**Why did QatarEnergy produce the Supplier Principles of Conduct document?**

As a responsible leader in the energy sector, QatarEnergy sets and expects a high standard of ethical leadership, sustainable business practices and operational excellence. QatarEnergy published this document to further communicate these expectations and clearly outline xthe requirements for doing business with us.

**Are these Supplier Principles of Conduct different from QatarEnergy’s existing Code of Conduct and Foundational Policies?**

The Supplier Principles of Conduct embodies QatarEnergy’s Values and is derived from its existing Code of Conduct and Foundational Policies. As such, it does not contain any new, additional or different requirements for suppliers. Rather, it is a helpful and concise guide specifically designed to help all suppliers and potential suppliers better understand QatarEnergy’s expectations for doing business with us.

**What do you mean by the comment “we expect you to uphold these principles”?**

As a valued supplier to QatarEnergy, we expect you to support us in our commitment to ethical leadership and to familiarize with and observe the six principles outlined in the Supplier Principles of Conduct.

**What if I can comply with some principles, but not all of them?**

QatarEnergy understands that some suppliers may be on a journey to fully meet the expectations outlined in the Supplier Principles of Conduct. QatarEnergy encourages all suppliers to reach out to us if they have any concerns regarding your obligation to meet the principles outlined in the document. You can do so by sending an email to supplierrelation@qatarenergy.qa and proving us with an overview of your concern or question.

**Are all these principles equally important?**

Yes, all six key principles detailed in the Supplier Principles of Conduct are important to QatarEnergy. Adopting all the principles is a requirement to doing business with us.

**How do I know if I am aligned with these principles?**

QatarEnergy encourages its supplier to carefully review and analyse this document and other relevant materials available on the QatarEnergy website. We also encourage consultation with your professional and/or legal advisors in terms of your compliance with Qatar's legal and regulatory requirements, and your contractual obligations to us.

**Does compliance to the Supplier Principles of Conduct mean additional costs for the suppliers?**

QatarEnergy’s vision is to be one of the best energy companies in the world. This means that it continually invests to improve its operations and processes. This also means that it requires high standards from all its valued suppliers and that collectively, we will all benefit from doing the right thing, in the right way all the time.

**Does a supplier get a commercial advantage if it adopts these principles?**

Adherence to the Supplier Principles of Conduct is a requirement for doing business with QatarEnergy. It is part of QatarEnergy’s fair and rigorous procurement process and evaluation of its supply-chain. QatarEnergy maintains strong business relationships with suppliers who are committed to these principles of conduct throughout their own operations and supply-chain. It should be noted however that a commercial advantage may exist, should a supplier possess ICV Certification as highlighted in Section 6 of the document.

**Where can I get more information on these Supplier Principles of Conduct and all other areas of compliance?**

All relevant information and documents are publicly available on our website, specifically under our [Supply Management](https://www.qatarenergy.qa/en/SupplyManagement/Pages/Vendorregistration.aspx) and/or [Governance](https://www.qatarenergy.qa/en/whoweare/governance/Pages/default.aspx) webpages. You can also reach us via email supplierrelation@qatarenergy.qa . You should reach out to your own professional and/or legal advisors in terms of your compliance with Qatar legal and regulatory requirements, and your contractual obligations to QatarEnergy.

**As a supplier, how can I ensure that my own suppliers and contractors are aligned with these principles?**

QatarEnergy encourages all suppliers to align their own supply-chain with these principles. We ask you to share QatarEnergy's Supplier Principles of Conduct with your suppliers by directing them to the QatarEnergy website and speaking with them regarding our mutual expectations and what it means to all of us.

**Vendor Registration**

**What is Mushtaryat Portal?**

[Mushtaryat Portal](https://mushtaryat.qatarenergy.qa/)  is the new Electronic Procurement System implemented by QatarEnergy. The Vendor e-Registration system erstwhile used is completely migrated to the new mushtaryat portal.

Other processes like Sourcing (RFQs and e-Tenders) and Procure to Pay modules will be launched in a phased manner.

**What is the process of Registration and where to find guide and related information?**

Refer to [Vendor Registration page](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/web/registration.jst)  in Mushtaryat Portal .

**Is there any fee to be paid for registration or to use Mushtaryat Portal?**

No. Registering with QatarEnergy and the use of Mushtaryat Portal is free of cost and nothing is payable. Do not fall victim to scam emails.

**Who is required to register using Mushtaryat Portal?**

Any Supplier, Contractor, Service Provider, Manufacturer, Consultants who would like to do business with QatarEnergy by participating in RFQs and Tenders or execute an awarded Contract/Agreement, Purchase Orders or submit invoice and receive payments for the provided Services as per the requirements of QatarEnergy.

**I’m already a registered Vendor with QatarEnergy and I have a Vendor Code. Why do I have to register in the Mushtaryat Portal?**

The Supplier Registration within Mushtaryat Portal is designed based on QatarEnergy’s new compliance framework and Know Your Supplier Questionnaire (KYS). Submission of all the KYS information ensuring the information remains valid and upto date is mandatory to continue doing business with QatarEnergy.

Mushtaryat Portal will be soon used for Sourcing (RFQs and e-Tenders) and Procure to Pay processes and hence this registration is mandatory.

**Can I use the same login credentials of earlier e-Registration system to access Mushtaryat Portal?**

No, Login credentials for Mushtaryat Portal are different. Login credentials are created by your company’s superuser while registering in Mushtaryat Portal.

**Can I add multiple users to access Mushtaryat Portal?**

Yes, your company’s super user can add other company users to access the Mushtaryat Portal. Refer to [Vendor Guide](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/attach/supplier_registration_guide.pdf)  on How to add Users.

**I want to register as a new Vendor, what should I select as Purpose of Registration?**

Select Option 1 “To Participate in Tenders & Procurement” only if you want to participate in procurement activities managed by Supply Chain Department.

Select Option 2 “Required by Finance to Submit Invoices for Payments only” if you are a direct service provider and you are asked by Finance Department to do so.

Select Option 3 “Hydrocarbon Supplier” if you are asked by Marketing Department to do so.

If you are selecting Option 1 or 3, no need to select option 2.

**Is agreeing to User Agreement mandatory. What to do if certain clauses in Agreement are not acceptable or requires correction?**

QatarEnergy User Agreement for e-Procurement is mandatory and non-negotiable. Acceptance is mandatory.

**I forgot my login password. What should I do?**

To reset your login password, please press the 'Forgot your Password?' Button available on Mushtaryat Portal home page and then enter the User Name and Email to receive link for resetting the password.

**We no longer have access to the registered email address or the Super User left the company. What is the procedure for changing the Super User in Mushtaryat Portal?**

If you have the User ID and Password, you can directly login to the Mushtaryat Portal and then make the necessary change to user details. Otherwise, you may contact the helpdesk, details available in home page.

**Who should I contact in case of any system issues on Mushtaryat Portal?**

You may contact the helpdesk, details available in home page.

**The Vendor Registration Notification states that “This does not constitute Vendor pre-qualification or product approval”. How can I get pre-qualification or product approval in QatarEnergy?**

There is no general “Products Approval” in QatarEnergy. The technical evaluation team will individually evaluate all received offers based on the required specifications. The emailed notification is simply for registration with QatarEnergy only.

**What is the Registration Expiry procedure?**

The company registration expiry date is a reflection of the Commercial Registration expiry date for local companies. The expiry date for overseas companies is either as listed in their commercial registration or after 5 years, whichever comes first.

**How can I participate in QatarEnergy Tenders and receive tender documents?**

Please click on the following link to learn more about the QatarEnergy tendering process: [https://qatarenergy.qa/en/SupplyManagement/Tenders/Pages/default.aspx](https://qatarenergy.qa/en/SupplyManagement/Tenders/Pages/default.aspx%E2%80%8B)

**What happens to current e-Tender Fee System (ETFS)?**

The ETFS will be continued to be used for paying Tender Fee if applicable and download public Tender documents. The login credentials remains same as before and it is different from Mushtaryat Portal.

**We have confirmation from the Vendor Registration Mushtaryat that our account is already active, but our account for Tender Purchasing is not active, we are not able to open the tender portal.**

The ETFS will be continued to be used for paying Tender Fee if applicable and download public Tender documents until further advice. The login credentials are different from Mushtaryat Portal. If you are a newly registered Vendor and not in possession of login credentials for ETFS, please contact supplierrelation@qatarenergy.qa

**What are the steps for registration renewal and updating an expired commercial registration or for revising any other information in Mushtaryat Portal. Why KYS is not editable?**

Company information, on completion of all mandatory information and submission to QatarEnergy is not editable by default unless enabled by QatarEnergy. Use the Messages area available under Home Dashboard <> Qualification Assessments to communicate and request to allow editing of applicable sections.

**Is it required to update information periodically or when there is any change?**

In order to sustain the business relationship between QatarEnergy and the Vendor, all documentation should remain valid and resubmitted through the QatarEnergy online Mushtaryat portal in the event of expiry or change. Failure to ensure adherence and compliance to the said requirement may regretfully result in QatarEnergy reserving its right to temporarily limit business activities with the Vendor until such time as the requirement has been met.

**I have received a notification asking to update submitted details, how to access, edit and submit?**

Access using the Editable Assessment available under Home Dashboard to complete the requested updates and submit by return to buyer option available under Editable Assessment.

**How can we change our company’s bank account details?**

Any request to change the nominated bank account or account information must be submitted by uploading the following documents:

* Official letter issued by the concerned bank identifying the company’s name exactly as in CR, Account Number, Address, Banking Currency, SWIFT Code and IBAN number.
* No Objection Certificate from the existing bank.

**Do we need to have all our documents translated into English?**

For legal reasons, all submitted documents must be in English language, and any Arabic document must be translated into English by an official sworn translator.

**Who is Jaggaer and why we receive notifications from them?**

The mushtaryat e-Procurement system is provided by Jaggaer,USA as a cloud SaaS to QatarEnergy. The notification emails issued by the system will be from Jaggaer with clear identification of Buying Organisation : QatarEnergy

**How can I apply for inclusion in Projects Preferred Manufacturers List (PML)?**

Refer to [related page](https://www.qatarenergy.qa/en/SupplyManagement/Pages/ProjectsPreferredManufacturerslistPML.aspx)  in QatarEnergy website.

**Is it possible to select multiple Material and/or Service Categories?**

Yes, any number of categories can be selected. For each category selected, additional information required should be provided.

It is suggested to select only one or two main material and/or service category while completing the registration first time. Categories can be added or removed subsequently by accessing My Categories section from Home Dashboard. Refer to [Vendor Guide](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/attach/supplier_registration_guide.pdf) .

Notification of Registration does not confer any approval or pre-qualification status to any Category. The award of any business by QatarEnergy will be a result of established procedures for Tendering, bidding, evaluation, and award.

**How to deselect Category?**

Categories can be added or removed by accessing My Categories section from Home Dashboard. Refer to [Vendor Guide](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/attach/supplier_registration_guide.pdf) .

During the registration stage, it may not be possible to deselect the category. Please contact Helpdesk for assistance. It is suggested to select only one or two main material and/or service category while completing the registration first time.

**Who should sign Documents requiring signature?**

These documents requiring signatures should be signed by Authorized Signatory listed in Qatar Computer Card or Power of Attorney, preferably using Docusign or equivalent.

**Is it required to submit hardcopies to complete registration?**

No. All documents required should be uploaded against respective sections/questions as direct digitally signed documents or clearly scanned documents, if not digitally signed.

**What are the mandatory documents that shall be uploaded for registration?**

Documents marked with \* are mandatory. Refer to [Vendor Guide](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/attach/supplier_registration_guide.pdf) .

**What is the difference between Company Ownership and Ultimate Beneficial Owner(s) (UBO) - Company/Corporation?**

Refer to [Vendor Guide](https://mushtaryat.qatarenergy.qa/esop/qat-host/public/qatarenergy/attach/supplier_registration_guide.pdf) .

Company Ownership : Provide details of all direct or intermediary owners, shareholders (institutional or individual) or holders of the voting rights of the Company or names of any individual(s) who otherwise exercise control over the management of the Company.

Ultimate Beneficial Owner(s) (UBO) : Provide details of all beneficial owners of all shareholding entities to the level of either individuals and/or publicly-listed companies who ultimately owns or controls the corporate entity.

**What is KYS for Tender?**

KYS for Tender is mandatory additional information required to be submitted along with every Bid. Access Organisation Profile >> Profile Data from Home Dashboard to update the KYS for Tender Questionnaire prior to submission of any Bid.