



اينوك  
enoc

Emirates National Oil Company Ltd. (ENOC) L.L.C.  
ENOC Complex, Sheikh Rashid Road

P.O. Box: 6442, Dubai, United Arab Emirates  
Tel: +971 4 337 4400  
Fax: +971 4 313 4440

[enoc.com](http://enoc.com)



اينوك  
enoc



# ENOC Group Supplier Manual

2018 Edition

# Contents

<b>Purpose</b>	<b>4</b>	<b>Tenders</b>	<b>14</b>
<b>Disclaimer</b>	<b>5</b>	<b>iSupplier</b>	<b>16</b>
<b>ENOC Group Vision, Mission, and Quality Statement</b>	<b>6</b>	<b>About iSupplier</b>	<b>16</b>
<b>Vision</b>	<b>6</b>	<b>Supplier login and registration</b>	<b>16</b>
<b>Mission</b>	<b>6</b>	Supplier Login	16
<b>Quality Statement</b>	<b>6</b>	Supplier Registration	16
<b>Message from the Group CEO</b>	<b>7</b>	<b>Important notes</b>	<b>18</b>
<b>Message from the Executive Director</b>	<b>8</b>	<b>ENOC Supplier Code of Conduct</b>	<b>22</b>
<b>Message from the Group Procurement and Contracts Director</b>	<b>9</b>	<b>ENOC Standard Terms and Conditions of Purchase</b>	<b>24</b>
<b>About ENOC Group</b>	<b>10</b>	<b>Green procurement</b>	<b>26</b>
<b>ENOC Group subsidiaries</b>	<b>10</b>	<b>Strategic Suppliers Recognition Awards</b>	<b>28</b>
ENOC Group at a Glance	11	<b>About the awards</b>	<b>28</b>
<b>ENOC Group's Procurement and Contracts Department</b>	<b>12</b>	<b>2018 winners</b>	<b>28</b>
<b>Department key objectives</b>	<b>12</b>	<b>Special awards</b>	<b>29</b>
<b>Department overview</b>	<b>12</b>	<b>Connect with GPC</b>	<b>29</b>

## Purpose

This manual has been created to assist our partners in understanding purchasing expectations and quality requirements for products and services supplied to Emirates National Oil Company (ENOC). It provides information and support to current and potential suppliers, vendors, contractors and consultants who wish to partner with the organisation and its subsidiaries to supply goods or services through the Group's Procurement and Contracts (GPC) Department.

At ENOC Group, we value our partners' contribution towards delivery of products and services and appreciate the value these strategic partnerships add to our business and community.

As suppliers, vendors, contractors and consultants are responsible for providing quality products and services, on time and with optimal costs, this document is applicable both for existing ENOC Group partners, as well as for companies desiring to enter into partnership with our organisation. We welcome new suppliers, vendors, contractors, and consultants; we encourage competition and conduct transparent procurement processes to ensure best value is achieved.

This manual is intended to provide guidance on building supplier relationship management that meet our organisation's requirements; however, it does not overrule any signed agreements, project specific documentation, purchase orders, drawings, specifications, and/or instructions applied to specific products or services in detail. When circumstances dictate, details of this manual may be modified to comply with procurement requirements.

The aim of the manual is to trigger continual improvement in strategic partner relationship management to ensure best quality is delivered to ENOC Group by reducing variations and eliminating waste in the supply chain. Through implementation and adherence to the standards stated herein, we look forward to a long and mutually beneficial relationship with our partners.

## Disclaimer

This manual is offered for guidance purposes only and does not replace Procurement and Contracts Policies and Procedures, or the specifications, terms or conditions in tender documents of Emirates National Oil Company (ENOC). It is intended to provide guidance on building partner relationship management for the Group's requirements, and serves as a general overview of its expectations from existing and potential suppliers, vendors, contractors and consultants.

This manual is kept up to date through routine revisions. ENOC Group reserves the right to make modifications to this manual and publish a revised edition without prior notice. Such modifications will become effective on the date of issuance.

Published by ENOC Group's Procurement and Contracts Department.



## ENOC Group Vision, Mission, and Quality Statement

### Vision

To be an innovative energy partner, delivering sustainable value and industry leading performance.

### Mission

To deliver world-class sustainable and integrated energy solutions. We do so by striving for excellence in operations, innovation and happiness for our employees, customers and partners.

### Quality Statement

ENOC Group's Procurement and Contracts Department (GPC) aims to build strong collaborative relationships with its contractors, suppliers, and service providers, to run its operations and deliver its projects.

Our Supplier Code of Business Conduct underpins our expectations of our partners; and we will work with those who strive for quality, innovation, and sustainability while complying with all legal, environment, health and safety regulations.

Providing world-class customer service, implementing the latest innovations and technologies, and consistently applying best practice are key strands of ENOC's commitment to the UAE's social and economic development. Since inception, ENOC has made a significant contribution to Dubai's continued drive towards economic diversification and sustainable development.



## Message from the Group CEO

As a leading energy player servicing thousands of customers in over 60 markets, we recognise that our business partners are an important part of helping us honour our commitment to provide the energy behind Dubai and the UAE's development.

ENOC interacts with almost every aspect of Dubai and the UAE's socioeconomic development, and this premise guides every choice and critical decision we make. Procurement is an important task directly linked to financial results, and in working with suppliers, we are committed to being an excellent partner, consistent with a desire to be an innovative energy partner, delivering sustainable value and industry leading performance.

Our guiding principles continue to be at the core of how we conduct business, operating with the highest levels of integrity and respect, and with an unwavering dedication to safety and the environment.

We are wholly-owned entity of the Government of Dubai; therefore, our objectives are aligned with key government developmental aims for the Emirate and the country. To deliver on these objectives we strive to establish long-term and mutually beneficial business relationships with key suppliers that can help us in our mission to continue to work diligently to contribute to the country's progress.

We remain dedicated to meeting our objectives, and with the right partnerships, we can.

### H.E. Saif Humaid Al Falasi

Chief Executive Officer  
ENOC Group



## Message from the Executive Director

Suppliers have been – and still are – an integral part of ENOC's journey. Since its inception in 1993, the Group has evolved from a local oil and gas player to a global operator across various aspects of the energy sector value chain.

ENOC is a resilient and ambitious organisation, which is why we recognise the value of collaboration and alliance with suppliers, vendors, contractors and consultants inspired by our purpose. As we continue to supply domestic energy propelling Dubai and the UAE into the future, our aim is to work closely and tirelessly with partners invested in our quest to build on our domestic success, as well as to continue to expand in international markets.

Establishing long-term partnerships can yield tremendous benefits such as facilitating innovation through continuous improvement initiatives, and allowing room for better forecasting and fulfilment of ongoing contracts. Our organisation looks to build strong relationships that support open communication and great collaboration; providing opportunities for negotiations, improvement of overall quality and performance, and most importantly, visibility into what is critical to all stakeholders.

### Hesham Ali Mustafa

Executive Director, Shared Services Centre, Group HR and New Business Development.  
ENOC Group

At ENOC, we treat our partners fairly, based on objective factors, without bias, personal preferences, or interest. Innovation and excellence in operations is what we strive for, and we continuously aim to increase the happiness and satisfaction of our employees, customers and partners as we work to deliver world-class sustainable and integrated energy solutions.

In all our procurement dealings, we act in compliance with applicable laws, regulations, as well as our Group's values, principles, and policies; in return, what we expect of partners is an uncompromised commitment to safety, quality, deliverables, and compliance with agreed terms.

We thank all our partners for their continued patronage and future collaborations.

## Message from the Group Procurement and Contracts Director

Successful 'Supplier Relationship Management' delivers great opportunities as it results in faster time to market, transactional efficiency, higher competitiveness, better risk management, and mutual financial benefits.

In line with our national agenda and organisational goals, ENOC Group's Procurement and Contracts Department aims to incorporate solutions that support environmental sustainability and promote energy efficiency. As part of our commitment to support government sustainable goals, we established a Green Procurement Committee to look into opportunities to contribute to Dubai's Green Procurement Agenda by ensuring sustainable long-term supply and to reach the ambition of our purpose, especially to continually reduce our impact on the planet's resources.

As we continue to embrace a culture of integrity through our Code of Business Conduct and Supplier Code of Conduct, we hold our suppliers' conduct to high standards, and expect the highest level of business conduct from suppliers, vendors and contractors. It is imperative that our partners maintain transparency and commit to continuous improvement to reach higher standards.

### Abdulsalam Al Hammadi

Director, Group Procurement and Contracts  
ENOC Group

## About ENOC Group

ENOC is a leading integrated international energy player, operating across the energy sector value chain.

As a wholly-owned entity of the Government of Dubai, ENOC owns and operates assets in the fields of exploration and production, supply and operations, terminals, fuel retail, aviation fuel and petroleum products for commercial and industrial use – the Group is integral to the Emirate's success.

ENOC's general business operations include automotive services, non-fuel food and beverage retail, and fabrication services. Servicing thousands of customers in over 60 markets, the Group employs a workforce of over 11,000 employees and is deploying its world-class customer service, latest innovations and technologies, and best practices to empower the UAE's social and economic development.

For more information about ENOC, visit [enoc.com](http://enoc.com)

## ENOC Group subsidiaries

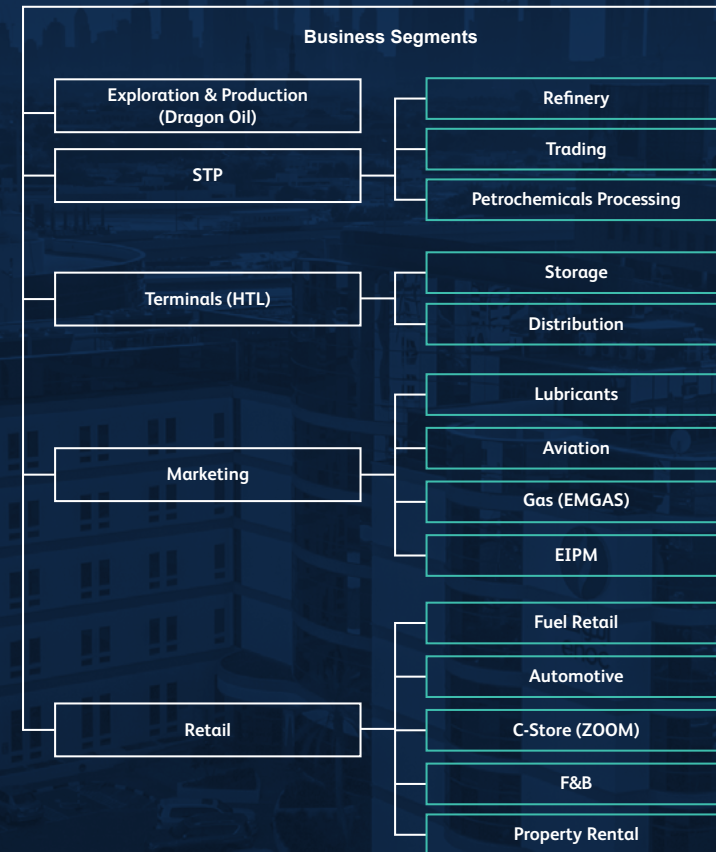
Over the past 30 years, ENOC has evolved from a local oil and gas player to a diversified and integrated international operator with industry-leading operations across all major aspects of the energy sector value chain.

The Group operates two business arms – energy operations and general services. The energy business comprises exploration and production, supply trading and processing (STP), terminals, fuel retail, aviation, and products.

Beyond oil and gas operations, ENOC has established a solid presence in related fields and subsidiary enterprises. Current activities include convenience store franchises and automotive services.

In total, the Group has more than 30 related subsidiaries involved in refining, lubricant blending, storage, aviation, and retail. It serves tens of thousands of customers across 60 markets, with a workforce of over 11,000 employees.

## ENOC Group at a Glance









## About iSupplier

ENOC Group's iSupplier portal is the enterprise application that structures all supplier communication through a secure internet-based portal.

Phone calls, faxes, and emails waste time, introduce errors, and create latency in your supply chain; therefore, this powerful platform for online collaboration, enables ENOC and its suppliers to become more efficient. Suppliers can access the latest information, including purchase orders, delivery information, and payment status through the portal. This rich two-way collaboration enables our suppliers to submit change requests, ship notices, payments, and profile data.

For any further clarification, please kindly contact: [vendor.registration@enoc.com](mailto:vendor.registration@enoc.com).

## Supplier login and registration

### Supplier Login

Registered partners are provided with login credentials to access their accounts.

Suppliers, vendors, contractors, and consultants must take reasonable precautions to prevent unauthorised access to their iSupplier account. Only a single user name and password is issued per supplier. Limiting access helps prevent unauthorised usage by other parties. A partner must immediately notify ENOC Group if they become aware of any loss or theft of password or any unauthorised use of their account. ENOC Group cannot and will not be liable for any loss or damage arising from a partner's failure to comply with these obligations. ENOC Group reserves the right to delete or change (with notice) a user name or password at any time and for any reason.

- Registered partners, please click [here](#) to access your iSupplier account
- Prospective suppliers, please click [here](#) to register.

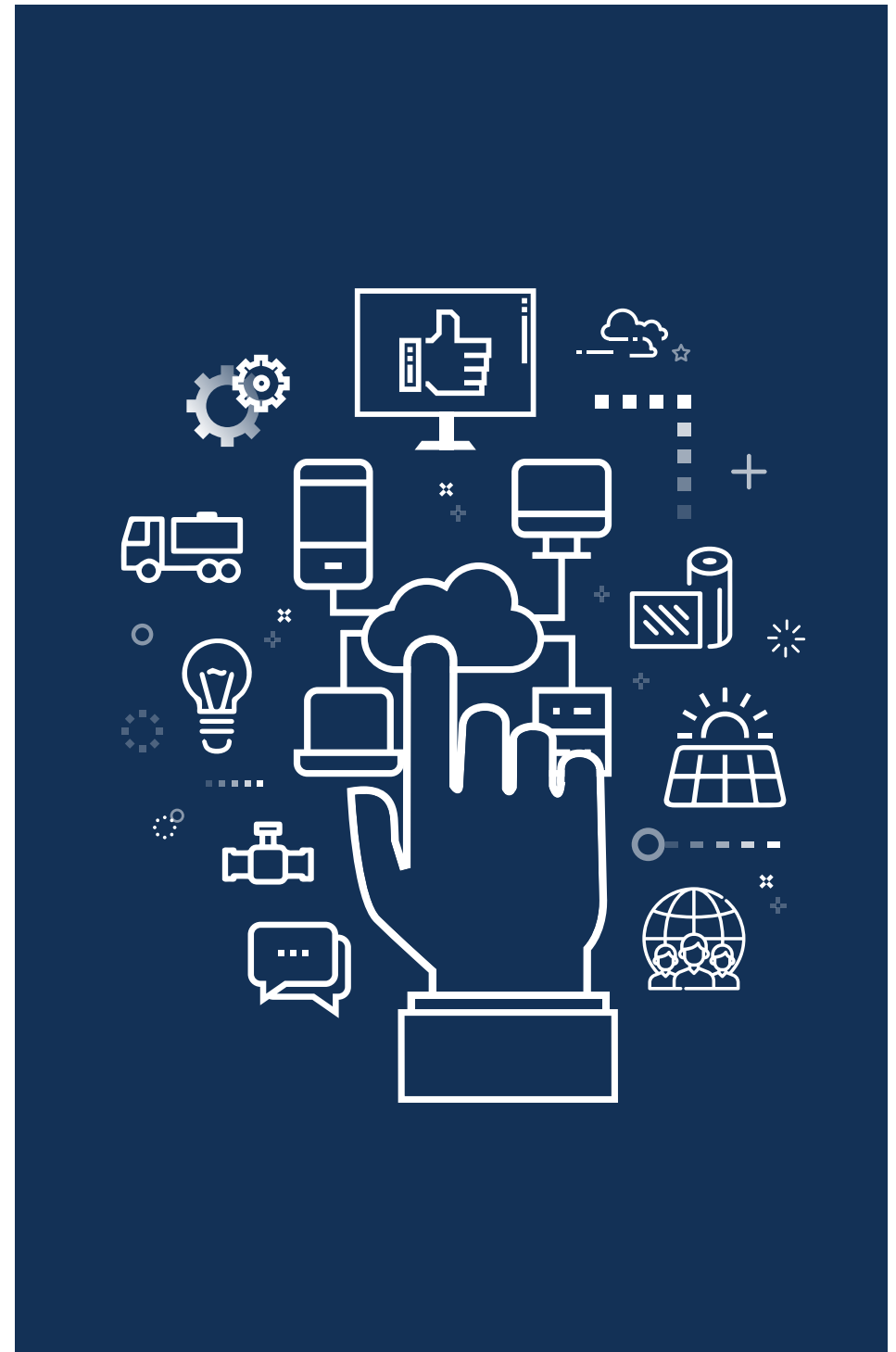
### Supplier Registration

Suppliers, vendors, contractors, and consultants who are interested to work with ENOC Group are required to register their company through the website [www.enoc.com](http://www.enoc.com) (under 'Contractors & Suppliers').

To register, terms and conditions must be accepted before proceeding to provide relevant information such as relevant company incorporation documents, company profile, quality certificates, and finance statement.

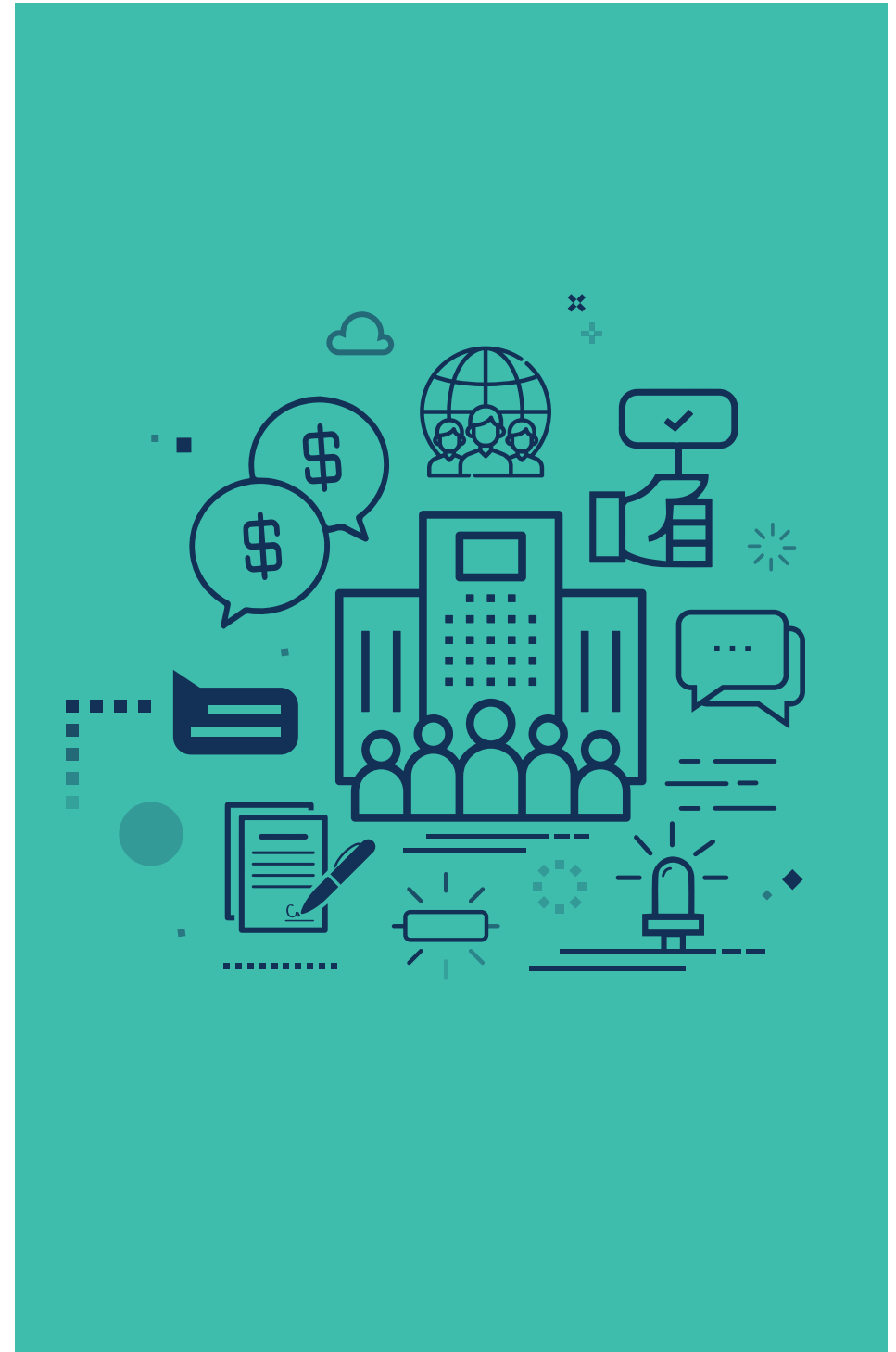
Suppliers, vendors, contractors, and consultants who have applied for registration shall remain in ENOC Group's potential list for sourcing activities, and should their business profile meet our requirement, further qualification exercise with additional documentation, and site visit may apply.

Approved suppliers, vendors, contractors, and consultants are provided with user name and password to manage/update their profile/information and interact with ENOC for related activities through iSupplier Portal.



## Important notes

- Please note that ENOC Group no longer accepts physical submission of registration documents.
- Online registration requests will be assessed and evaluated. Applicants will be requested to provide further documents depending on the product or service requirements. All suppliers, vendors, contractors, and consultants – registered or in the process of registration – are required to submit a trade license or certificate of incorporation, and a certified bank letter confirming their banking details.
- For requests to change login credentials or banking details, a formal company letter signed by the authorised signatory must be submitted through the iSupplier portal.
- Submitted registration requests do not automatically make applicants registered partners with ENOC Group. Prospective suppliers, vendors, contractors, and consultants may or may not be contacted by our Procurement and Contracts Department depending on the outcome of evaluation by our specialists.
- Applicants will receive a user account and password to access their account via the iSupplier portal only **once their registration request has been approved.**
- Frequently Asked Questions (FAQs):
  - » For FAQs on registration process, please click [here](#).
  - » For FAQs on the iSupplier portal, please click [here](#).



- ENOC is committed to the continual improvement of its partners as we strongly believe that all vendors, contractors and suppliers are partners in success.
- We are committed to protect the health and safety of our employees and those who work for us or involved in our operations.
- We expect all our partners to abide by and fully implement the ENOC EHSQ Policy and ENOC Contractor Safety Manual in letter and spirit.
- All our partners shall submit a Project EHS Risk Assessment and Mitigation Plan, Project Safety Plan and Project EHS Training Matrix before commencing the project work.
- All partners must undergo site safety induction training before commencing any work with ENOC.
- Where more than 50 workers are engaged for our projects, the Partner shall deploy at least one qualified safety officer dedicated full time for that work or project.
- Work in any ENOC sites shall not commence without a valid and relevant work permit.
- ENOC empowers any trained employee of our business units or of our partners to stop or suspend any work at our sites if there is an imminent danger to the health and safety of the employee or any other person who could be directly exposed to serious bodily harm or lead to a potential fatality. In such cases the staff who stopped the work must inform the appropriate line supervisor or Manager at the facility so next corrective measures be taken.
- Any equipment used for gas detection shall be calibrated and suitable for the area of usage.
- All our partners shall submit a monthly performance report covering health and safety KPIs and shall strive to meet ENOC EHS KPIs assigned for that project.
- All our partners shall promote health and safety at work and as a part of it establish reward and recognition schemes suitable to the size and nature of project.
- It is mandatory for all partners to report EHS incidents and near misses, investigate root causes and take suitable corrective actions. Lessons learnt shall be shared among all their employees.



## ENOC Supplier Code of Conduct

ENOC has implemented this Supplier Code of Conduct to effectively meet industry challenges and ensure that Suppliers maintain highest ethical practices in carrying out their business activities with ENOC. ENOC recognises the importance of strengthening the relationship with Suppliers who are committed to the principles set out in this Code, thereby providing a solid foundation for a strategic partnership for future growth.

ENOC expects the highest values of business conduct from its Suppliers, vendors and contractors. These stakeholders are responsible for ensuring that they are in compliance with all applicable laws and regulations in each country where they conduct business and for understanding and complying with the Code as well as other ENOC policies.

It is therefore imperative for all existing and potential suppliers of ENOC to comply with ENOC Supplier Code of Conduct and its underlying policies and instructions. ENOC's suppliers are responsible for ensuring their employees interacting with ENOC are familiar with the Code and any applicable requirements for doing business with ENOC and to be aware of ENOC Ethics Hotline reporting tools available in the Code.



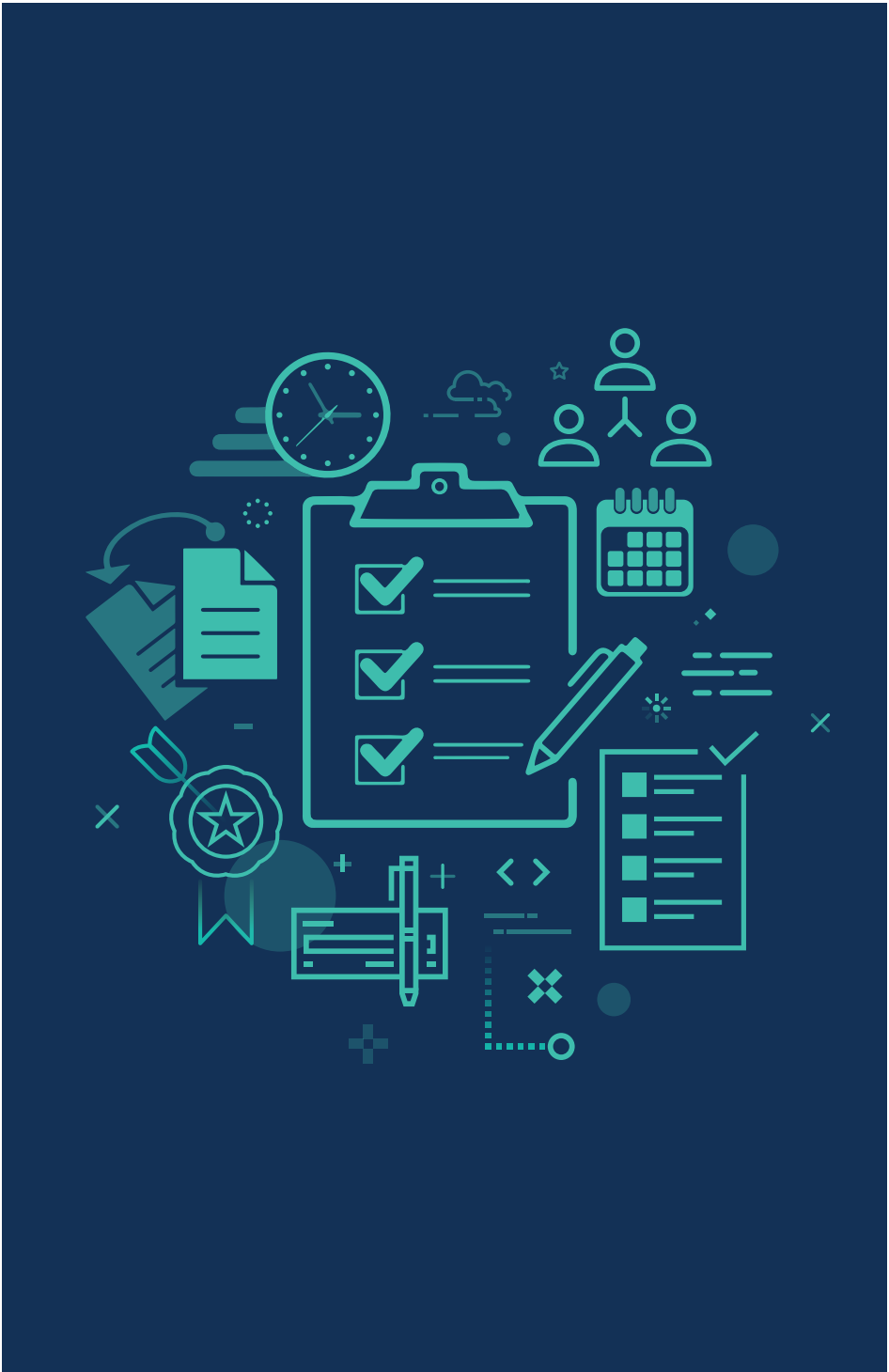


# ENOC Standard Terms and Conditions of Purchase

Each solicitation document has terms and conditions that must be complied with. If any of the terms or conditions vary from those specified in the Request for Information (RFI), Request for Quote (RFQ)/tender documents provided by ENOC World then the RFI, RFQ /tender documents terms and conditions shall prevail.

All bids must comply with the instructions, terms, conditions and specifications contained within the tender documents. Each bid will be checked for compliance. Although, solicitations may share similar conditions or specifications, they may vary in other areas. We always recommend that prospective bidders carefully study the RFI, RFQ / tender documents and that they contact the assigned purchasing staff member for clarifications, if needed. Suppliers may be requested to supply information which will clarify their capability to satisfy the specifications, terms and conditions of tenders and purchase orders.

It is the responsibility of all involved parties to read ENOC's Standard Terms and Conditions of Purchase carefully.





## Strategic Suppliers Recognition Awards

### About the awards

As part of ENOC Group's strategic 'Supplier Relationship Management' programme, GPC launched the Strategic Suppliers Recognition Awards in 2013 to nurture partnerships and continuously strengthen the quality of provided by partners – an opportunity for partners to get recognition for outstanding performance and contribution towards strengthening the Group's operations.

### 2018 winners

Award	Supplier	ENOC Group Segment
Gold	The Boston Consulting Group International, Inc.	Corporate
Silver	Asda'a Advertising FZ-LLC	Corporate
Bronze	Emircom LLC, Dubai	Corporate
Gold	Balmer Lawrie (UAE) LLC	Marketing
Silver	Tech International LLC	Marketing
Bronze	Universal Industrial Gas Est	Marketing
Gold	SSK Building Contracting LLC	Retail
Silver	Tamra C2 (LLC)	Retail
Bronze	Adonis Decor LLC	Retail
Gold	Maritime Industrial Services Co. Ltd. Inc. - Dubai	Supply, Trade, and Processing
Silver	Nass Scafform Services - Abu Dhabi	Supply, Trade, and Processing
Bronze	Contract Resources Oilfield Services LLC	Supply, Trade, and Processing
Gold	Emerson FZE	Terminals
Silver	Al Shirawi Enterprises LLC	Terminals
Bronze	Lahej & Sultan Cleaning Services & General Maintenance Co	Terminals

### Special awards

For Government and SME

Award	Supplier	ENOC Segment
Government	Emirates Transport	Retail
SME	Al Wafa Star Cleaning & Security Services	Retail

### Connect with GPC

Contact ENOC Group's Procurement and Contracts Department via email: [vendor.registration@enoc.com](mailto:vendor.registration@enoc.com)

