FAQ – Implementation of the platform for managing information about risks and rating

1. What does the transformation of the information management process that I have been notified of involve?

This transformation process will enable Redeia to improve its processes for rating and monitoring its suppliers, and we are doing it with the support of our partners GoSupply, which recently merged with Achilles, and Jaggaer.

In a first PHASE (jun.25-sep.25) we will start our supplier risk management with the **implementation of a new information management platform** with our partner Achilles-GoSupply **which will enable us to monitor our supplier risk in the areas of business, operations, compliance, finance and ESG.**

In a second PHASE (sep.25-nov.25) we will strengthen this information platform **with Redeia's own model for risk monitoring in the area of security** (cybersecurity, information security and physical security.)

In a third PHASE (21 january 2026) we shall implement a new tool for rating the supplies received from our suppliers.

2. What do I have to do in this first phase?

In Phase 1, you must **follow the instructions provided by Achilles-GoSupply** to access the platform and **provide information by filling in a series of questionnaires**.

3. What will I have to do in phases 2 and 3, and when?

In **Phase 2 (sep.25-nov.25)**, you have to fill in a specific questionnaire, just as you will in Phase 1, that focuses exclusively on information related to security.

In **Phase 3 (21 january 2026)**, on this date, you will have access to the new rating platform through the Redeia portal.

4. Will this process cost anything?

This transformation process for information management **is free of charge for our suppliers.**

Our suppliers will not have to pay anything to access the GoSupply platform nor for the management of the subsequent rating of the supplies.

5. How will this process affect my pending orders?

This **project will have no impact of current orders**. The processes will not be affected.

At present the Tender Conditions for some supplies state that the successful bidder must be registered in the REPRO platform, which belongs to Achilles, the company that GoSupply recently merged with.

This requirement will remain for the time being. However, we expect that it will no longer be required after October, and prior notification of this will be issued.

6. Will the rating of each supplier be transferred to the new platform or must they repeat their registration on the tool?

Yes, supplier ratings will be transferred when the new rating platform (phase 3) is operational. For the moment, the ratings will continue to be made on the current platform (PRORED). You will later receive advance notification to confirm the changeover to the new platform, which we expect to be available in October.

Until this time, the Achilles-GoSupply risk platform will continue to operate independently. Once the change has been made, it will be integrated automatically with the new rating platform so that the whole process of rating and risk management will be run from the latter through a single point of entry.

7. Must we continue to be registered with REPRO?

The payment of the REPRO fee will no longer be mandatory as of the go-live of the new rating and risk platform.

8. What happens if I can't access the platform or cannot provide the information requested?

A lack of information about the supplier will prevent an integrated view of the risk, so **your participation is mandatory**.

If you do not have the information prior to the full implementation of the project, expected at the end of October 2025, your rating as a supplier for Redeia may be affected and/or restrictions may be applied in any future tendering processes that are carried out.

You will receive notifications and alerts, with the support of Achilles-GoSupply, to inform you of missing information and to keep your information up to date.

9.   How will this process benefit me as a Redeia supplier?

At the end of the project, we will have a **single access portal, free for suppliers,** where the whole rating process can be managed, offering a 360º vision of the company.

Risk monitoring: The supplier can see their level of risk in the different areas monitored at all times and can compare itself against the other suppliers, so it can use this information to make its own plans for improvement.

Good positioning can help with decision-making in purchasing processes.

The rating process: Suppliers can request and complete rating processes more easily and efficiently and see their current rating status for the various supplies they provide for Redeia at any time.

10. How should I do the registration and access?

• **How do I receive access to GoSupply?**

You will receive an email with a link inviting you to register and create your account.

• **What should I do if I do not receive the invitation email?**

Check your junk mail folder or contact GoSupply's helpdesk. Mygosupply@gosupplyservices.com

• **Does each user have a password?** - Yes

• **Can I share access with other members of my company?**

Yes, but each user must have their own account and permissions assigned within your organisation.

• **Can each company have more than one user with their corresponding password?**

Yes, the supplier handles this, so you can create your own users and passwords (for example, if you have an expert in some area who you want to involve). For each subscription, there is an administrator who is responsible for requesting the registration of new users.

• **What happens if I already have access through a requirement for another company? Will they have a different password?**

The supplier logs into the platform with the same user and password for all their client companies, there is no need to create new ones.

• **Will I need another password to access the rating?**

There will be no need to manage multiple accesses, the supplier can create a user and password for the rating platform (Jaggaer) and another for the risk management platform (Achilles-GoSupply), and use the same access data on both platforms if desired.

• User/Password incorrect or blocked: this happens when an incorrect password is used or if the platform has not been used for three months.
To recover your password, click on "Have you forgotten your password?" and you will receive a validation code to restore your password.

• **What happens if my company's ID number (NIF/CIF) changes?**
In this case, you must cancel your subscription and register again with the new number.

11. Risk assessment and documents

- **What types of documents must I provide?**

Tax and financial documents (balances and annual accounts), compliance certificates, management system certificates, sustainability policies, insurance and others.

- **Can't upload documents to the questionnaire?**

This might happen if you try to upload a document in a format that the system does not recognise. You can only upload documents in PDF format. It can also happen if you try to upload a document of more than 4MB. The platform only accepts documents up to this size. Finally, it can happen because the questionnaire is currently being reviewed by Achilles-GoSupply and is temporarily locked.

- **What happens if I do not have all the documents requested?**

The platform will tell you what you still need to provide. You can save and continue the uploading process when you have them. You can contact the GoSupply team to evaluate temporary or partial alternatives.

- **How often do I have to update my documents?**

It is advisable to keep your information constantly up to date. The platform will send you reminders when documents expire.

- **Will the financial assessment affect our business relations?**

Not automatically. It is a monitoring tool. If risks are detected, a channel will open for mutual dialogue and analysis.

- **Is my financial information confidential?**

Yes, all information uploaded to the platform is protected in accordance with the strictest standards of security and confidentiality (compliant with ISO27001 and GDPR).

Can I make changes in the questionnaire?

The questionnaire will be disabled for the supplier while it is undergoing validation. You can only access the questionnaire again once it has been validated and there are no errors.

- **I am already registered with GoSupply with another client. What should I do?**

Even if you are registered with another client, you must fill in the questionnaire for the client who is applying. The questionnaires have shared questions that will already be pre-populated to save time. Each client, however, defines specific questions for its questionnaires to suit its needs.

12. Procedure and follow up

- **How will I know if I meet the minimum requirements?**

The Achilles-GoSupply supplier panel shows your compliance status and alerts about risks or missing documents.

- **Will I receive a risk assessment or score?**

Yes. Your company will be evaluated using quantitative and qualitative indicators that are regularly updated.

- **Can I see the result of my evaluation?**

Yes, you can see a summary of your risk profile from the Achilles-GoSupply panel, as well as benchmarking against peer companies.

- **What should I do if I see that the information in my profile is wrong?**

You can edit some fields yourself or ask the relevant department for a review through the platform.

- **What happens if my company is assessed as "high risk"?**

You must log in to check that all your assessment data has been considered.

Review processes may be initiated, along with development and risk mitigation action plans and/or potential corrective measures. If there is no improvement, your rating as a Redeia supplier may be affected.

13. Support and training

- **When can I find guides or tutorials for using GoSupply?**

Under Achilles-GoSupply in the supplier portal there is a help section with manuals and step-by- step guides.

- **Who should I contact if I have problems with GoSupply?**

You can contact technical support for Achilles-GoSupply (mygosupply@gosupplyservices.com).

14. Contacts

- For problems with the Achilles-GoSupply platform: mygosupply@gosupplyservices.com
- For information about the process and to clear up doubts: Redeia's Procurement Support and Helpdesk Service: asa@ree.es