

VENDOR GUIDELINE

المبادئ التوجيهية للموردين

GUIDE TO EXCELLENT SERVICE.



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1. Overview:

The palm tree is the tree of life. It has been known since prehistoric times. Its name occurs in archaeological texts and Holy Books, This blessed tree is privileged with the loving care of HH the President, Sheikh Khalifa Bin Zayed Al-Nahyan, may Allah keep him, the best successor to the best predecessor, the late Sheikh Zayed Bin Sultan Al-Nahyan, who was so keen to propagate the palm tree in all areas of the UAE.

To achieve the optimal utilization of this wealth, Al Foah Company Ilc is undertaking a paramount role in developing this vital sector so that it may become a successful economic beam in the UAE.

Our Vendor Guidelines has been developed to ensure clear and transparent single source information about Al Foah Co. Ilc Supply Chain Department. We tried to cover almost all the issues related to Supply Chain – Procurement Department.

Should you have any further queries regarding any issue or aspect of the Guidelines, please be sure to ask any queries refer to Procurement Department – Vendor Management Section.

2. Our Vision:

To bring the remarkableness of dates into the daily life of every person around the globe.

3. Our Mission:

Build a global Arabian date brand, confirming to the world the UAE's position as the center of Arabian innovation and its leadership of the Arabian Renaissance.

4. Introduction:

Date palms have been an intrinsic part of Arab life and heritage for time immemorial. Across the ages, it has been used for a multitude of necessities right from shelter amidst the harsh desert landscapes for consumption as a nutritious food. Arab Bedouins settled in palm oases, and made use of all parts of the tree and its fruit. Showcasing the UAE's ample resources of this cherished commodity is the fact that the nation is one of the top 10 date palm cultivators in the world.

Al Foah was established as a palm development company as per the industrial diversification policy of the UAE through an Emirate of Abu Dhabi Executive Council Resolution in 2005. It is a member of the Abu Dhabi-based SENAAT, one of the largest industrial conglomerates in the UAE, We are 100% Abu Dhabi Government Company.

One of its key achievements was raising productivity of the factories from 30,000 tonnes in 2005 to 113,000 tonnes in 2014, Al Foah has always placed emphasis on maintaining the best standards and adheres to ISO and HACCP quality systems and has also signed a MOU with the Environment Friends Society (EFS).

In terms of Assets, Al Foah has two world class dates processing facilities; The Emirates Dates Factory at Al Saad which was established in 1998 has an annual capacity of 65,000 tonnes of dates. The Al Marfa Dates Factory which was established in 1994 together we stand World Largest Dates Processing & Packing facility. And over it is a gem, Al Foah Organic Farm in Al Ain, the largest organic farm in the world, covers a total area of 1321 hectares, and applies the latest technologies in date palm cultivation and date production. On the agricultural front, Al Foah farm was certified organic by the Ministry of Environment and Water in 2007. Its fancy organic dates from premium quality 'Khalas' cultivar are produced and packed according to the European (ECOCERT) and American (NOP/USDA) organic agricultural systems.

Taking this ambition further, the company has established four key brands in this field: Date Crown, Al Dhafra, Al Saad and Zadina. **Date Crown** is the first global brand in its field from the UAE, which is exported to more than 46 countries across the world. Date Crown as a brand has already achieved success not just in the UAE, but also internationally in Kuwait, Qatar, Oman, Bahrain, Morocco, Yemen, India, Australia and China.

5. Our Customer Expectation:

Al Foah Co. llc Customers, ranging from small Vendors to large multinational corporations, have chosen us as a Vendor because of the speed and flexibility of its service and the reliability of the quality guaranteed products it supplies.

We also consider our supplier i.e. U.A.E. Farmers who supply us the dates, not as supplier but as our privileged Customers too, and supply chain department is dedicated to serve them and facilitate them best services and prompt payments.

This level of Customer commitment on our Company behalf means, that we can only afford to work with Committed Vendors who serve us with Best in Class product/services, the same way we do to our Customers.

Our Customers' requirements vary and are subject to change based on market conditions, competitive pressure, new product development, technological change, and organizational needs, strategies and goals.

Competitive pressure on our Customers, creates the necessity for our performance to show continuous and measurable improvement in each of the Company's key Customer requirements. And for this we rely on our Vendors.

6. Our Expectation – from our Vendors.

From the above expectation of our Customer, we can only serve better through a committed vendor. We admire the Vendors following the Best Practice in each of their process to serve us with vivacity.

Our Major Strategic Purchase Items and services are as follows.

1. Construction Project.
2. Consultancy Services
3. Manpower Services.
4. Rent a Car/Vehicle Services.

5. Air Ticketing & Room reservation Services.
6. Renting of Cold Stores.
7. Packaging and Process Lines/Machines.
8. Pallets & Crates.
9. Packaging Material
10. Office Equipment & Furniture
11. Information Technology
12. Asst. Food Items.
13. Farm Fertilizers & Equipment.
14. Special leather + wooden boxes
15. Software & Licenses.
16. Diesel & Chemicals
17. Consumables

7. Vendor Registration & Eligibility.

Request both Potential Vendors and Current Vendors to register/re-register the company with attached new Vendor Registration Form.

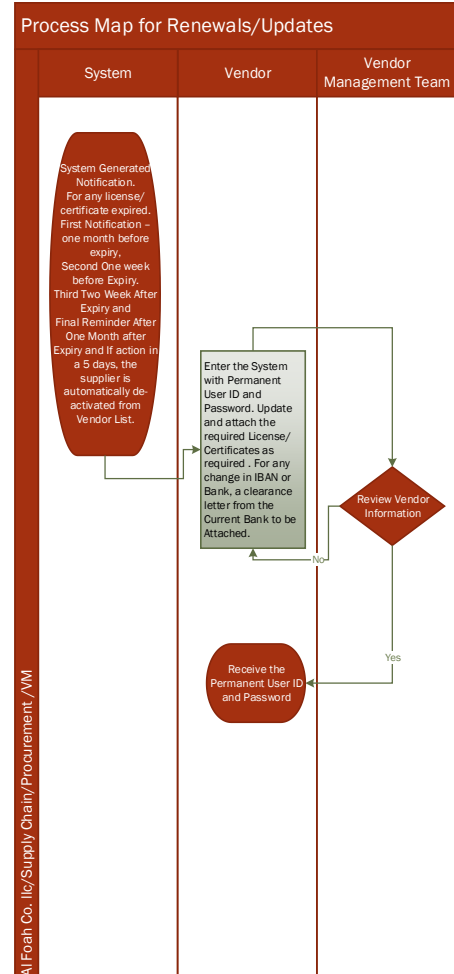
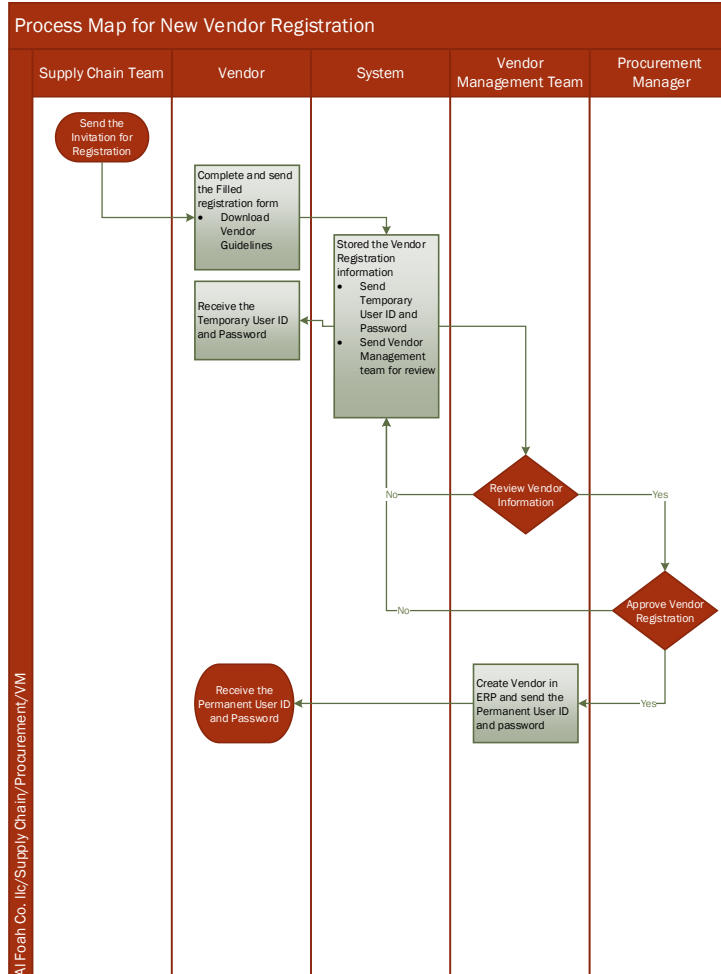
You can also check our website www.alfoah.ae for online vendor registration (the website is under repair and will be ready within approximately Two months' time). Till then it will be Manual Process through Mails.

Please make sure every information is filled in details and do attach all the requested document, if you do not have specific details do write Not Available or Not Applicable. Completing the full form increase the chance to register as Al Foah's Vendor.

Any change in information with regards to Vendor like change of Signature Authority, License Renewal or addition of items or service to License, to be entered on our website or re-send the Revised Vendor Registration Form filled again with required documents, as given the Process Mapping below.

“Please Note: Registered Vendor does not mean Al Foah promise any business, its only means that are allowed to participate in all the RFQ/Tenders within their Product range which is allowed as per your Trade License.”

Vendor Online Registration Process.



8. Insurance Requirement:

All the required insurance policy given in the Vendor Registration form had to be attached along with other documents and this is mandatory for registration process. Again if you do not have specific details on insurance do write Not Available or Not Applicable.

9. Code of Ethics:

We Al Foah co. llc will perform the purchase process/agreement/contract with highest levels of ethics and transparency in an atmosphere of a high professional impartial and competitive way.

Al Foah Employees shall abide by all the policies and procedures, observe continuous development to attract a wide base of qualified Vendors. Strictly Follow Article (9) of Law 6/2008

10. How we do business with our Vendors.

Al Foah co. llc is strictly following the Federal Law Number (6) Year 2008 (As Amended on Purchases, Tenders, Auctions and Warehouses.

RFQ Process:

This START from AED 2,000 – AED 250,000 – And quotation can be sent by hand (closed envelope) or by e-mail upon approval either Contract/PO will be issued with delivery schedules.

Tender Process:

Upon receiving the Invitation either directly or on website or online tender site or News Paper, Registered Vendor can participate by paying the due Tender Fees.

Tender Documents consist of Terms & Conditions, Technical details, BOQ, Evaluation Criteria. Etc.

As part of tender process every Tender has Pre-bid Meeting/Conference where all the bidders are invited to get introduction of Al Foah Co.llc and get their query cleared.

Opening of All Tenders are done by Tender Opening Committee strictly following the policy and procedures.

Technical Evaluation of the Bid will be clear and transparent and as per the Tender Evaluation Criteria given in the Tender Documents. Sample submitted will be on FOC basis.

Each Bidder will be informed on their Technical Bid Approval/Rejected and successful bidders will be invited to present at Financial Bid Opening Day.

Tender Opening Committee does not open any financial Bid if the Tender Bid Bond is not submitted and even be rejected totally.

After Final Evaluation the winner will awarded with Price Agreement/Contract/Purchase Order and will be asked to submit 10% Performance Bond. The unsuccessful Bidders will be sent Regret Letter.

Pre-qualification Audit are done for new Vendors and **Period Audit** are done for Current Supplier

For any queries do contact person in contact given in the Tender Document.

Sample of Tender Terms & Conditions are given in the Appendix, this is subject to change for each project/tender.

11. Receiving of Goods and Services.

Vendors are requested to take care extra care to know the exact warehouse location which is mentioned in the PO.

Receiving of Goods:

Approved quality goods to be delivered to respective Warehouse submitted along with the copy of the purchase order and original delivery order/note. And Submit the Original Invoice along with PO copy and DO copy to Al Foah Customer Service at Al Saad.

Warehouse Timing : 8 am -5 pm (2-3 pm break) Saturday to Thursday.

Customer Service Timing : 8 am to 3 pm – Sunday to Thursday

Receiving of Services:

Approved quality to be signed by End User On the Work Order and to be submitted along with Original Invoice and PO to Al Foah Customer Service at Al Saad.

12. Follow up of payments:

Al Foah Co. llc regular payment terms are from 60-90 days. The Vendor before the due date should send the Statement of Account (SOA) directly to Finance Department, concern buyer shall provide the concern person in Finance department. Do make sure all your invoices and received payments to be reconciled to avoid unnecessary payment follow-up.

13. **Vendor Performance/Evaluation** will be done on regular basis and the vendor will be informed about at the end. (Vendor Performance/Evaluation Form attached in Appendix)

14. **Vendor Appreciation and Rewards:** Al Foah Co. llc rewards the best product/service provider and consider them as Strategic Partner and give Awards.

15. **Purchase Order Terms and Conditions:** (as explained in Appendix.)

16. **Contract Terms & Conditions:** As we are 100% Government Company is mandatory for us to do all our Contracts in Arabic (do find attached the copy in appendix.

17. **Non-disclosure Agreement:** All Vendor are requested to sign and stamp this Agreement upon receiving.

18. **Vendor Guideline “Read and Sign” Acknowledgement:** All Vendors are requested to sign and stamp by filling the requested details to confirm/Acknowledge that they have read the Guidelines.