



Insurance Update Form

How to complete the insurance update form

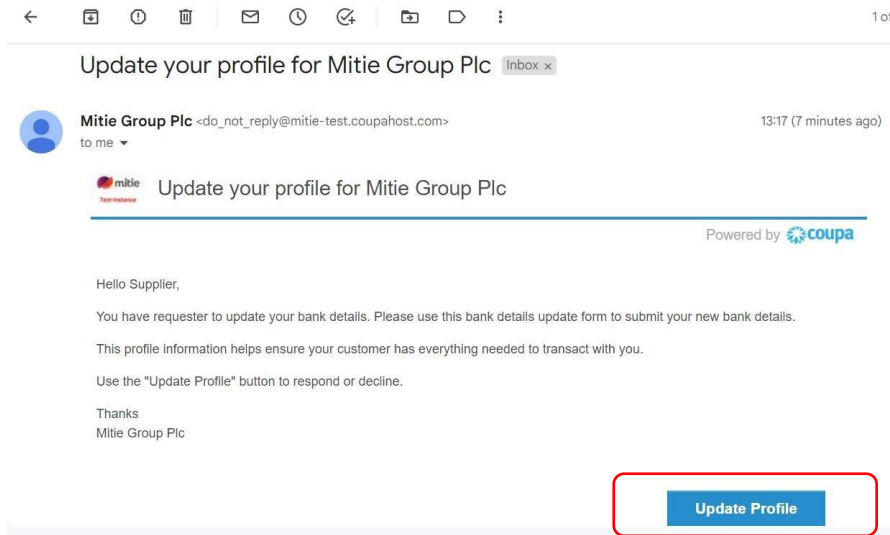
This guide will help you to update your supplier information in the insurance update form (for insurance information updates only)

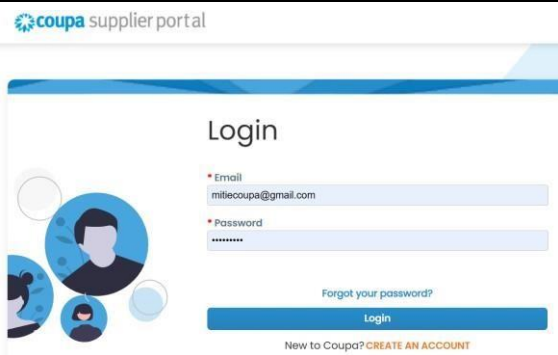
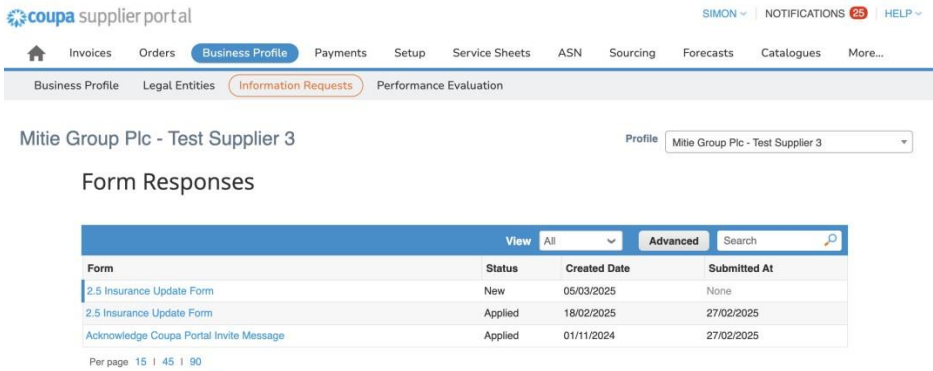
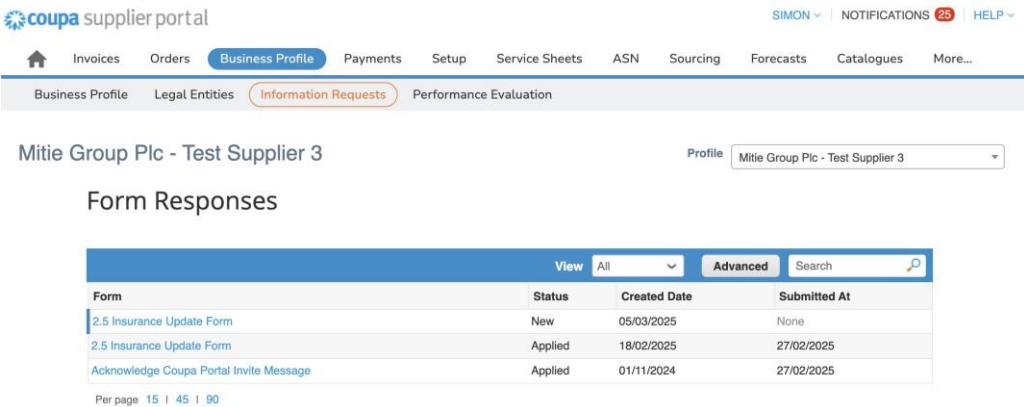


Mitie uses Coupa to onboard new suppliers and manage existing supplier information. This document details how already-onboarded suppliers can update their insurance details when prompted by Coupa, request updates themselves, or respond to requests from Mitie to amend information.


Please note that Mitie has a supplier website containing a comprehensive set of help guides, you can access these here: www.mitiesuppliers.com

Before proceeding, please ensure that you have all relevant and up-to-date insurance documents at hand, as you will be required to upload supporting evidence during the update process. The following instructions will guide you step by step through the required actions, making it easier for you to navigate the Coupa platform and ensure your records remain compliant and current.

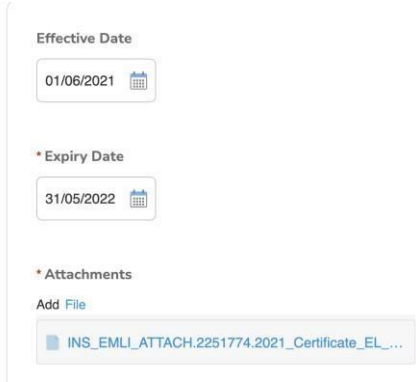
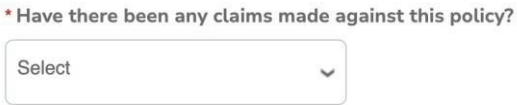
| | |
|----|---|
| 1. | <p>How to request an update to your company information held by Mitie</p> <p>(If you have received a notification to update your details, go to step2)</p> <p>Any supplier wishing to update their company information will need to send an email to the supplier maintenance team (AskMitieProcurement@mitie.com) requesting a supplier update form to be issued via Coupa.</p> <p><i>Only suppliers who are fully onboarded can update their information.</i></p> |
| 2. | <div> <div> <p>You will receive an email to update your profile for Mitie which will prompt you to login to the Coupa Supplier Portal (CSP)</p> <p>Click on the “Update Profile” button to be redirected to the CSP to login.</p> <p>Please note: your profile in your CSP account does not update Mitie and is separate from this form.</p> </div> <div>  </div> </div> |

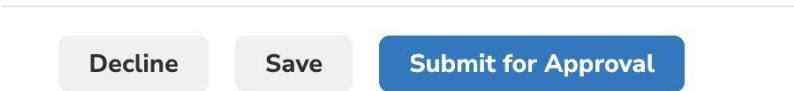
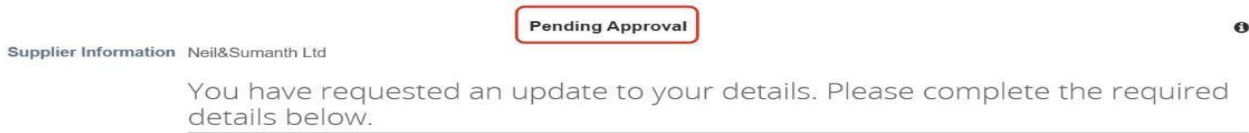
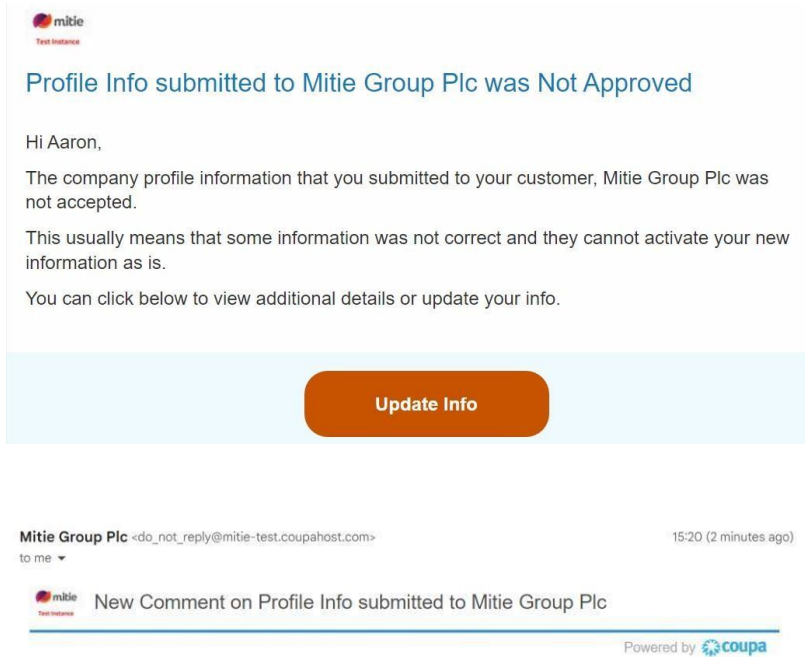
| | | |
|-----------|---|--|
| <p>3.</p> | <p>Login to the Coupa Supplier Portal</p> <p>The login details will be the details you used when you originally logged in to the CSP.</p> |  |
| <p>4.</p> | <p>Under the Business Profile Select Information Requests</p> <p>Ensure Profile is Mitie Group PLC</p> <p>This will show the available forms.</p> |  |
| <p>5.</p> | <p>Select 2.5 Insurance update form</p> <p>Form Statuses: New – Awaiting supplier action. Draft – Supplier started not submitted or has been rejected by Mitie for action. Pending approval – Been submitted. Applied – Been reviewed and approved.</p> |  |

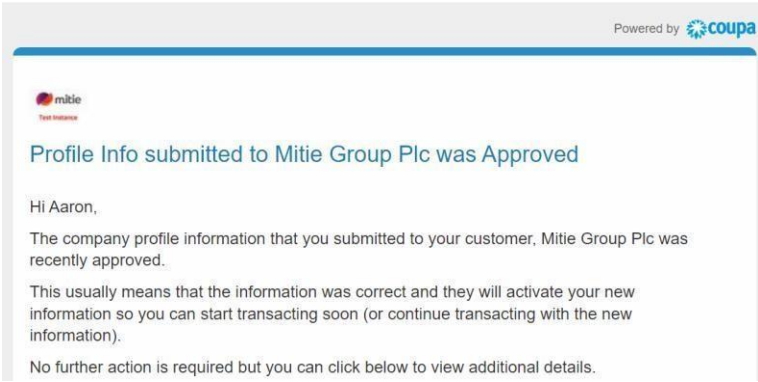
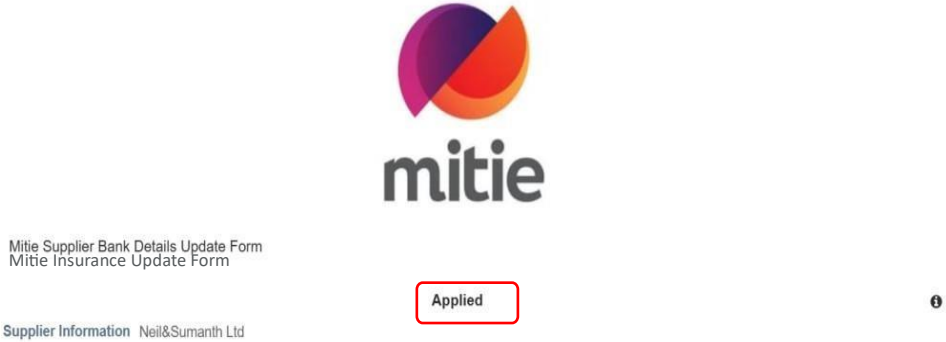
| | | |
|----|--|---|
| 6. | <p>The Form will open and will display the following fields available for update:</p> <ul style="list-style-type: none"> • Employers Liability Insurance • Public/Production Liability Insurance • Professional Liability Insurance | <p>Enter your updated Insurance Information. Note anything outside of the Mitie recommended guidelines will be subject to review by Mitie Group Insurance. These are:</p> <ul style="list-style-type: none"> • Employers Liability - £10m • Public/Product Liability - £10m • Professional Liability - £5m <p><u>Important!</u></p> <p>The supply or services you provide to Mitie might require additional Cyber and/or Contractor All Risk insurance beyond what is listed here. These insurances are managed through a separate process, and Mitie will reach out to you for the necessary details.</p> <p>Alternatively, you can proactively share this information by emailing it to AskMitieProcurement@mitie.com</p> |
|----|--|---|

| | | |
|---|--|--|
| 7 | <p>The Insurance section will be displayed for you to change your details. Note: Some of the previous information you have supplied to Mitie will be defaulted in the Insurance Form. For example, if you answer yes to Do you have Employer Liability Insurance, the end date and document you originally supplied will be visible.</p> <p>You will need to update or add your current insurance details with current certificates (PDF). If your certificate covers all insurance categories, please add the PDF to each section.</p> <p>All the questions are the same for the 3 insurance requirements</p> | <div><h3>Employers Liability Insurance</h3><p>For guidance on required insurance levels click here</p><div> https://mitiesuppliers.com/supplier-guides/</div><p>* Do you have Employers Liability Insurance?</p><div>Select</div></div> <div><h3>Public/Product Liability Insurance</h3><p>* Do you have Public/Product Liability Insurance?</p><div>Select</div></div> <div><h3>Professional Liability Insurance</h3><p>* Do you have Professional Liability Insurance?</p><div>Select</div></div> |
|---|--|--|

| | | |
|---|---|--|
| 8 | <p>If you have not previously supplied any insurance details to Mitie, you must complete the form for all 3 insurances. (Liability, Public/Product Liability and Professional Liability).</p> <p>If you have answered No to any of the insurances, you will be asked why. This will be subject to assessment by Mitie Group Insurance</p> | <p>* Do you have Employers Liability Insurance?</p> <div data-bbox="1153 172 1444 231"><input type="text" value="No"/></div> <p>* Why do you not have Employers Liability insurance?</p> <div data-bbox="1153 316 1592 368"><input type="text"/></div> |
| 9 | <p>If you have answered No to any of the Mitie required insurance limits, you will be asked to state the value of the limit. You must add a numerical currency value. (example - £5,000,000.000). Not having the Mitie guidelines limit will result in assessment from Mitie Group Insurance.</p> | <p>Do you have £10,000,000.00 employers liability insurance?</p> <div data-bbox="1142 742 1391 790"><input type="text" value="No"/></div> <p>* Please state the value of employers liability insurance</p> <div data-bbox="1142 863 1516 908"><input type="text" value="£5,000,000.00"/></div> <p><small>This field must be populated with a numerical entry. Example: £5,000,000.00</small></p> |

| | | |
|-----|---|---|
| 10. | <p>Update the effective and expiry dates</p> <p>Add or update proof of insurance PDF certificates or a “To whom it may concern” letter from your broker.</p> <p>The expiry date must correspond with the attached document of the insurance for will be rejected.</p> |  |
| 11 | <p>You must state if any claims have been made against the policy. If the answer is Yes, this may be subject to further assessment from Mitie Group Insurance.</p> <p>This process should be repeated for all the insurance sections.</p> <p>If you have selected more than one option to update your company information, please go to the relevant section to continue.</p> |  |

| | | |
|-----|--|---|
| 12. | <p>Check the form carefully and click “Submit for Approval”</p> <p>You can save at any time and come back to the form. If you click “Decline”, Mitie will be informed, and you may be blocked as a supplier.</p> |  |
| 13 | <p>The form is now with Mitie in Pending Approval status. Mitie will review the details and either Approve or Reject</p> |  |
| 14. | <p>If your details are not accepted by Mitie, you will receive 2 emails.</p> <p>Email 1 is informing you your submission was not approved. Click to open the form and review the comment.</p> <p>Email 2 is the comments stating why the information submitted was not approved.</p> <p>You can go back and forth with Mitie with comments by clicking the “Respond” button</p> |  |

| | | |
|-----|---|--|
| 15. | The form will be open for edit so you can edit any details and re-submit | |
| 16. | <p>If your details are approved, you will receive an email confirming the information you have submitted has been approved.</p> |  <p>The screenshot shows an email interface with the 'Powered by coupa' logo at the top right. The email header includes the Mitie logo and 'Type: Instant'. The main body of the email states: 'Profile Info submitted to Mitie Group Plc was Approved'. It then addresses 'Hi Aaron,' and explains that the company profile information submitted to Mitie Group Plc was recently approved. It further clarifies that this means the information was correct and they will activate the new information soon. At the bottom, it states 'No further action is required but you can click below to view additional details.'</p> |
| 17. | <p>The Supplier Update form will be in Applied status.</p> <p>Nothing further is required, and the update is complete.</p> |  <p>The screenshot displays the Mitie logo at the top. Below it, the text reads 'Mitie Supplier Bank Details Update Form' and 'Mitie Insurance Update Form'. At the bottom left, it says 'Supplier Information Neil&Sumanth Ltd'. In the center, there is a red-bordered button labeled 'Applied'. On the far right, there is a small circular icon with the number '1' inside.</p> |

If you require any assistance or have questions at any stage, please contact AskmitieProcurement@mitie.com for support throughout this process.

For all Coupa supplier help and guides Click [here](#) to access the Mitie Suppliers website.