Making the Medicines of Tomorrow

Getting Started as a Supplier

Step-by-Step Guide

Public

Step-by-Step Guide to get started as a Supplier

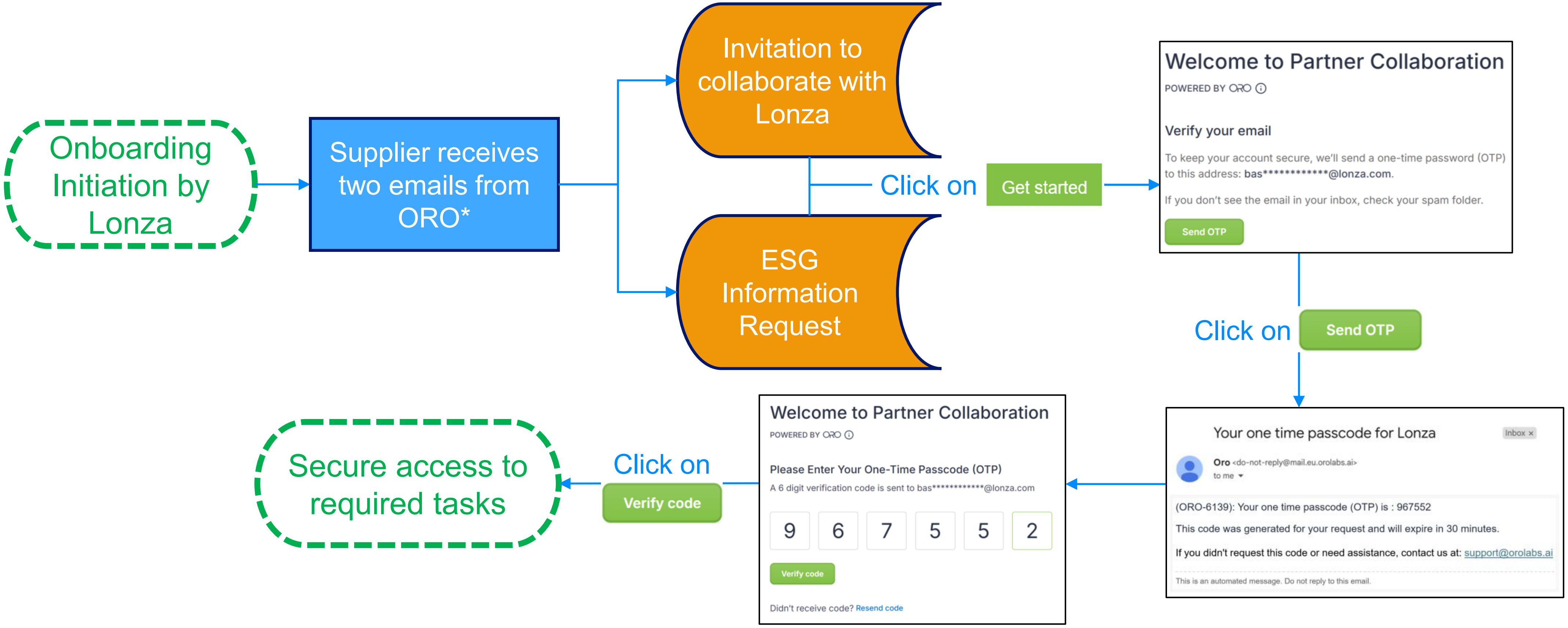
Overview of the whole Process

Accessing the Tasks → Company Information → Address Form → Contacts Form → Payment Details → Payment Term and IncoTerm Confirmation → Supply Chain Information → Supplier Quality Commitments → Review & Acknowledgement → Supplier ESG Form

Click to jump to section

Step-by-Step Guide to get started as a Supplier

Overview to access Lonza's Task Site



Lonza Suppliers (Do Not Reply) : supplier-do-not-reply@lonza.com

Step-by-Step Guide to get started as a Supplier

Two separate Invitations are sent by Mail

Lonza

1. Accessing the Task

- Two separate emails are sent using your company name and email address.
- One mail invites you to **provide company information** for the onboarding process.
- The second mail requests **information regarding ESG**.
- To access the task, please click on the **“Get started“** field.

Lonza Onboarding – Please Complete Required Questionnaires [Reference: ORO

Lonza Suppliers (Do Not Reply)
To

Hello

You are receiving this message on behalf of **Lonza** via our secure collaboration platform **ORO**.

Welcome to Lonza’s partner collaboration platform powered by **ORO Labs**. This platform will help us work together more efficiently during the onboarding process and ensure a smooth start to our partnership. We appreciate your collaboration and look forward to working with you.

Request Details:

- Request Reference: **ORO-**
- Invited by

Get started

Lonza ESG Information Request – Action Required [Reference: ORO

Lonza Suppliers (Do Not Reply)
To

Dear A ,

You are receiving this message on behalf of **Lonza** via our secure collaboration platform **ORO**.

You have been invited to provide your **ESG Information** as part of Lonza’s onboarding process. This information is required to meet regulatory standards and support Lonza’s commitment to responsible sourcing.

Request Details:

- Request Reference: **ORO-**
- Invited by:
- E-mail:

Get started

To review the request and proceed, please log in to the **ORO system** using the button above. Once logged in, you can access the **Messages section** by clicking the conversation icon in the top-right corner to **ask questions or provide clarifications**.

If you have any queries, please contact at

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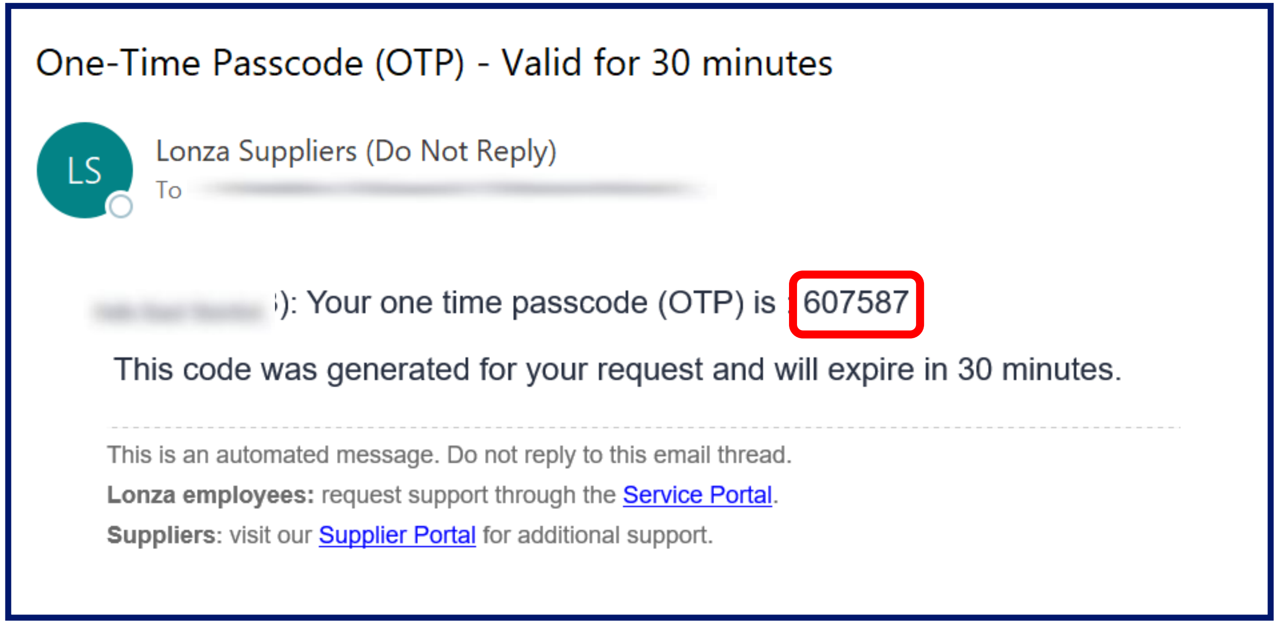
The One-Time Passcode is sent by Mail

2-3. One-Time Passcode & Log-in

- A **one-time passcode** is sent to the mailbox.
- This facilitates logging into ORO by avoiding the need of a password.



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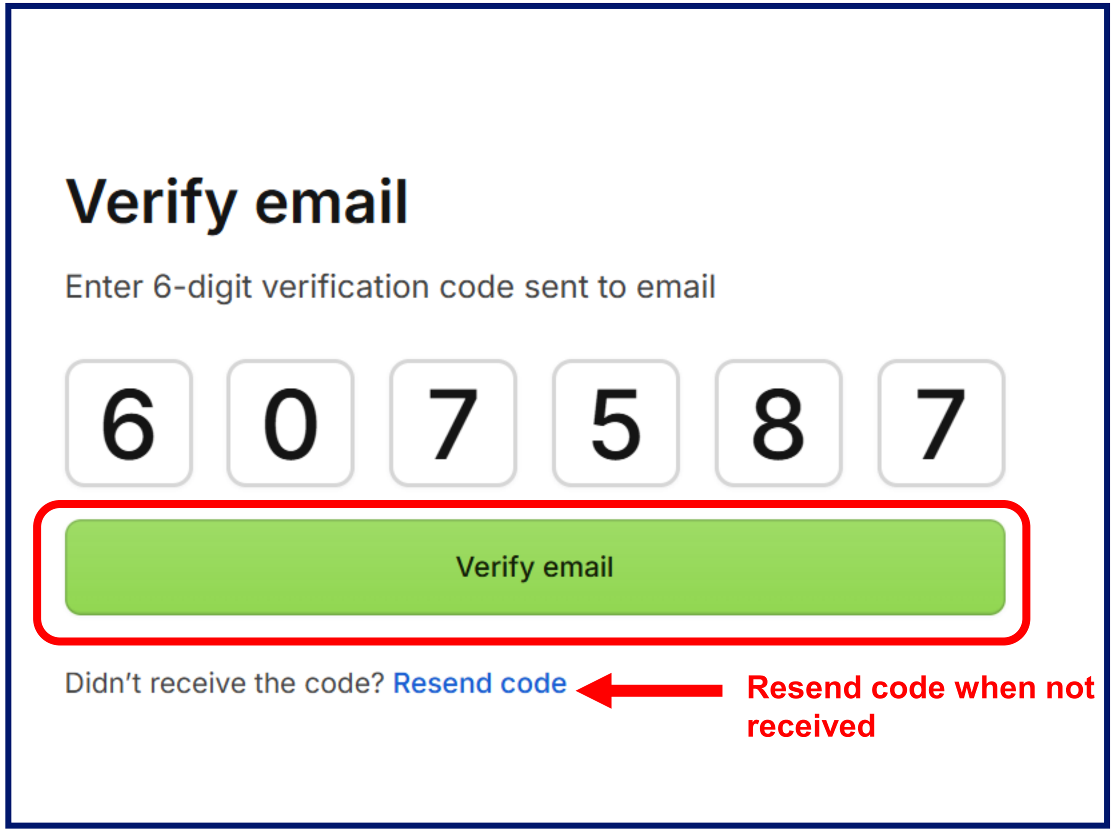
Enter Passcode to open ORO Request Page

4. Enter Passcode

- Enter the one-time code from the mail into the welcome page and click on **“Verify code“**.
- It may take a few minutes to receive the code.
- If the **code is not received**, suppliers can use the **“Resend code**” option which will re-send the one-time passcode again.
- Once logged in, **you can proceed** securely and **complete the tasks** which may consist of completing multiple forms.

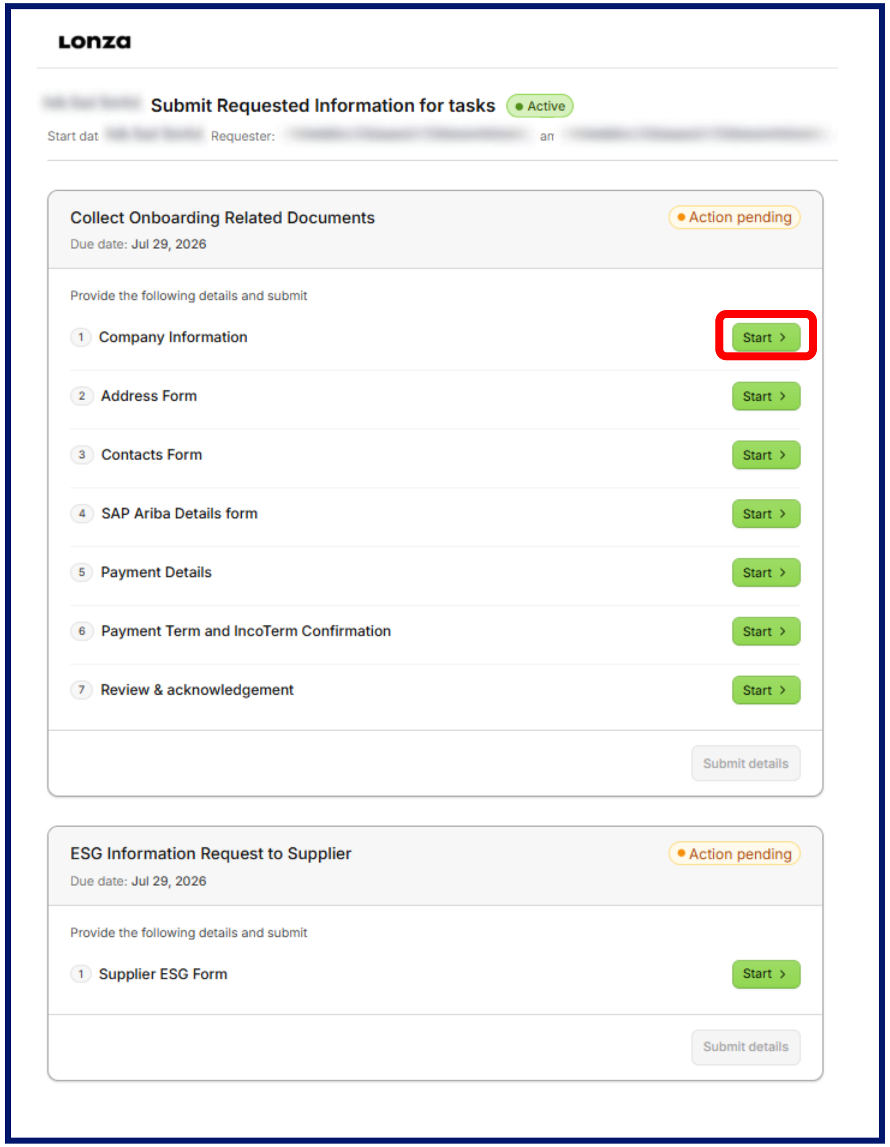


Step-by-Step Guide to get started as a Supplier

Open the Request Page to see the open Requests and Forms

5. Open and Fill in Tasks

- After entering the request page, two requests can be seen, which are **“Collect Onboarding Related Documents“**, and **“ESG Information Request to Supplier“**.
- Each request can be composed of several individual forms.
- Each form must be completed to submit the request.
- To enter a form, click on **“Start“**.



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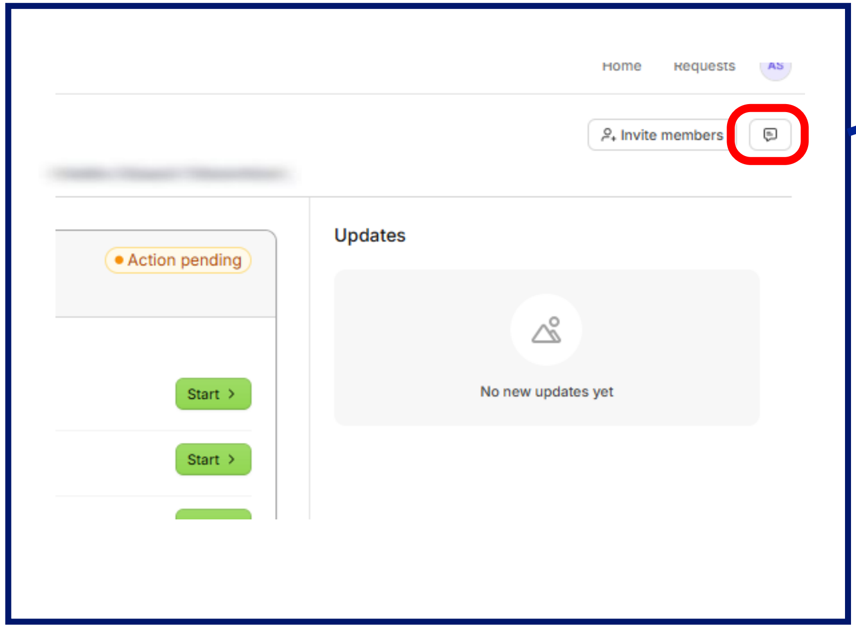
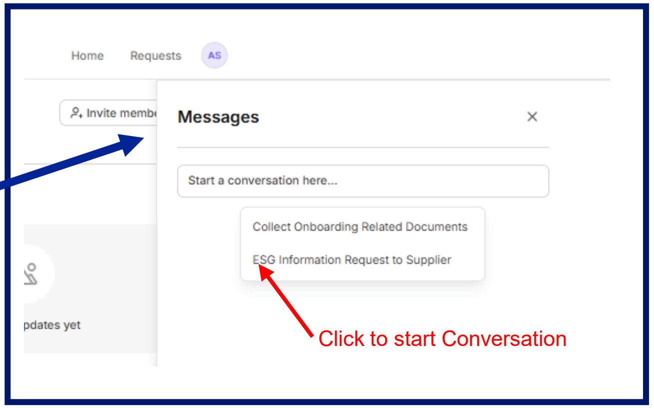
Comment Section for Clarification and Language Change

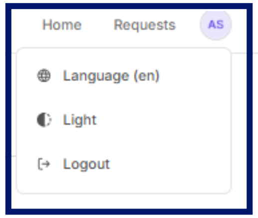
6. Comment Section and Language

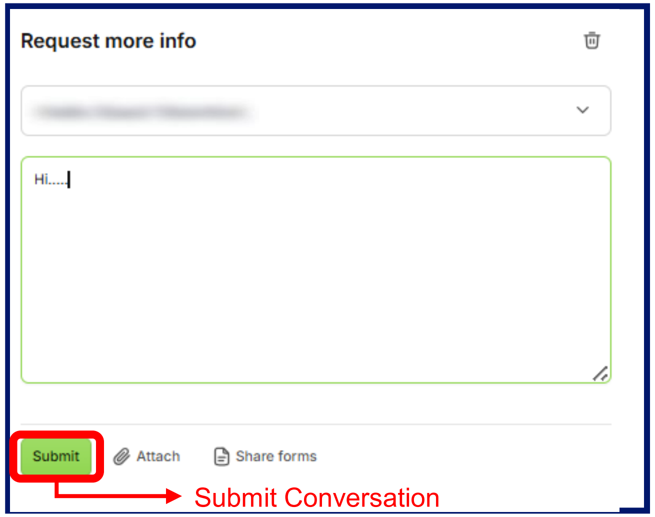
- Suppliers can use the **"Messages"** option to contact the requester directly. Click on **"Start a conversation here…"** to ask questions or request clarification.
- Documents can also be attached or request forms shared with the requester if needed.
- The **"Messages"** option is accessible during the whole process.
- Suppliers can change the portal language using the **Language** selector in the top-right corner.





Click to chance the language





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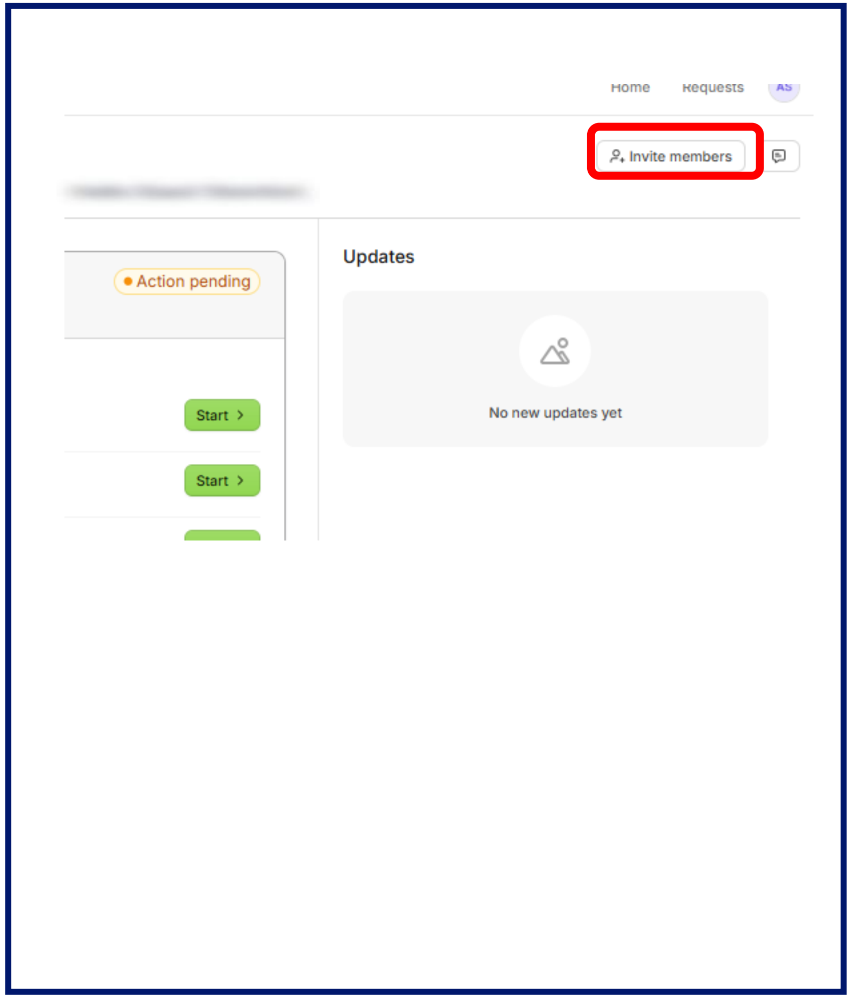
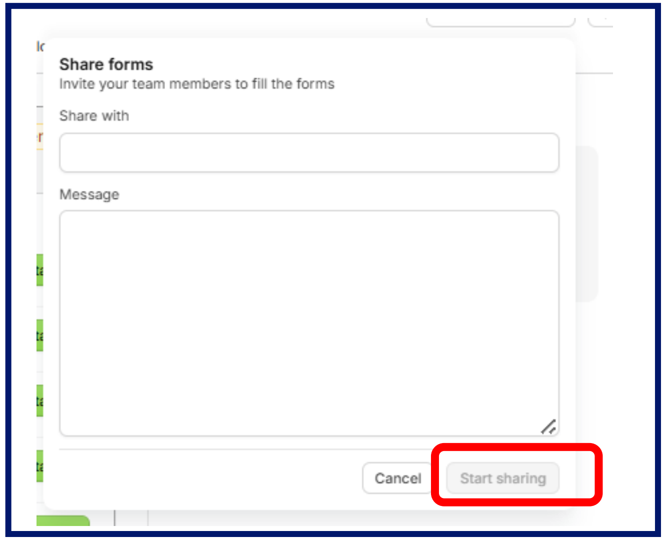
Invite Team Members for Collaboration

7. Collaborate with Members

- If a supplier needs help completing forms, they can invite colleagues to the ORO portal for assistance.
- To do this, use the **“Invite members”** option available on the screen.
- Enter the email address and an optional message, then click **“Start sharing”** to send the invitation.
- The invited member will receive a notification and can log in to the supplier portal using a one-time passcode to help complete the forms.



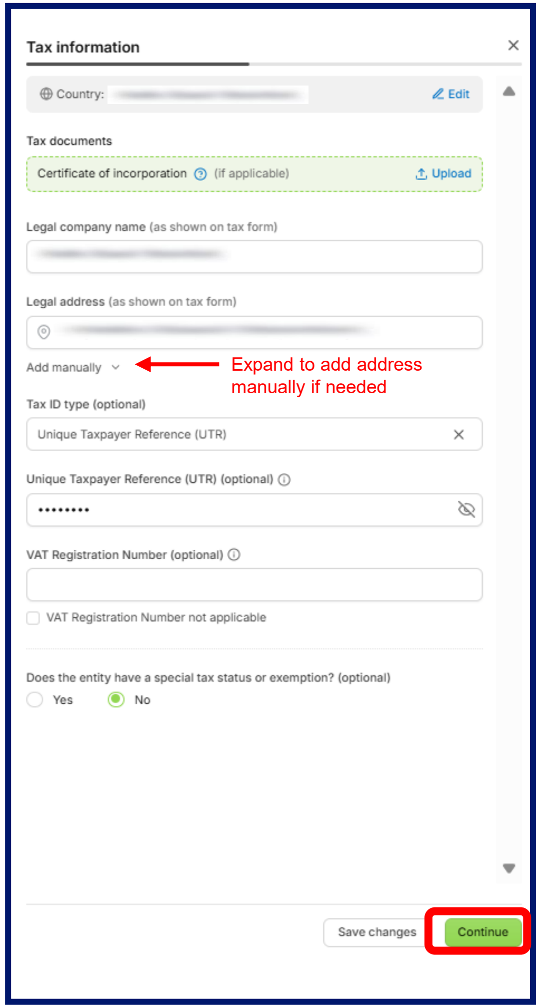


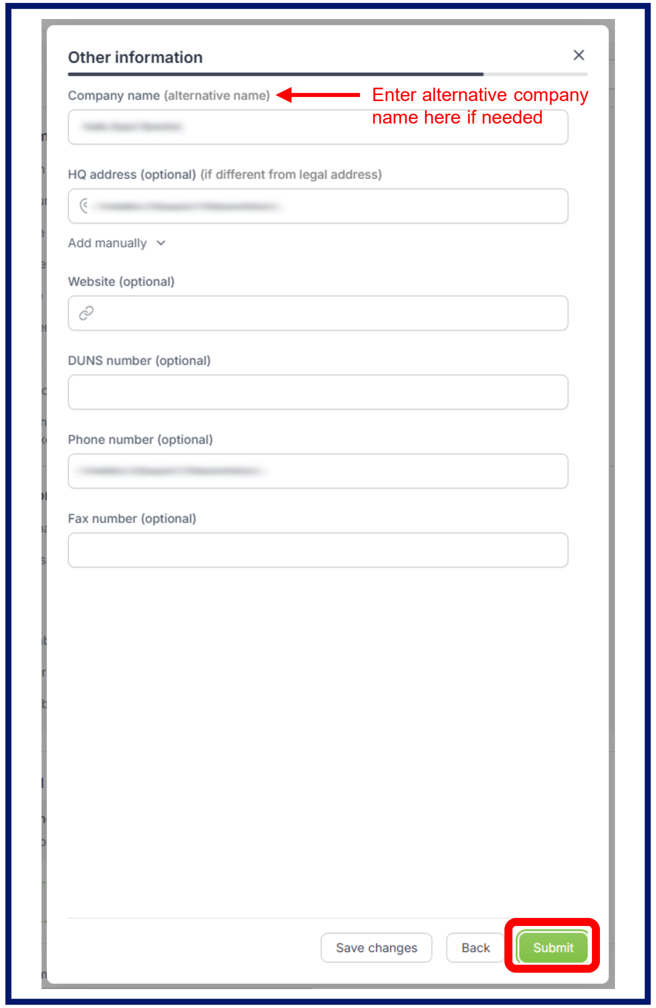
Step-by-Step Guide to get started as a Supplier

Company Information Form is composed of two Pages

8.–9. Company Information

- Upon starting the request by clicking on **“Start”**, the task **“Tax Information”** opens.
- **Mandatory & optional fields**: Fill in all fields where possible to support faster approval and click **Continue**.
- **Legal name**: Confirm and correct your company’s legal name. Alternative names can be added under “Company name (alternative name)” on page 2 of the Company Information form.
- **Address entry**: Use the search function in the “Address” field to select your company address from suggestions. Alternatively, you can enter the address manually by expanding the “Add manually” section.
- Click on **“Continue”** to go to page 2, and **“Submit”** to finish this form.



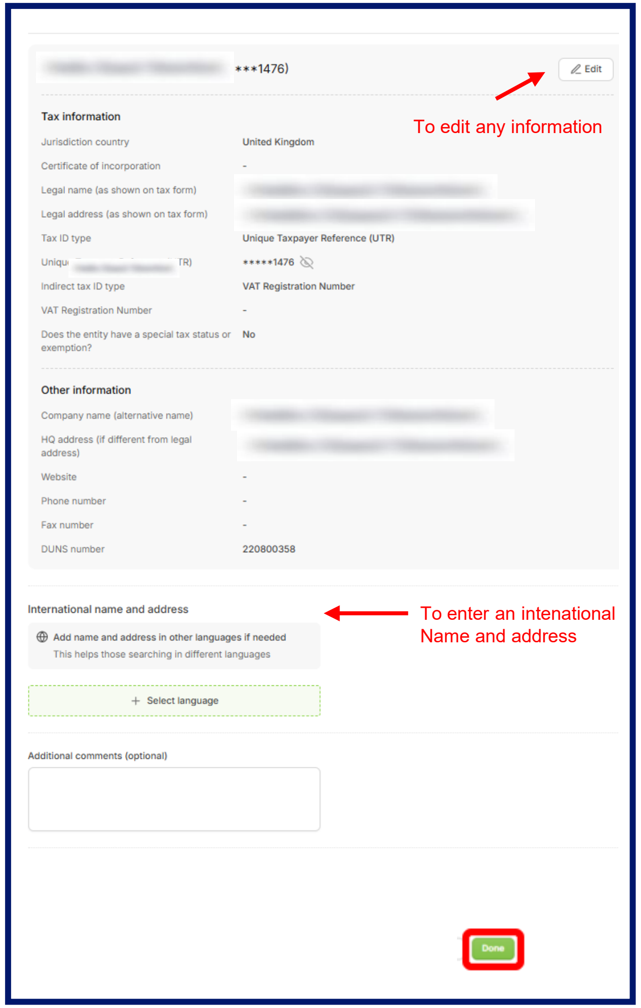


Step-by-Step Guide to get started as a Supplier

Company Information Form is composed of two Pages

8.–9. Company Information

- **Tax information** must be checked to confirm Company Information form.
- Select **Edit** if changes are required
- If it is required name and address in a different language, please **Select language**.
- **Click in Done**

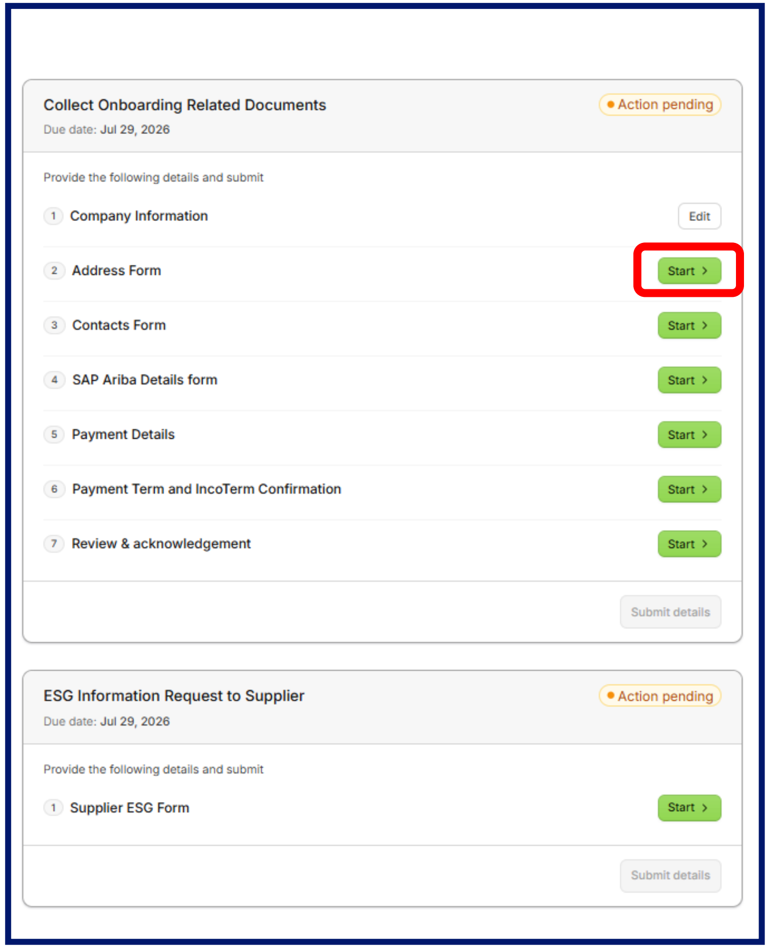


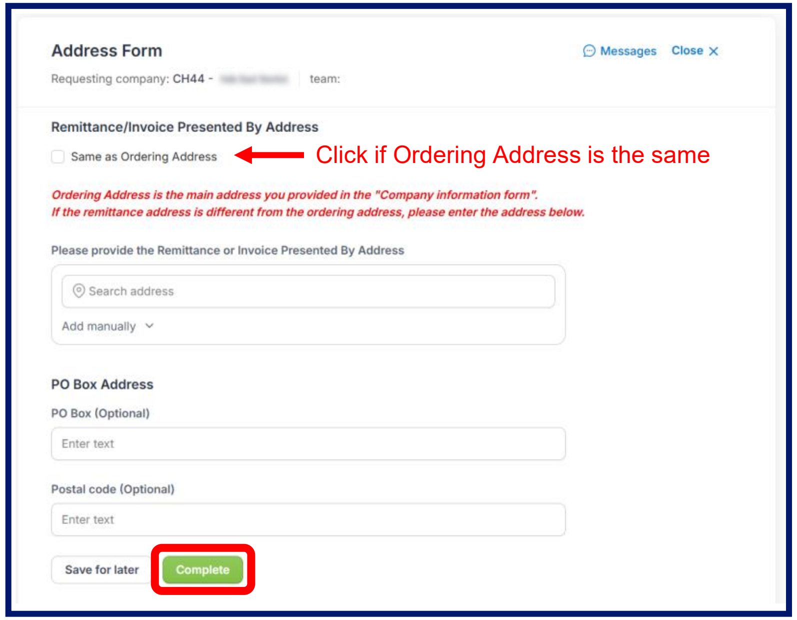
Step-by-Step Guide to get started as a Supplier

Add separate Ordering Address when available

12.–13. Address Form

- The Ordering Address is the main address you entered in the Company Information form.
- Click on **“Same as Ordering Address”**, if the remittance address is the same.
- If the Remittance Address differs, please enter it in the field below.
- **“Complete”** to continue to the next form.



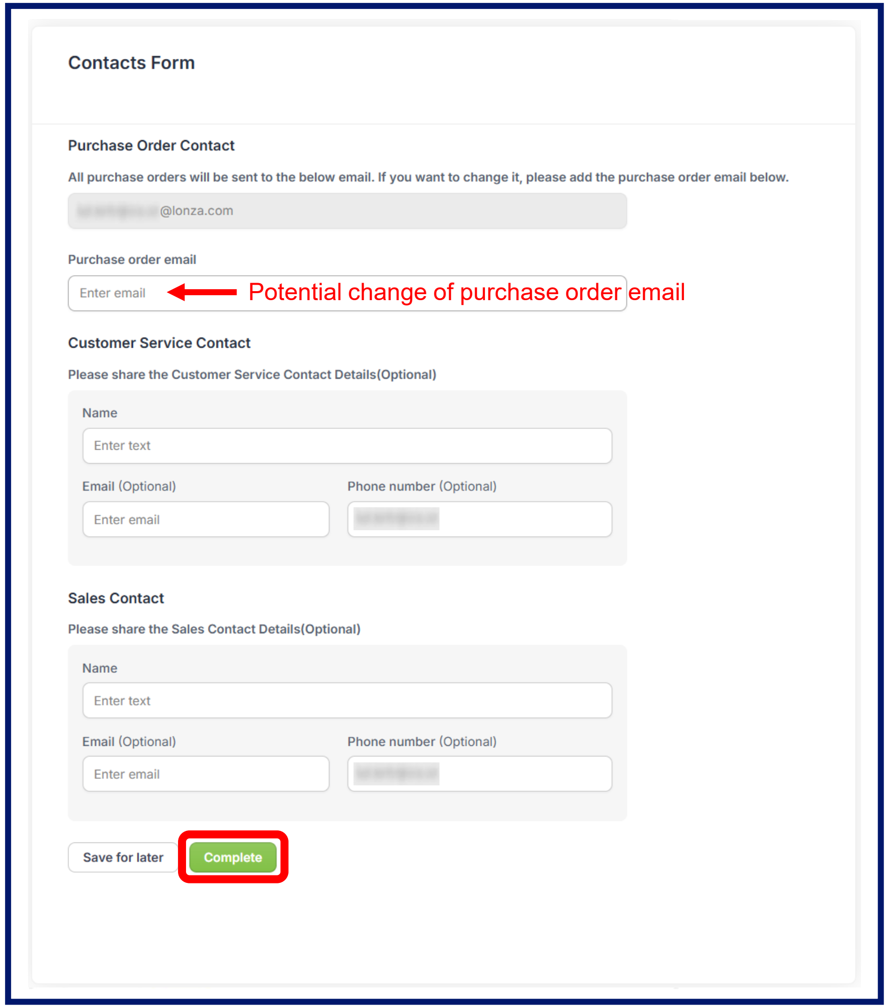


Step-by-Step Guide to get started as a Supplier

Add relevant Contact Details

14. Contacts Form

- Confirm or change purchase order email.
- Share further contact details if relevant.
- **“Complete”** to continue to the next form.

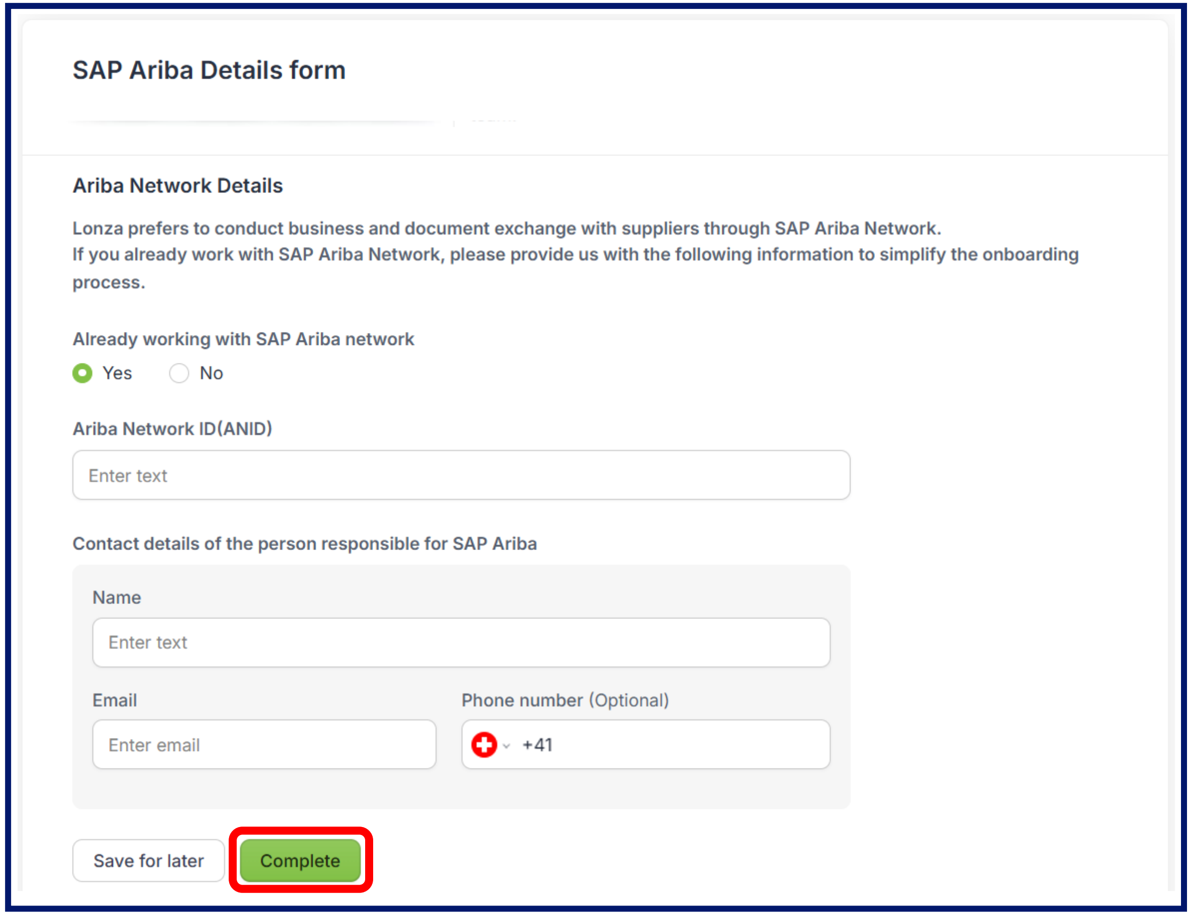


Step-by-Step Guide to get started as a Supplier

Enter available Ariba Details if applicable

15. SAP Ariba Details form

- If **SAP Ariba Network** is used, the ANID can be provided.
- Otherwise, this form will not be visible.
- This **facilitates the onboarding process**.
- **“Complete”** to continue to the next form.



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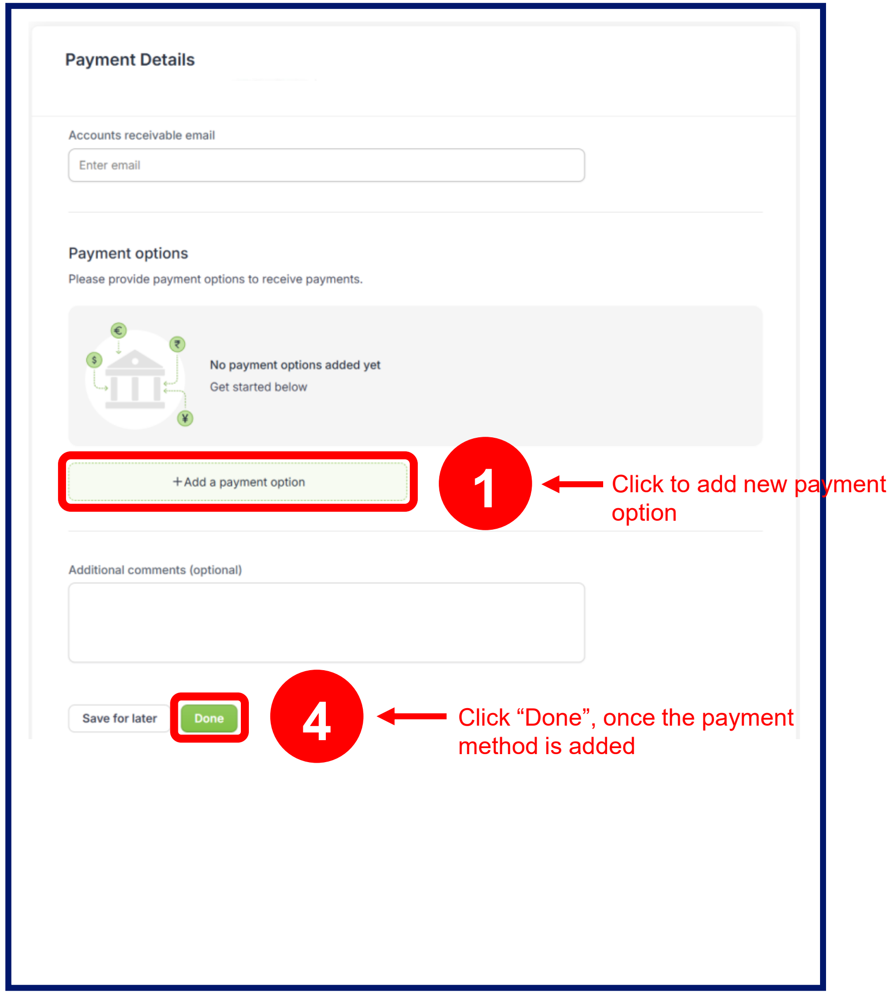
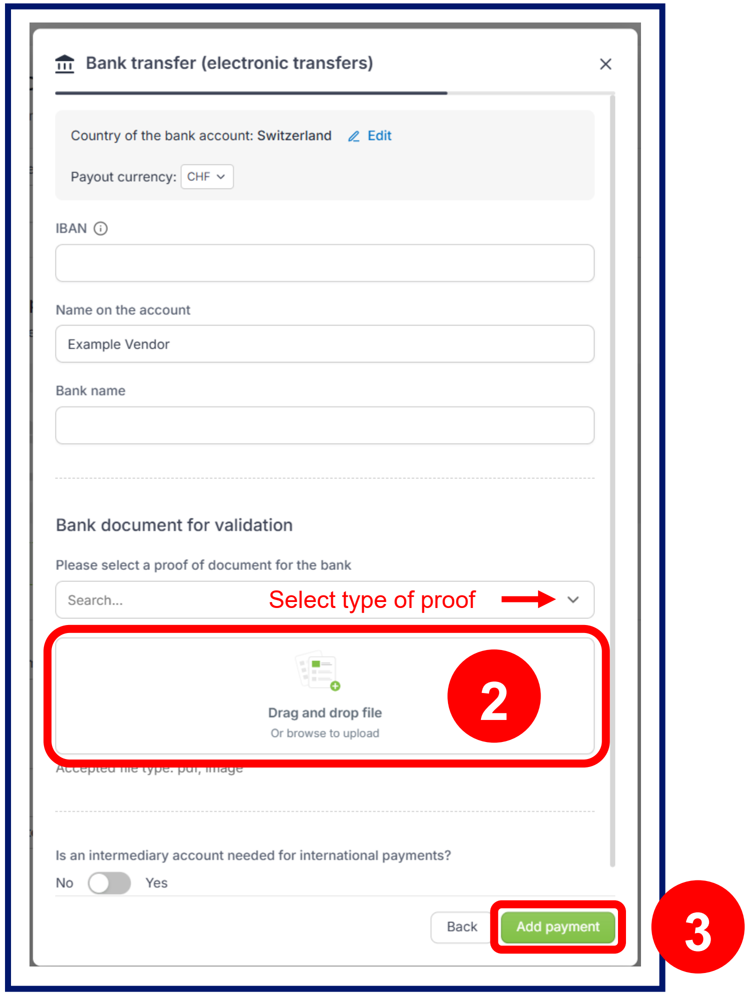
Add new Payment Options and corresponding Proof Document

16.–19. Payment Details

- **Provide your bank information** in the appropriate forms.
- Based on the country, **specific fields will be required** (e.g., for Switzerland, IBAN is mandatory).
- Ensure all details—IBAN, bank name, and other required fields—are accurate before submission.
- **Upload a proof document** for the bank.
- **“Done”** to continue to the next form.



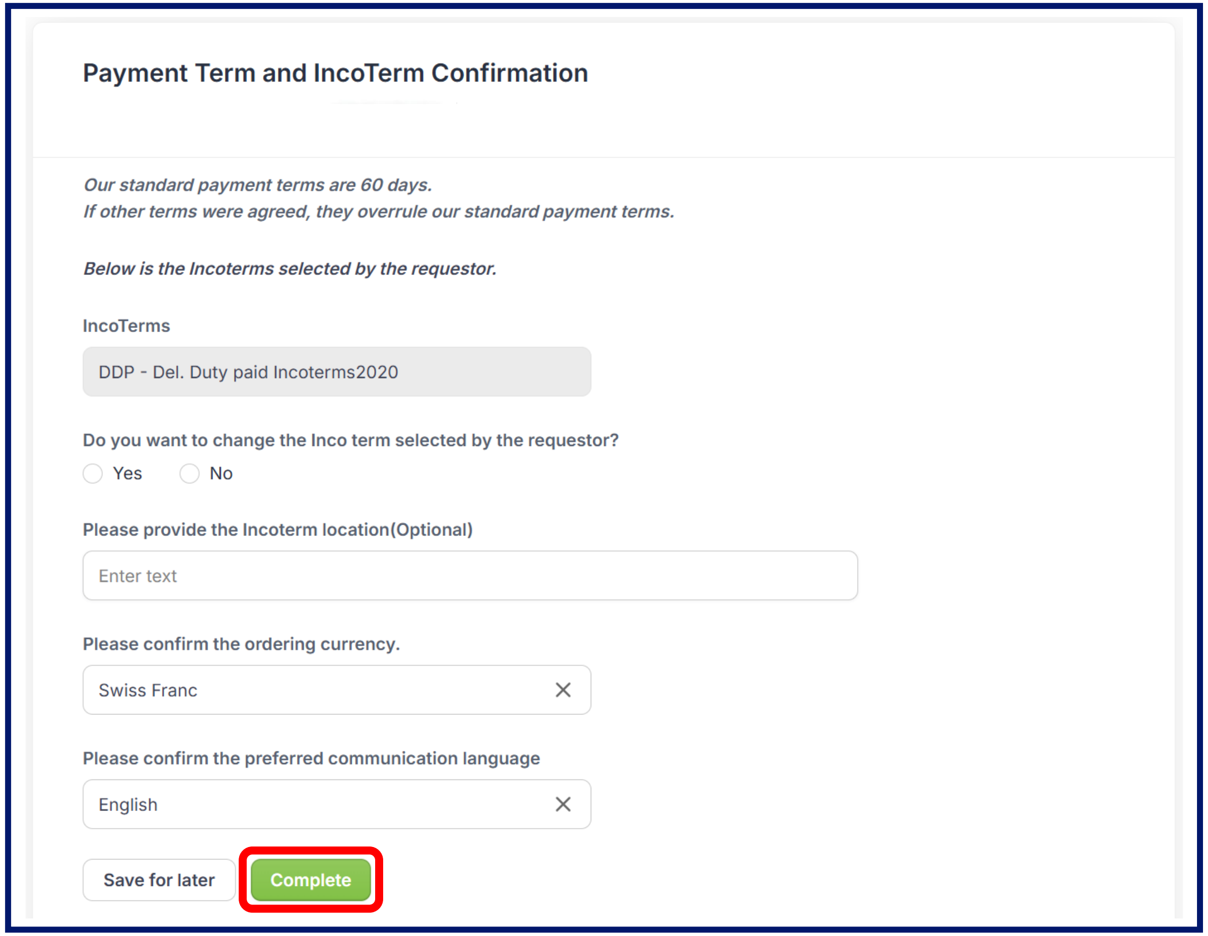


Step-by-Step Guide to get started as a Supplier

Provide requested Payment Terms

20. Payment Term and IncoTerm Confirmation

- The **standard payment terms are 60 days**.
- If other terms were agreed, they overrule the standard payment terms.
- **“Complete”** to continue to the next form.

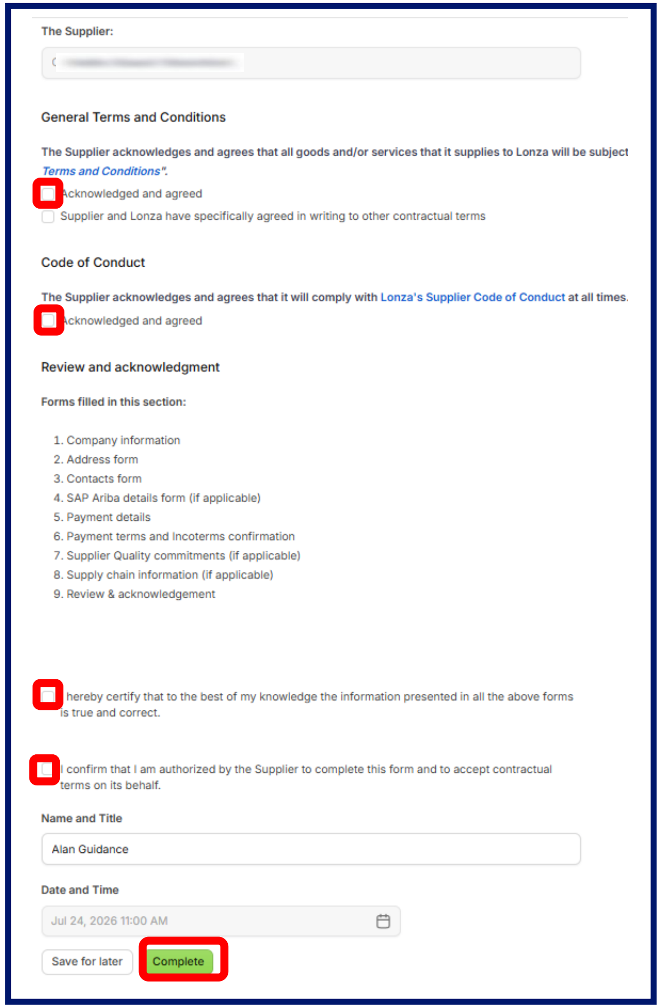


Step-by-Step Guide to get started as a Supplier

Review and accept the Conditions

23. Review & Acknowledgement

- Additional background questions must be answered.
- Confirm compliance with **Lonza's Terms & Conditions** and **Supplier Code of Conduct**.
- If **alternative conditions** were agreed, give a brief explanation and **upload them in the Messages section**.
- **Tick all required checkboxes**; uploaded conditions will apply upon submission.
- **"Complete"** to finalize the request.

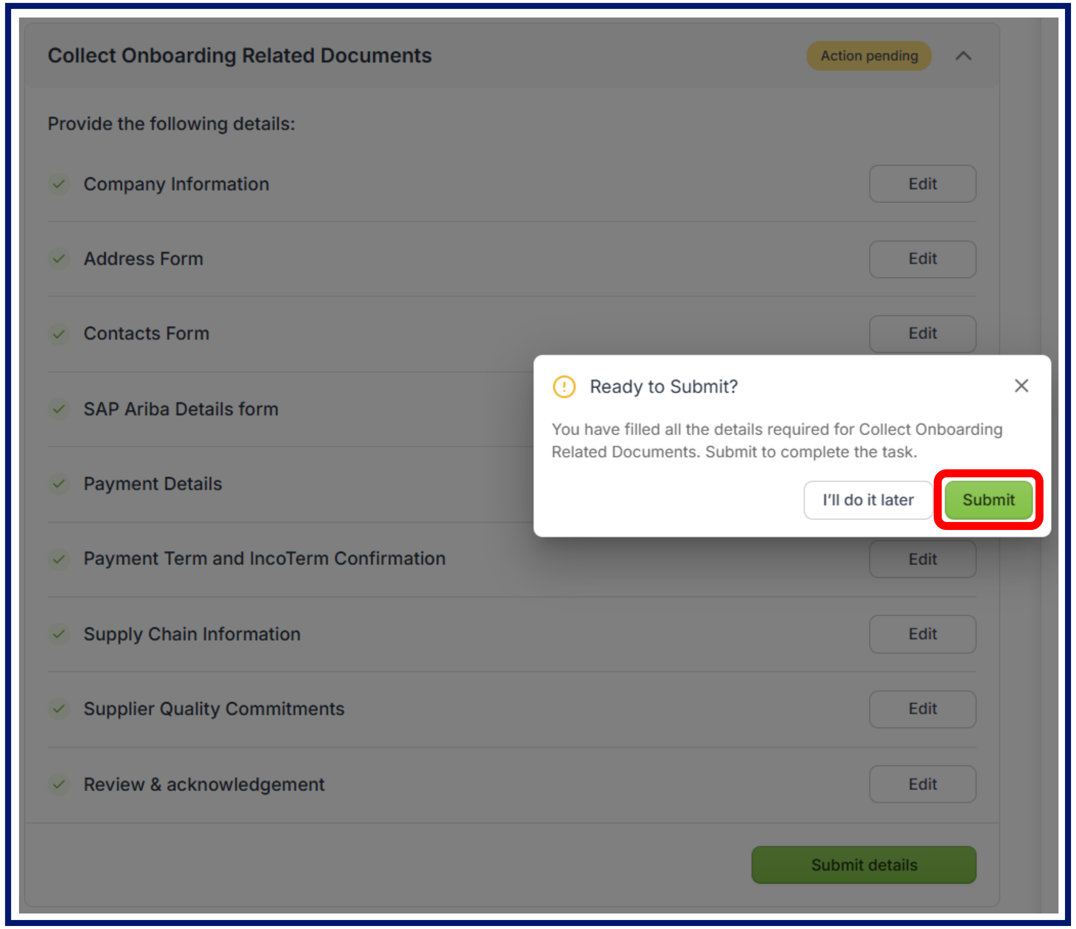


Step-by-Step Guide to get started as a Supplier

Submit Onboarding related Documents

24. Submit Onboarding Related Documents

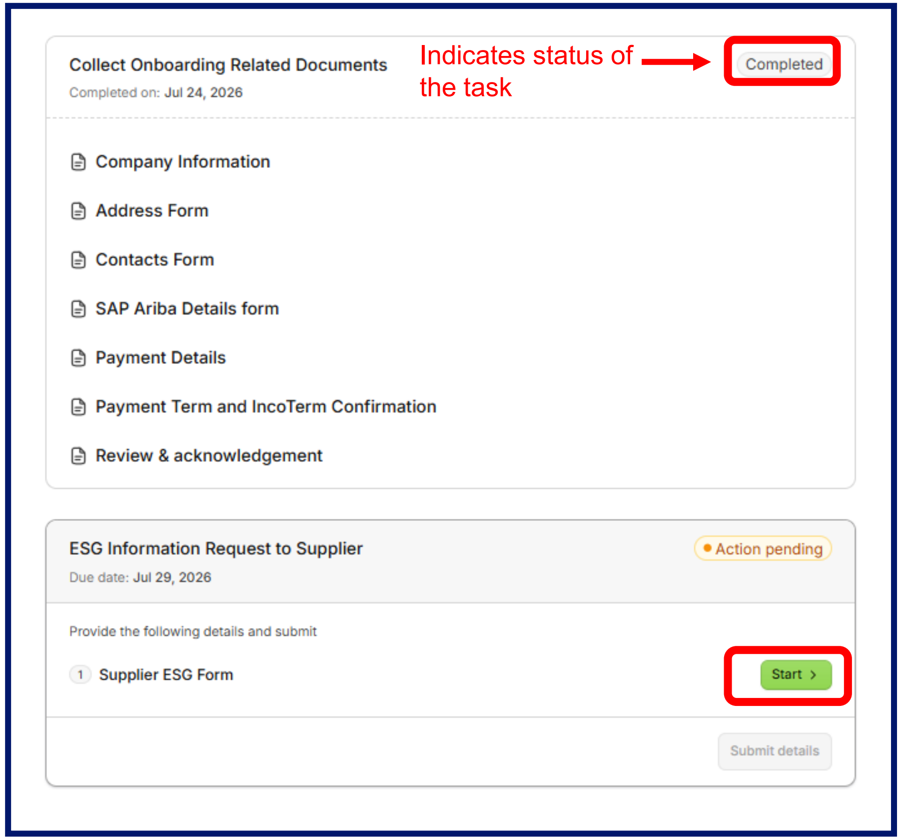
- After completing all forms in a section, a **Submit popup** appears for confirmation.
- To finish later, click **“I’ll do it later”,** then **submit details** when ready.
- Once submitted, the section is marked **Completed** and cannot be edited—only viewed.



Step-by-Step Guide to get started as a Supplier
Start ESG Information Request

25. ESG Information Request

- The **“Completed tag”** helps distinguish finished sections from incomplete ones.
- **All sections must be completed** to finalize this onboarding process.
- Start with the **“Supplier ESG Form”** to proceed with the second task.

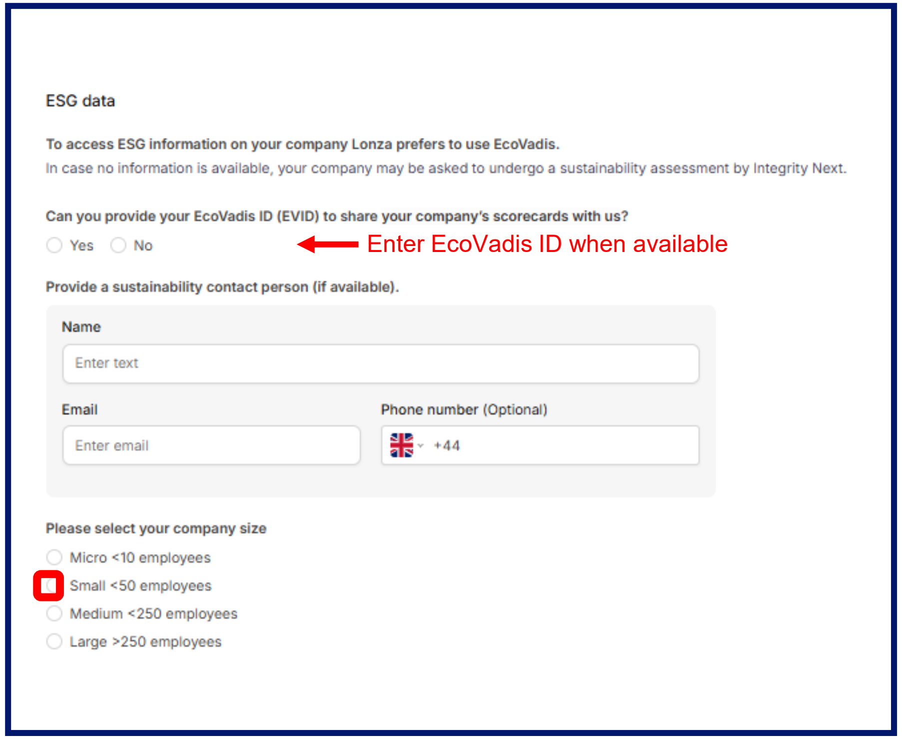


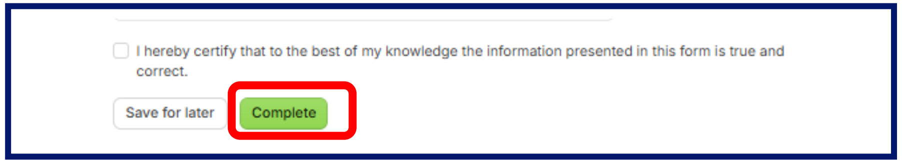
Step-by-Step Guide to get started as a Supplier

Provide available ESG Information

26. Supplier ESG Form

- Provide requested information as good as possible.
- Certify validity of information.
- **“Complete”** to finalize the request.



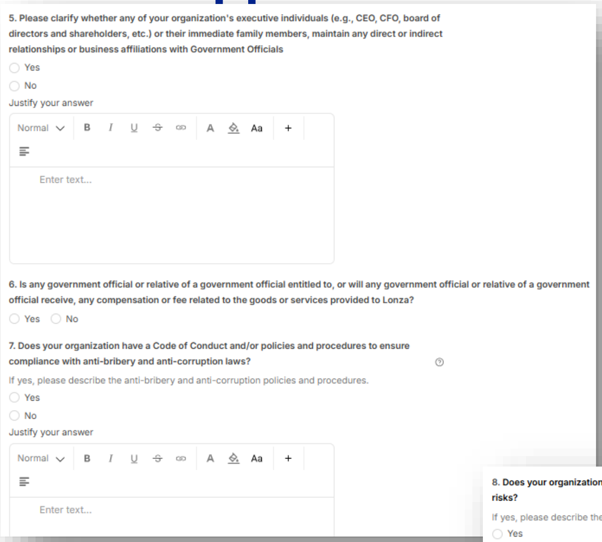


Step-by-Step Guide to get started as a Supplier

Provide available ESG Information

26. Supplier ESG Form

- Depending on the information shared by the requester when filling the ABAC(Anti-Bribery and Anti-Corruption) form, additional questions may appear .
- **“Complete”** to finalize the request.


5. Please clarify whether any of your organization's executive individuals (e.g., CEO, CFO, board of directors and shareholders, etc.) or their immediate family members, maintain any direct or indirect relationships or business affiliations with Government Officials

Yes

No

Justify your answer

Enter text...

6. Is any government official or relative of a government official entitled to, or will any government official or relative of a government official receive, any compensation or fee related to the goods or services provided to Lonza?

Yes No

7. Does your organization have a Code of Conduct and/or policies and procedures to ensure compliance with anti-bribery and anti-corruption laws?

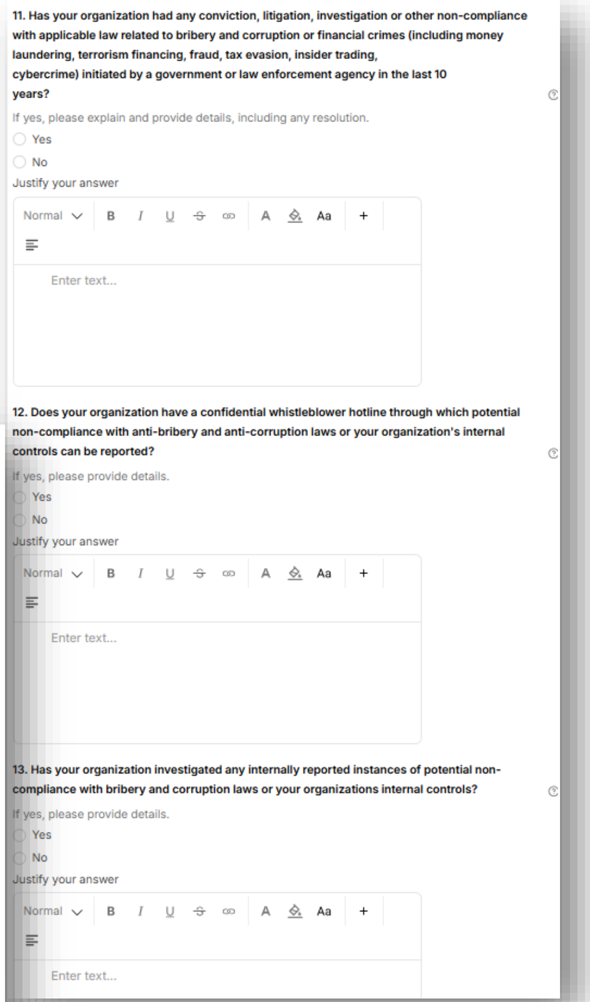
If yes, please describe the anti-bribery and anti-corruption policies and procedures.

Yes

No

Justify your answer

Enter text...


11. Has your organization had any conviction, litigation, investigation or other non-compliance with applicable law related to bribery and corruption or financial crimes (including money laundering, terrorism financing, fraud, tax evasion, insider trading, cybercrime) initiated by a government or law enforcement agency in the last 10 years?

If yes, please explain and provide details, including any resolution.

Yes

No

Justify your answer

Enter text...

12. Does your organization have a confidential whistleblower hotline through which potential non-compliance with anti-bribery and anti-corruption laws or your organization's internal controls can be reported?

If yes, please provide details.

Yes

No

Justify your answer

Enter text...

13. Has your organization investigated any internally reported instances of potential non-compliance with bribery and corruption laws or your organizations internal controls?

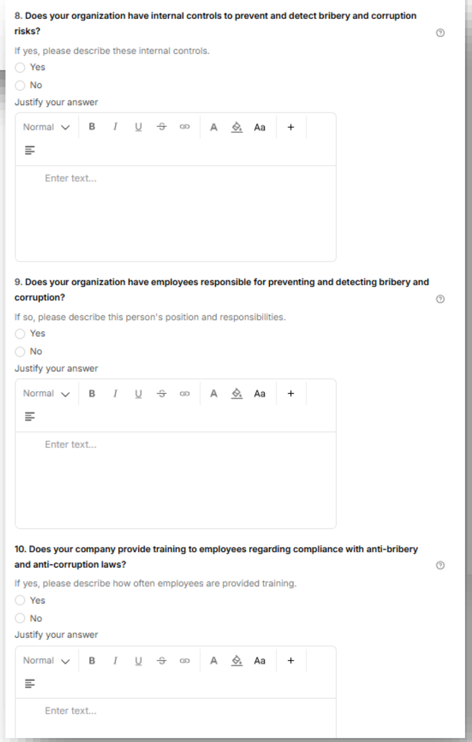
If yes, please provide details.

Yes

No

Justify your answer

Enter text...


8. Does your organization have internal controls to prevent and detect bribery and corruption risks?

If yes, please describe these internal controls.

Yes

No

Justify your answer

Enter text...

9. Does your organization have employees responsible for preventing and detecting bribery and corruption?

If so, please describe this person's position and responsibilities.

Yes

No

Justify your answer

Enter text...

10. Does your company provide training to employees regarding compliance with anti-bribery and anti-corruption laws?

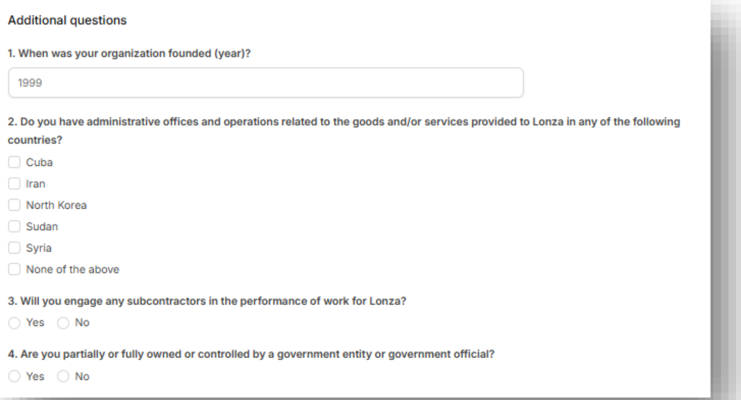
If yes, please describe how often employees are provided training.

Yes

No

Justify your answer

Enter text...


Additional questions

1. When was your organization founded (year)?

1999

2. Do you have administrative offices and operations related to the goods and/or services provided to Lonza in any of the following countries?

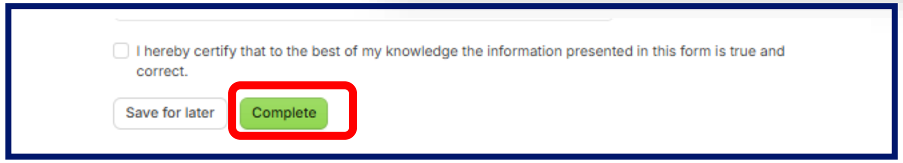
- Cuba
- Iran
- North Korea
- Sudan
- Syria
- None of the above

3. Will you engage any subcontractors in the performance of work for Lonza?

Yes No

4. Are you partially or fully owned or controlled by a government entity or government official?

Yes No


I hereby certify that to the best of my knowledge the information presented in this form is true and correct.

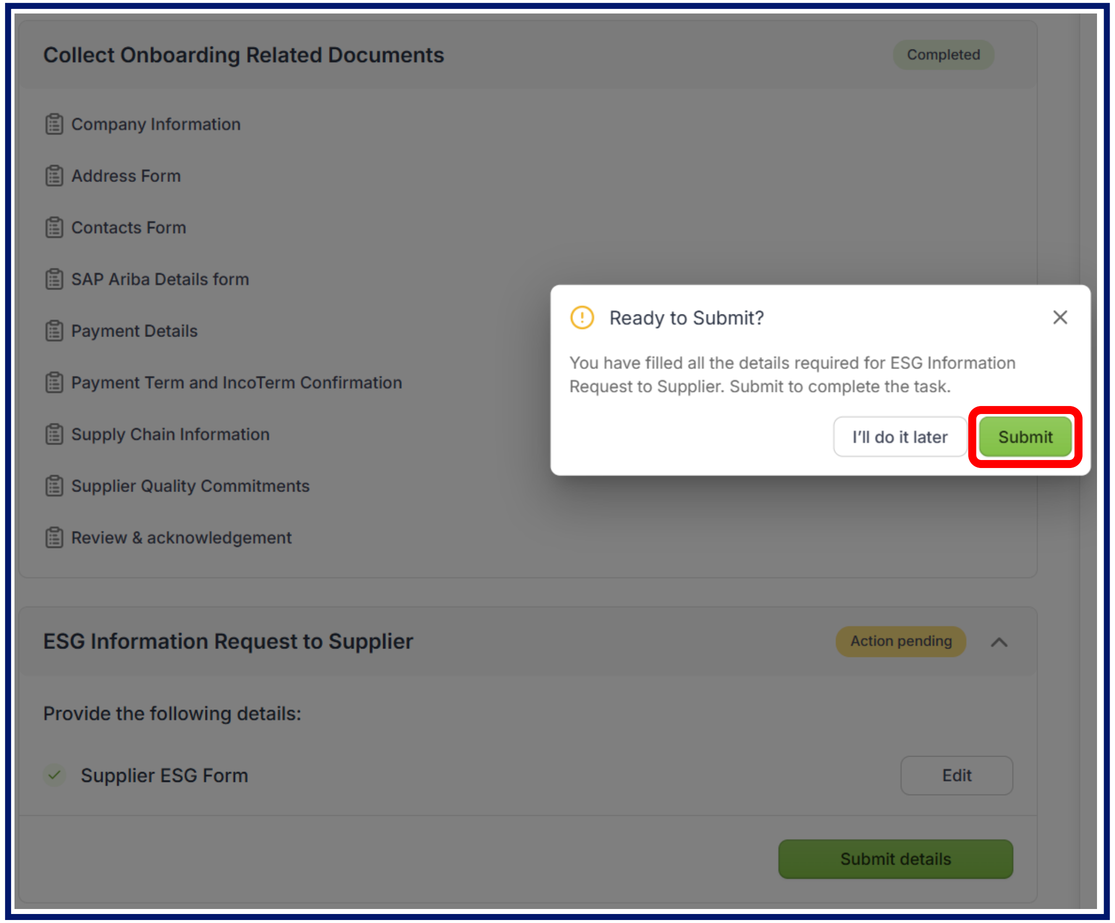
Save for later Complete

Step-by-Step Guide to get started as a Supplier

Submit ESG Information Request to finalize Process

27. Submit ESG Information Request

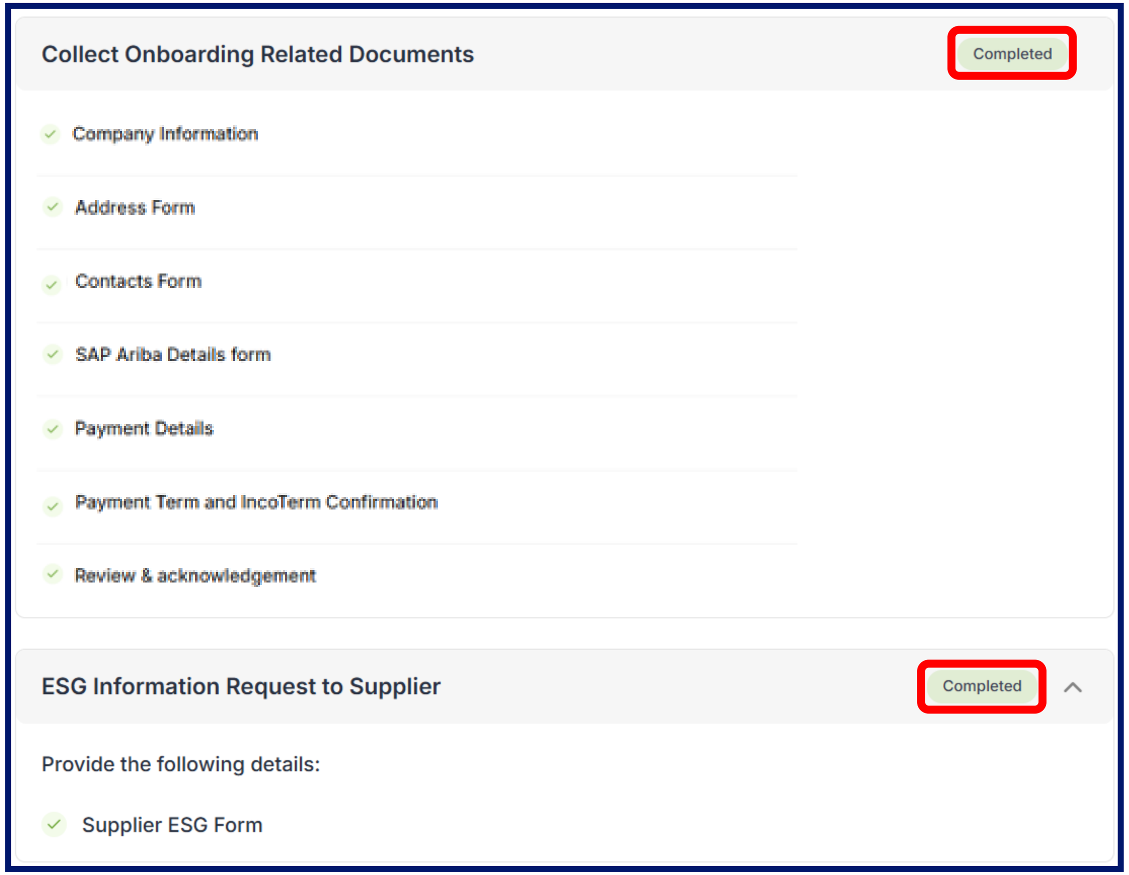
- It's essential to **complete every section** to proceed with the onboarding process.
- Only then will the information be processed for onboarding.
- Click on **"Submit"** to finalize the process. The **information can't be edited** after.



Step-by-Step Guide to get started as a Supplier
Completion Tag to confirm successful Submission

28. Completion of the Requests

- When both tasks show the **“Completed” tag**, the requests have been submitted successfully.
- This confirms that **all necessary steps have been completed** and the process is continued internally at Lonza.



We are looking forward to collaborating with you through ORO!