

Supplier FAQs

Contents

1. Access & Technical Issues.....	2
Q1. I received an email invite to provide information in SLM (ORO). Is it legitimate?.....	2
Q2. The link doesn't open / I see a blank page or error.	2
Q3. Our IT policy blocks unknown links. What should we do?.....	2
2. Data & Document Requirements.....	2
Q4. Who can see the documents I upload? Are they confidential?	2
Q5. What file formats and sizes are accepted?	2
Q6. Can I update or replace a document after completing a task?.....	2
3. Process & Workflow	2
Q7. How long does onboarding take?.....	2
Q8. How do I collaborate with colleagues?	2
Q9. How do I access a task?.....	3
Q10. What should I do if something is unclear during the task process or if I need to change the language?.....	3
4. Compliance, ESG & Support.....	3
Q11. Where can I find the Supplier Code of Conduct?	3
Q12. Why am I asked to complete an ESG/IntegrityNext/EcoVadis assessment?.....	3
Q13. Why is Lonza asking us to accept its Terms & Conditions?	3
Q14. What if we cannot accept Lonza's T&C?	3
Q15. Who do we contact for help?	3
Q16. Can we change the contact email for the invitation?	3

1. Access & Technical Issues

Q1. I received an email invite to provide information in SLM (ORO). Is it legitimate?

Yes. Invitations are sent on behalf of Lonza through the ORO platform. The email includes your company name and the Lonza requester details. If unsure, contact your Lonza contact directly. Tip: Allowlist the sender domain (do-not-reply@mail.eu.orolabs.ai) to avoid spam filtering.

Q2. The link doesn't open / I see a blank page or error.

Try opening the link in Chrome or Edge, clear your browser cache, or use a private/incognito window. If the link has expired, ask your Lonza contact to resend the invitation.

Q3. Our IT policy blocks unknown links. What should we do?

Ask for a verification email from a recognizable Lonza address and allowlist the ORO sender domain and URLs.

2. Data & Document Requirements

Q4. Who can see the documents I upload? Are they confidential?

SLM (ORO) requests only the documents needed for Lonza's due diligence (e.g., tax/bank data, ESG/quality questionnaires). Access is restricted to authorized Lonza stakeholders for the specific request. If you cannot share a document, mention this in the request comments so alternatives can be discussed.

Q5. What file formats and sizes are accepted?

Use common formats (PDF, XLSX, DOCX, PPTX, JPG/PNG) unless the task specifies otherwise. If an upload fails, compress or split the file and add a note in Comments.

Q6. Can I update or replace a document after completing a task?

Yes. As long as the task has not been submitted, it remains editable and you can upload a revised file. Once the task is submitted, contact your Lonza representative to request reopening or provide an alternative solution.

3. Process & Workflow

Q7. How long does onboarding take?

It depends on data completeness and required checks (e.g., QA or ESG). Upload all requested information promptly and respond to comments quickly to avoid delays.

Q8. How do I collaborate with colleagues?

Use the 'Invite members' option in SLM, enter the colleague's email, and click 'Start sharing'. They will receive an OTP to log in and assist.

Q9. How do I access a task?

You will receive an email with a 'Get Started' link. Click it, request a one-time passcode, and enter it to log in and access your tasks.

Q10. What should I do if something is unclear during the task process or if I need to change the language?

Use the 'Messages' option to ask questions or share documents. To change the portal language, use the Language selector in the top-right corner.

4. Compliance, ESG & Support

Q11. Where can I find the Supplier Code of Conduct?

You can find it here: [Supplier Code of Conduct | Lonza](#).

Q12. Why am I asked to complete an ESG/IntegrityNext/EcoVadis assessment?

This is required when third-party records (e.g., EcoVadis or DUNS) are missing or show higher risk. If you already have valid EcoVadis or DUNS information, include it to avoid duplicate work.

Q13. Why is Lonza asking us to accept its Terms & Conditions?

Lonza requires suppliers to agree to its standard Terms & Conditions and Code of Conduct as part of onboarding to ensure compliance and governance.

Q14. What if we cannot accept Lonza's T&C?

If you cannot accept Lonza's Terms & Conditions, discuss this with your Lonza procurement contact. If an alternative is agreed, upload your terms in the comments section for transparency. However, you must still tick Lonza's T&C checkboxes, as the system requires this step to allow the workflow to proceed.

Q15. Who do we contact for help?

Use the comments section for clarifications or contact the responsible person from Lonza directly. The responsible Lonza contact is either provided in the ORO request page, or can be found in the CC of each email sent from ORO.

Q16. Can we change the contact email for the invitation?

Yes, as outlined in Q8, you can invite another team member. To fully remove an existing user, please reach out to your Lonza contact.