orders can take up to 10 days from the time the buyer prepares the order to when the supplier ships it. EDI orders can take as little as one day.

DOCUMENT EXCHANGE



JLR requires EDI-capability as it reduces administrative costs and allows us to work at greater speed and efficiency.

STEPS TO ENABLE EDI:

- JLR raises EDI request
- JLR EDI team liaise with supplier
- Test files sent and received
- Setup complete



SUPPLIER QUALITY

SUPPLIER QUALITY JLRQ

A specific measure we require you to obtain is your JLRQ status. This will confirm that the parts you are supplying meet the quality we expect.

Any supplier manufacturing facility supplying production parts to Jaguar Land Rover can be considered for JLRQ, though subcontractors are not eligible.

JLRQ means that the supplier facility achieves excellence in these key areas:



CAPABLE SYSTEMS



JLR evaluates your underlying systems by your registrar third-party 'in good standing' certification to ISO/TS 16949/IATF16949 quality standards, and the ISO 14001 environmental standard.

You must also pass a Materials Management Operational Guidelines (MMOG) system assessment.

These standards must be maintained to retain your JLRQ status.



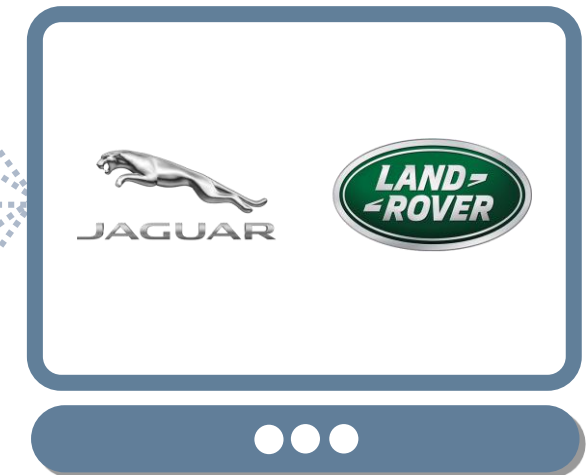


SUPPLIER QUALITY JLRQ

ONGOING PERFORMANCE

Your JLRQ score is determined using **five** key performance metrics:

FIELD SERVICE ACTION	Has Jaguar Land Rover had to intervene because of a supplier failure?
STOP SHIPMENTS	Is vehicle rework, modification or re-inspection necessary due to poor product availability or quality?
PARTS PER MILLION (PPM) PERFORMANCE	Does a supplier deliver consistently high-quality products?
DELIVERY PERFORMANCE	Do products arrive on time, at the correct location, in the proper quantity and with the correct information?
VIOLATION OF TRUST	Does a supplier properly notify Supplier Technical Assistance (STA) of changes in manufacturing process, equipment, material and sub supplier changes?



Your JLRQ status is revised monthly. You can look up your current JLRQ status in your SIM summary report on Covisint.

JLRQ suppliers are responsible for the quality of their own goods and services and those of their subcontractors.

MANUFACTURING SITE ASSESSMENT

The Manufacturing Site Assessment evaluates whether you are performing to customer expectations and satisfying JLRQ requirements.

All JLRQ suppliers undergo a site assessment every 6 or 12 months. This ensures any opportunities for improvement are identified.

The Manufacturing Site Assessment addresses:



Planning and Demonstration of Manufacturing Process Capability

**Variability Improvements
(Consumer - driven 6 Sigma)**

Customer Satisfaction

Manufacturing Efficiencies

On a case-by-case basis, STA may also conduct formal re-evaluation of a supplier's JLRQ status.



SUPPLIER QUALITY JLRQ

CUSTOMER ENDORSEMENT

Each supplier must obtain customer endorsements from its JLR plants, Material Planning & Logistics (MP&L) and STA to prove it consistently meets the needs of its JLR customers. JLR plant endorsements are based on a site's performance over the previous six months.

If a supplier's performance falls below the expected levels, a JLR plant may withdraw endorsement and enforce a remediation process.



THANK YOU

FOR YOUR INTEREST IN BECOMING
PART OF THE JAGUAR LAND ROVER
SUPPLIER COMMUNITY.

