Third Party Risk Management
Manual for the Third Party Tool

August 2022
Version 2.0

THE BEST RUN

Content

01

Notification to Complete a Questionnaire

- ✓ You will be notified via e-mail for each questionnaire. If you do not receive an e-mail you do not have to fill out an questionnaire
- ✓ Click on the link in the e-mail to start completing the questionnaire

SAP Third-Party Risk Management <sap.thirdpartyriskmanagement@sap.com>
[EXT] SAP TPRM Alert: Action Requested: Office of Ethics & Compliance Due Diligence

To User Name

User Name

We are reaching out to you today on behalf of the SAP Third Party Risk Management (TPRM) team because you have been identified as a contact for Market Resource Partners Ltd.

Third parties are an integral component of SAP's business, but they can introduce risk through a number of means. The SAP TPRM Process aims to identify and manage potential risks introduced to SAP through the use of third parties. Based on your responses in the Fiori Intake Request Form, the Office of Ethics & Compliance (OEC) has identified the need for conflict-of-interest due diligence to take place.

To better understand the services / products provided by the third party, and to determine the potential risks posed by engaging Market Resource Partners Ltd, we request your assistance in completing the LOB Due Diligence questionnaire using the SAP TPRM tool, ProcessUnity. The web-based questionnaire takes about 15 minutes to complete.

Please utilize the link provided below to complete the LOB Due Diligence Questionnaire within three business days of receipt of this email. Further information and support can be found on the Jam Pages for Third Party Risk Management or Office of Ethics and Compliance.

If you do not have all the information requested in the questionnaire, please reach out to the third-party or other relevant SAP business owners. It is imperative your responses are accurate, detailed and consistent. Inconsistent or vague responses will require additional follow ups, delaying the due diligence process.

If someone will be completing these forms on your behalf please e-mail the contact information (name and e-mail) of this individual to sap.thirdpartyriskmanagement@sap.com in order to have an account provisioned for this individual.

Note: only employees of SAP (not C-users) are authorized to respond to the LOB Due Diligence Questionnaire.

Note: This is only accessible to SAP users and should not be shared with third-party contacts. The third-party contact will be e-mailed a link to the third-party portal, which has a different web address.

Thank you,

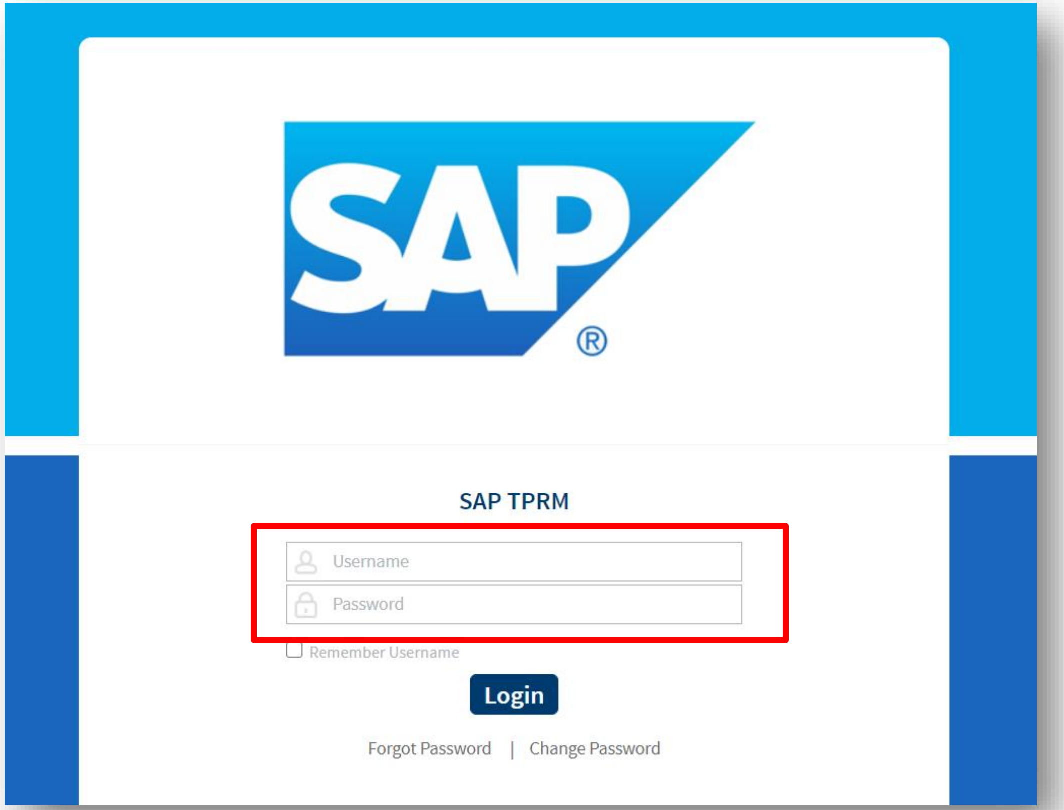
Supplier Due Diligence Team

To view details, use the following link:

https://secure-web.cisco.com/11i33IHROyqQgsIZVsWEAY2pKJhf6Zli4wvRHbTUKp3QBfyadYKn_LPkjz7BluBNbZELH9YOJM8RcUaDKDlWBGCu-X5PjsM0qacmxPRvURHgxovkTgdiCJc-yy8CP2rl-RCkHQGWK08eFuOTRL53a2FAqqdDZxn_NlFQw-rykJQfzZMVkOHcJ_HyHS8yvuXRzyakxz1iqsL48mKO0DeftJHZkA5Ken7CjB2JL6qZTgQYQFgfT2ZuoTAwXQf6qfQFDLJehUtUfp5n0Jrq07EjSpupdaO6EvhYqOJj0anvHB6TtFKaMmvk5G9-ilVwRC4dy/https%3A%2F%2Femea.processunity.net%2Fsap-tprm-test1%2FDefault.aspx%3Fwi%3D102044

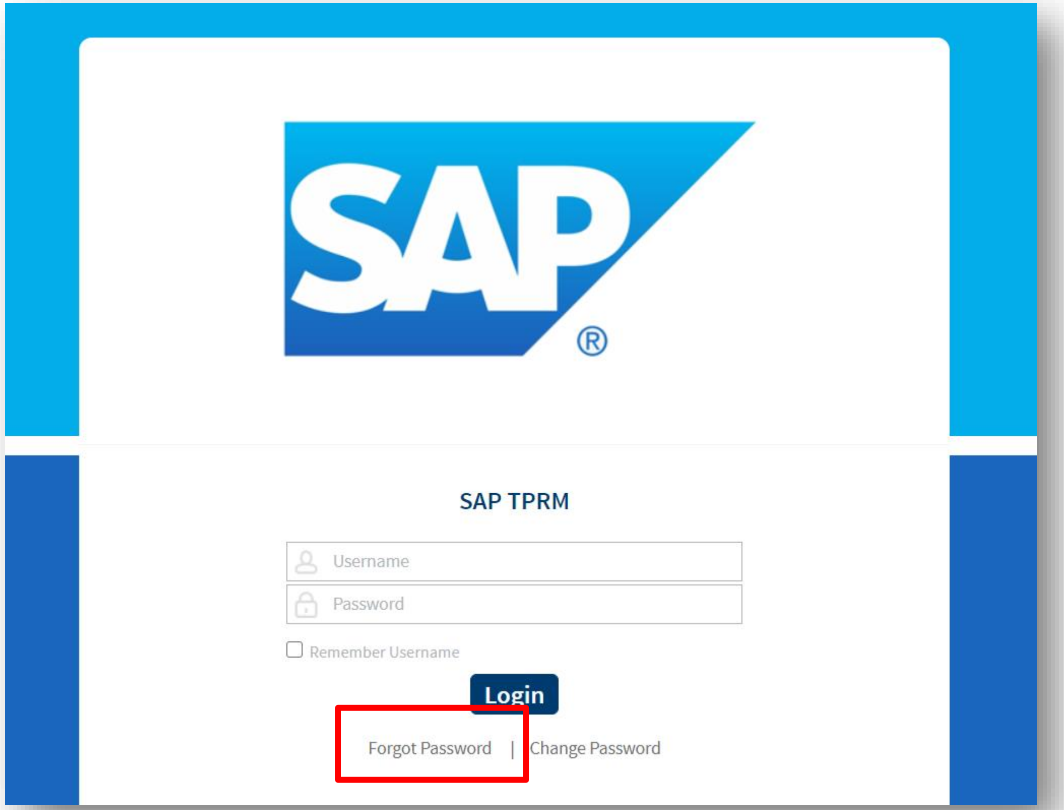
02 Log In to the TPRM Tool

- ✓ The link will forward you to the TPRM Tool.
- ✓ Log in to TPRM Tool with the account you received via mail



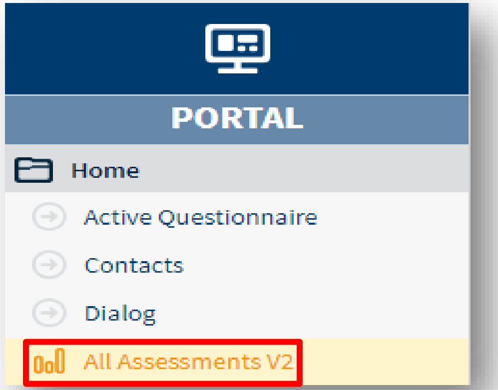
02 Forgot / Did not receive Password?

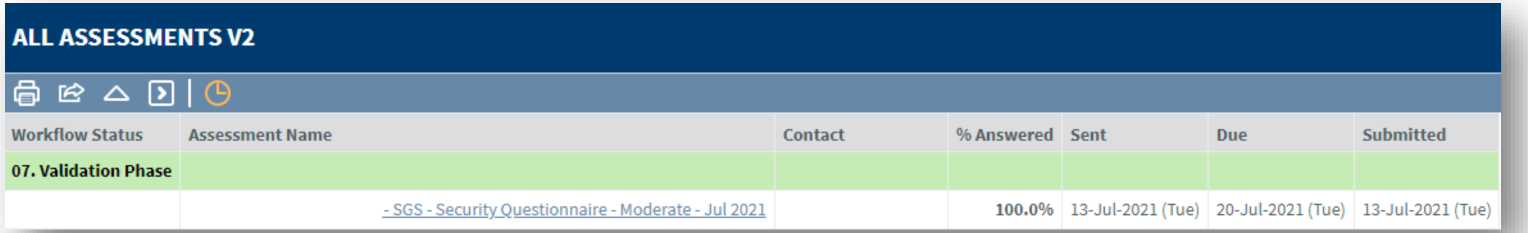
- ✓ Use the “Forgot Password Option”
- ✓ You will receive a link via e-mail to set your new password



03 Overview of all Questionnaires

- ✓ Under “All Assessments V2” in the left menu you can access an overview of the current status of all your questionnaires
- ✓ By clicking on the Hyperlink under “Assessment Name” you get redirected to the summary of that questionnaire, where you can see more details regarding the status of the questionnaire and answer the questions





ALL ASSESSMENTS V2

Workflow Status	Assessment Name	Contact	% Answered	Sent	Due	Submitted
07. Validation Phase						
	- SGS - Security Questionnaire - Moderate - Jul 2021		100.0%	13-Jul-2021 (Tue)	20-Jul-2021 (Tue)	13-Jul-2021 (Tue)

03a Overview of all Questionnaires

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ALL ASSESSMENTS V2

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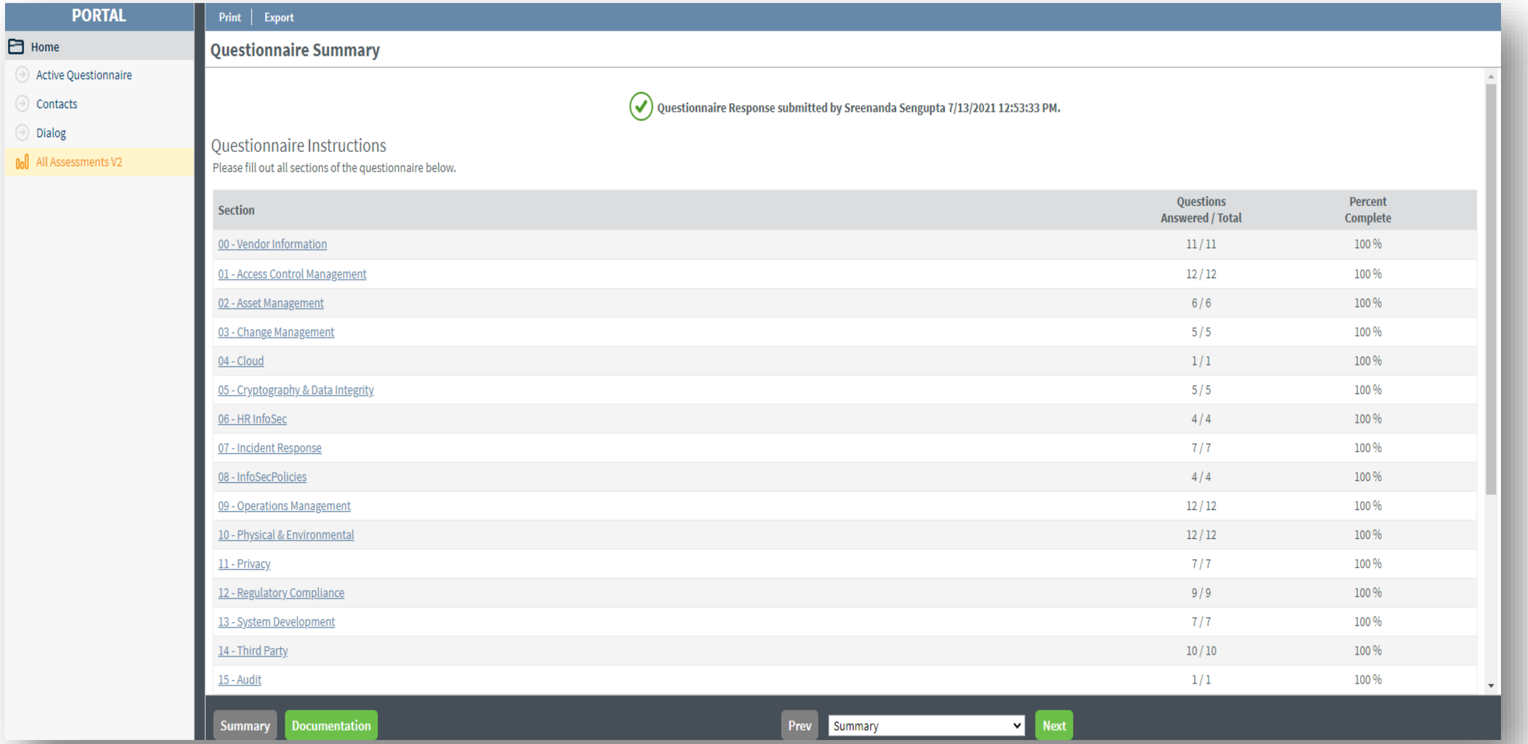


Questionnaire Summary

Questionnaire Response submitted by Sreenanda Sengupta 7/13/2021 12:53:33 PM.

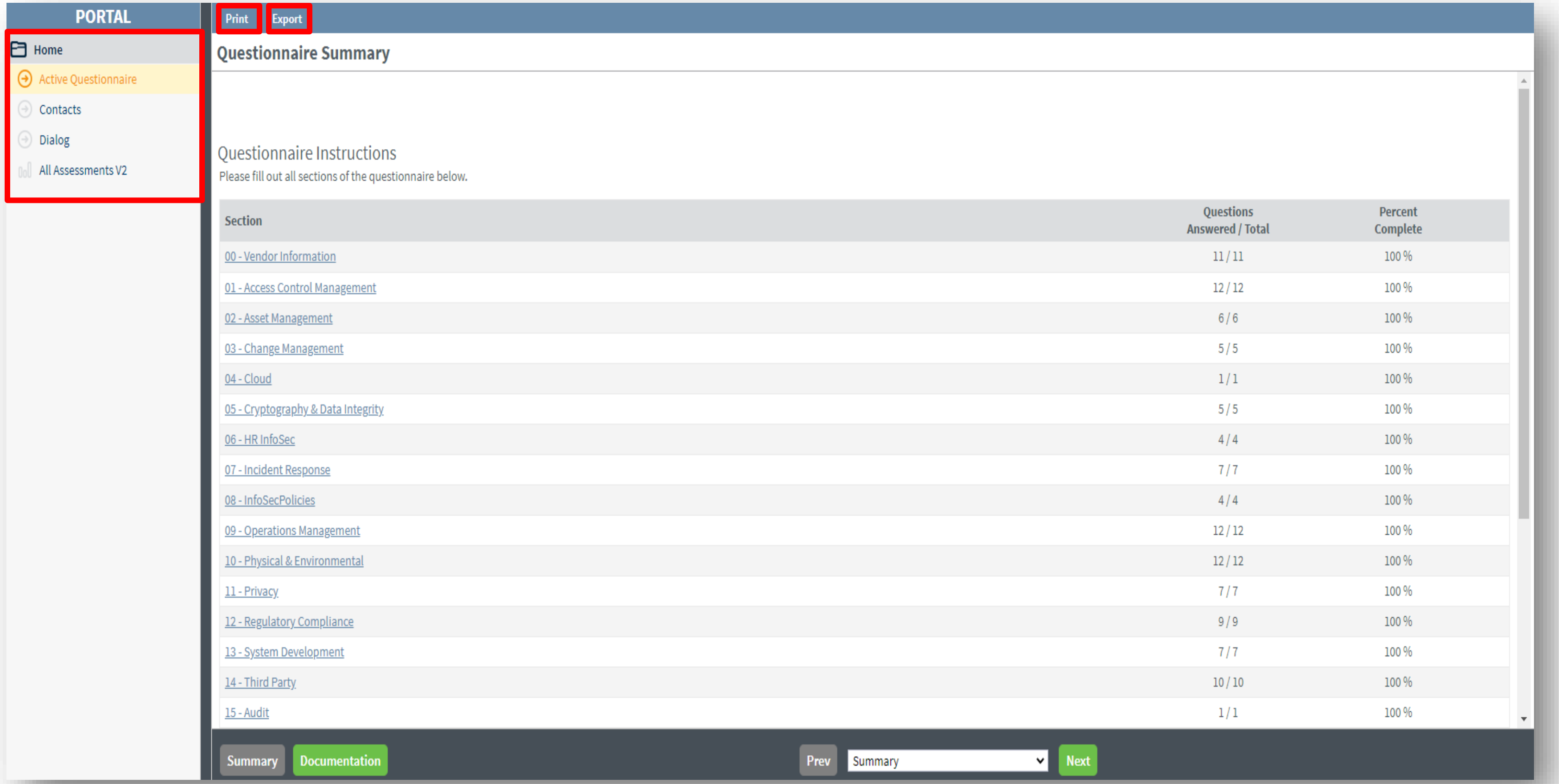
Questionnaire Instructions

Please fill out all sections of the questionnaire below.

Section	Questions Answered / Total	Percent Complete
00 - Vendor Information	11 / 11	100 %
01 - Access Control Management	12 / 12	100 %
02 - Asset Management	6 / 6	100 %
03 - Change Management	5 / 5	100 %
04 - Cloud	1 / 1	100 %
05 - Cryptography & Data Integrity	5 / 5	100 %
06 - HR InfoSec	4 / 4	100 %
07 - Incident Response	7 / 7	100 %
08 - InfoSecPolicies	4 / 4	100 %
09 - Operations Management	12 / 12	100 %
10 - Physical & Environmental	12 / 12	100 %
11 - Privacy	7 / 7	100 %
12 - Regulatory Compliance	9 / 9	100 %
13 - System Development	7 / 7	100 %
14 - Third Party	10 / 10	100 %
15 - Audit	1 / 1	100 %

04 Active Questionnaire

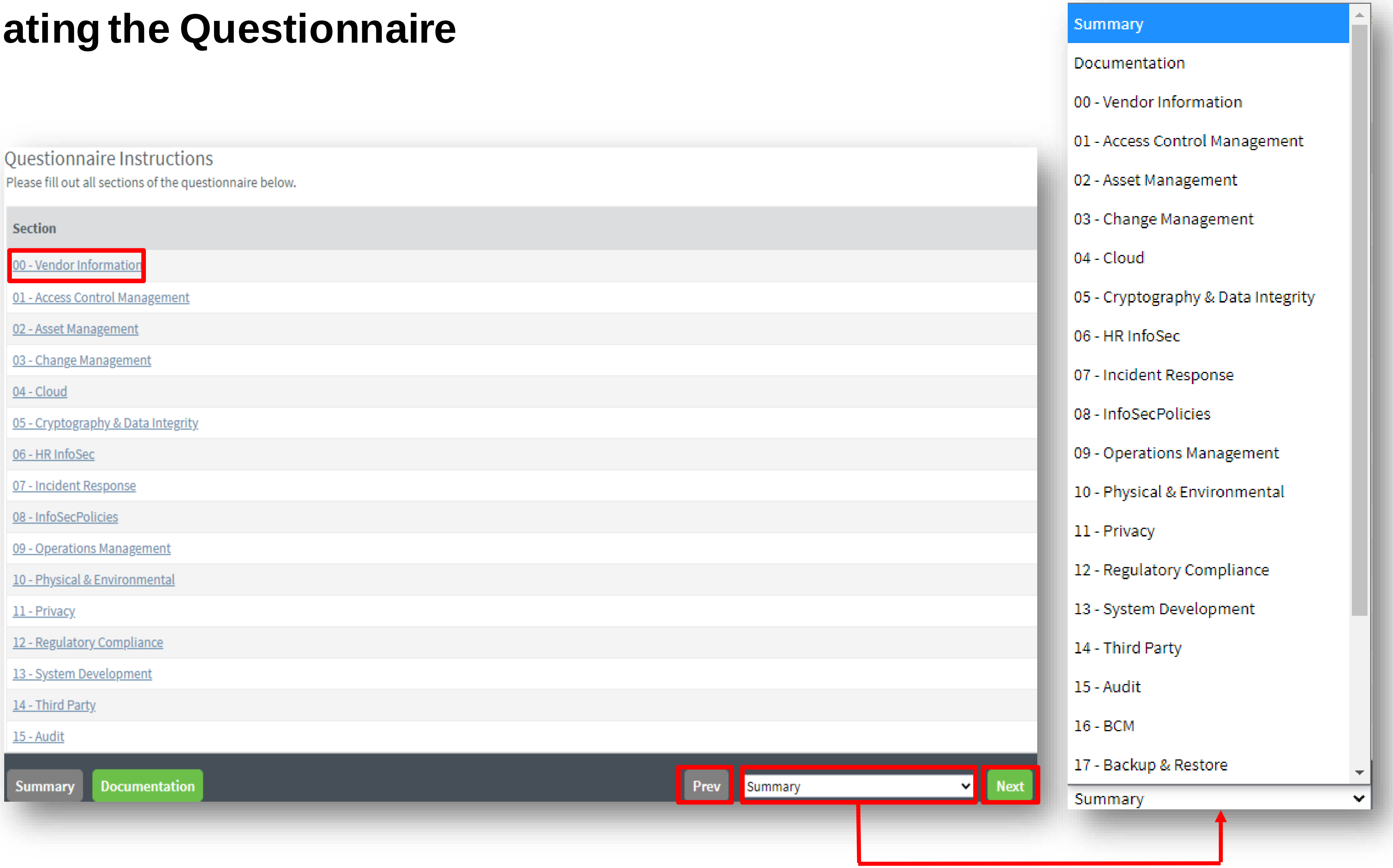
- ✓ You will be directed to this overview, where the summary of your current questionnaire is shown
- ✓ You can also export the questionnaire to Excel or print it by clicking on the “export” or “print” button



05 Navigating the Questionnaire

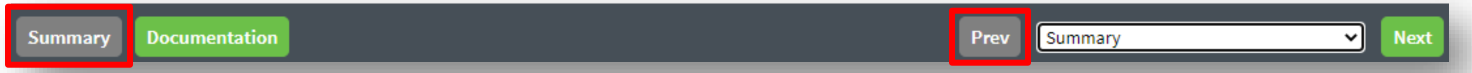
There are 3 ways of navigating the questionnaire:

- ✓ By clicking on the Hyperlinks of each section
- ✓ By using the drop-down menu
- ✓ By using the “Prev” and “Next” button



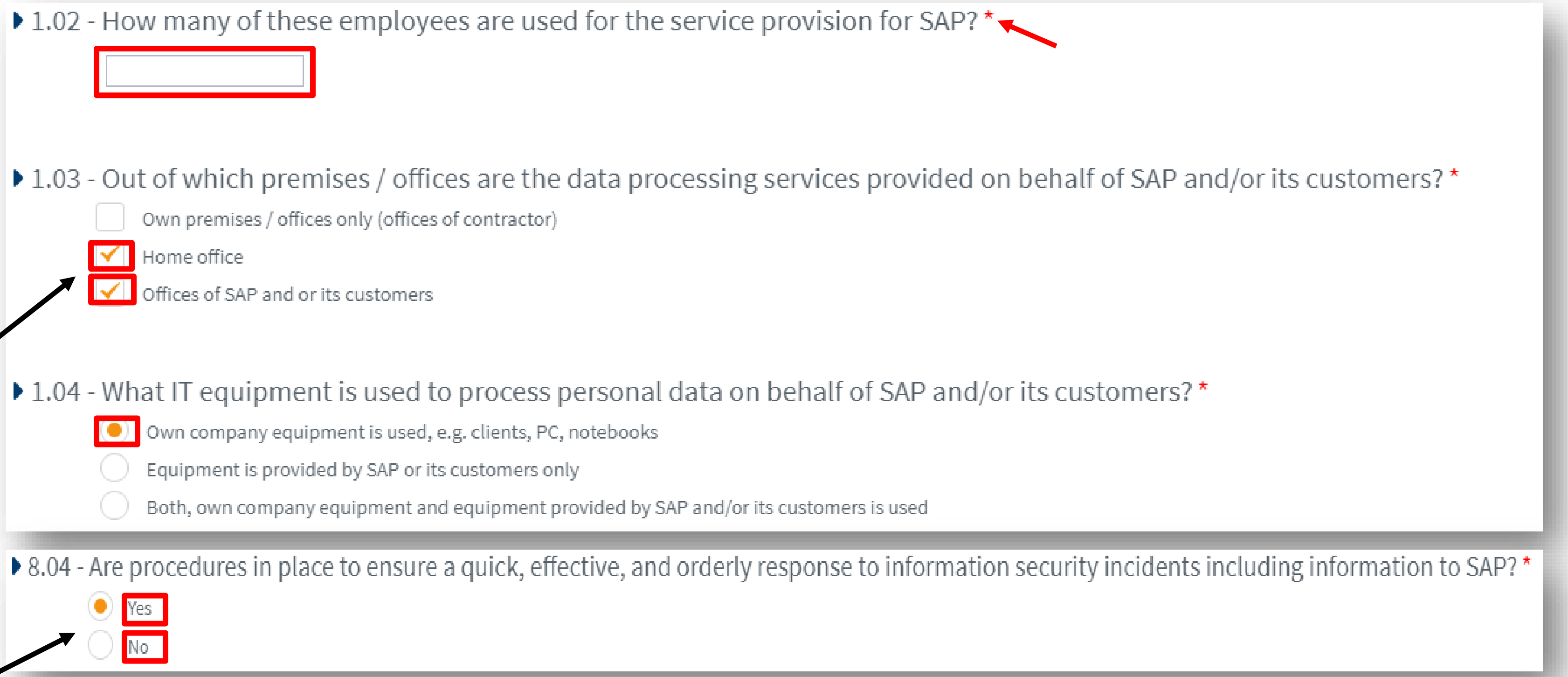
05a Navigation through the bottom bar

- ✓ The grey “Summary” field indicates that are you are currently in that view
- ✓ The grey “Prev” field indicates that the button can not be clicked in this view



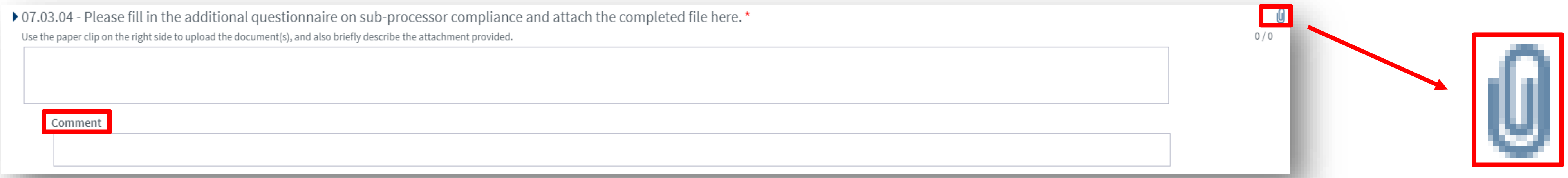
06 Answering the Questionnaire

- ✓ Required answers are marked by the *
- ✓ There are typically 3 different answer types:
  1. Free text
  2. Multiple choice where multiple selections are possible – indicated by squares
  3. Multiple choice where only one selection is possible (most of the time Yes/No) – indicated by circles



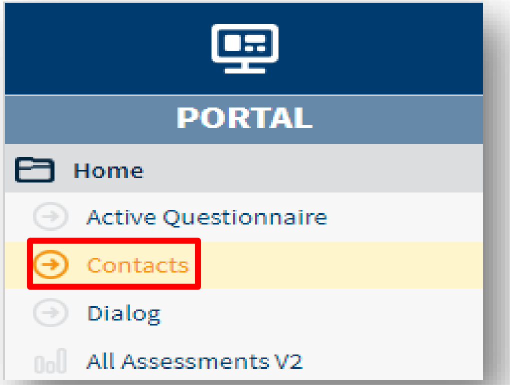
06a Answering the Questionnaire with an Attachment

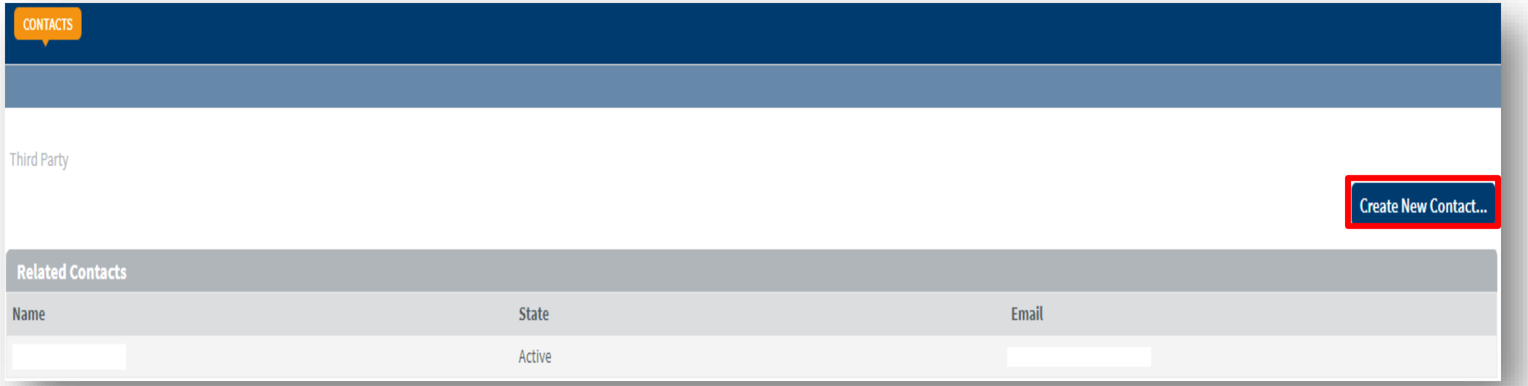
- ✓ In case an attachment is being asked for, you will notice it by the paper clip on the right
- ✓ In this case, please use the paper clip to upload the requested attachment
- ✓ If askes for, please also add a brief description of the attached document in the comment section



07 Giving Colleagues Access to the Questionnaires

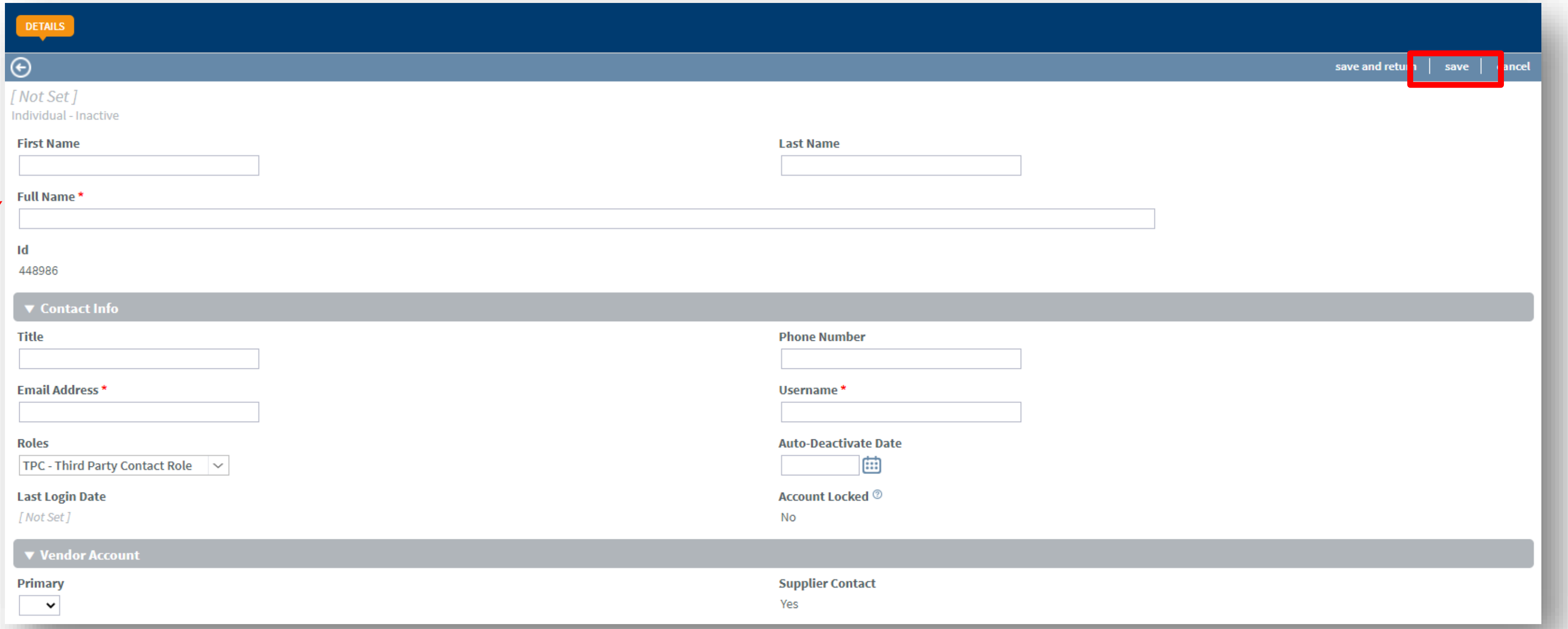
- ✓ Under “Contacts” in the left menu is an overview of the registered contacts for your organization
- ✓ By clicking the dark blue button on the right, new contacts can be added, which is necessary in order to make the questionnaire accessible for your colleagues. They will be able to see ALL questionnaires in the tool.





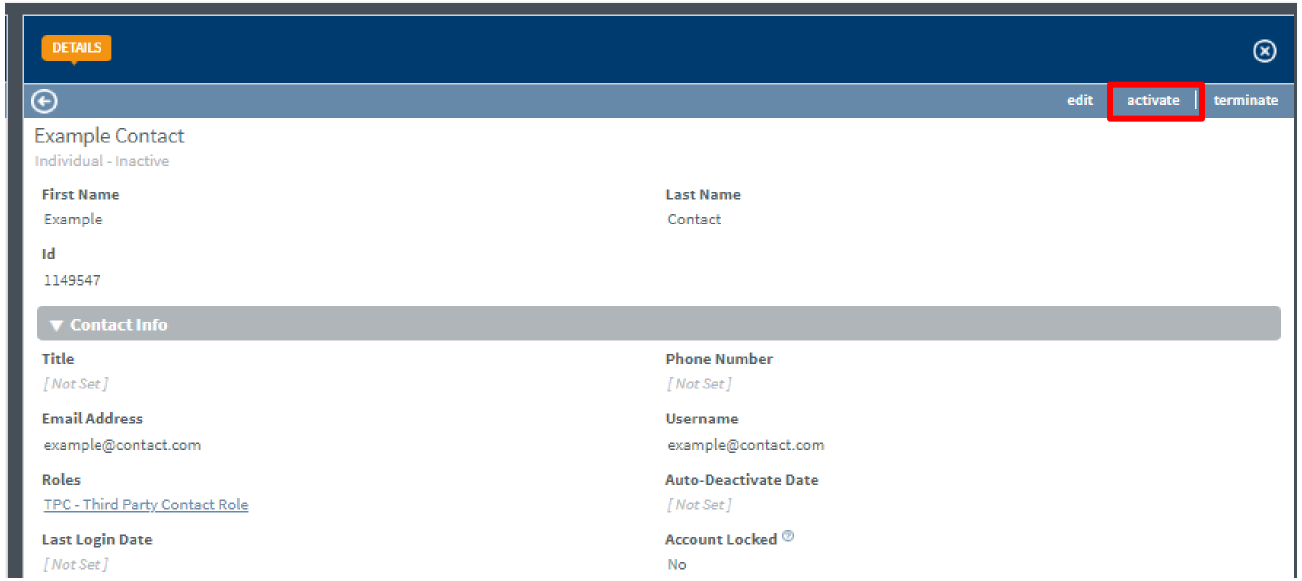
07a Adding new Contacts

- ✓ After clicking “Create New Contact” you will be forwarded to this view
- ✓ Required fields are marked by the *
- ✓ The username should be identical to the email address
- ✓ After filling out this template, hit the “save” button on the top right



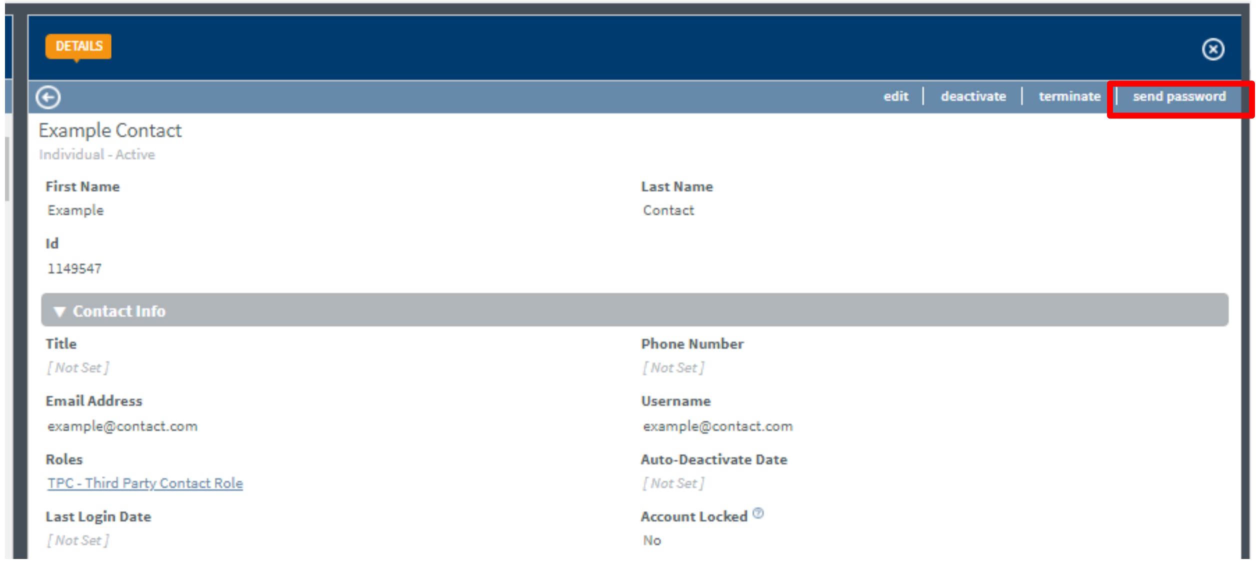
07b Adding new Contacts

- Click “**activate**”
- Click “send password”
- The new contact now received their login credentials via e-mail



07c Adding new Contacts

- ✓ Click “activate”
- ✓ Click “**send password**”
- ✓ The new contact now received their login credentials via e-mail



08 Any Questions?

- In case of any further questions, please reach out to: sap.thirdpartyriskmanagement@sap.com