

**Bell Real Estate Services
Vendor Onboarding Handbook**

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Please note the information provided could be subject to change

A. Introduction

Bell is Canada's largest communications company, providing a comprehensive and innovative suite of broadband communications and content services to residential, business and government customers throughout Canada.

Powered by industry-leading investments in advanced networks and media content, Bell communications services are offered under the Bell Canada and Bell Aliant brands. These include fibre-based IPTV and high-speed Internet services, 4G LTE wireless, home phone and business network and communications services, including data hosting and cloud computing.

The Real Estate Services (BRES) team is part of Bell Corporate Services and manages the real estate portfolio of Bell and its subsidiaries.

BGIS is a leading global provider of real estate and facilities management services. BGIS works with thousands of vendor partners, including service providers, contractors, and material vendors. Our strategic sourcing and procurement team provides vital support in BGIS' delivery of award-winning, high-quality, and cost-effective solutions for our clients' real estate portfolios.

BGIS, acting as agent on behalf of Bell, works in collaboration with BRES to oversee the day-to-day management of all buildings providing a full suite of real estate management services.

In performing their respective responsibilities, Bell and BGIS are guided by the following principles:

Guiding Principles

1. **Service Excellence and People**

A safe environment built on aligned organizational cultures, engaging resources, mutual respect and supportive to change while clearly understanding expectations experienced by the Client and the Customer,

2. **Risk and Reliability**

A service philosophy that recognizes the impact that the Services have on business continuity, based on the proactive identification, analysis, and resolution of issues,

3. **Improvement and Thought Leadership**

An outsourcing model that integrates continuous improvement driven by business intelligence and thought leadership supported by industry innovations,

4. **Partnership and Trust**

A transparent and open communication built on the foundations of trust, cooperation, and accountability, and

5. **Value Creation and Cost Competitiveness**

A competitive and well understood financial structure based on return on fee benefits and total cost of ownership driven by advanced business analytics.

B. Vendor Qualification, Legal and Administrative Requirements

The terms, conditions, and administrative requirements identified in this document are mandatory for all Vendors in order to work on Bell properties.

Vendors are responsible for all costs related to complying with contracting, legal, operational, and administrative requirements, including subscription and maintaining up-to-date information through third-party systems.

1. **BGIS / Bell Agreements**

Vendor partners may be required to execute an agreement depending on the service and the value.

2. **Vendor Code of Conduct**

Vendor partners are expected to uphold the above principles and follow Bell and BGIS Vendor Codes of Conduct, Health and Safety and Environmental policies. All applicable laws and regulations apply for all the provinces where services are performed for Bell and BGIS.

[Bell Vendor Code of Conduct](#)

3. **Vendor Security Requirements**

Bell's Corporate Security policy may require vendors to apply for an access card, which includes a criminal background check and following Bell's additional requirements (see attached Access Card document). You must complete the [Online Form](#) to start the access card request.

Note: All employees attending a Bell site must carry a valid Bell access card or be escorted by someone with a valid access card. Access requests can take up to 6-8 weeks to complete. Applications should be submitted as soon as possible to avoid delays.

Security requirements:



ANNEX 2 - Supplier
Security Requiremer



Access Card Info for
Vendors May 2023.p

C. Compliance

All Vendors registered in Bell and BGIS compliance systems must be fully compliant to perform work on Bell properties. Failure to maintain compliance within Avetta and/or ISN (formerly Cognibox/Alcumus SafeContractor) (as required) may result in your account being deactivated. Deactivated accounts will not receive work orders and payments cannot be processed until the situation is resolved.

1. Avetta

BGIS has partnered with a third-party company called Avetta for Vendor qualification, risk management, and compliance tracking. Avetta is authorized to collect and evaluate risk mitigation documentation. Requirements include:

- General liability,
- Automobile insurance,
- Provincial workers' compensation for each province work is being performed in, and
- Additional information as required.

Insurance Coverage, Certificate Holder, and Additional Insured:

a) Minimum Insurance Coverage (Contact Avetta for details) and WSIB;

- Commercial general liability insurance: \$5 million
- Commercial automobile liability insurance: \$2 million
- Workers' compensation certificate from each province or equivalent exemption letter from the province

b) Bell Canada

BGIS Global Integrated Solutions Canada LP, BGIS O&M Solutions Inc.
and Bell Canada and its affiliates
4175 – 14th Avenue
Markham, ON
L3R 0J2

c) Bell MTS (Manitoba)

BGIS Global Integrated Solutions Canada LP & Alberta LP,
and Bell Canada and its affiliates
4175 – 14th Avenue
Markham, ON
L3R 0J2

d) For support or questions please contact Avetta Customer Service:

Web: <https://app.avetta.com/registration>

Email: Support@avetta.com

Tel: 1-800-506-7427

Compliance Continued...

2. ISN (formerly Cognibox/Alcumus SafeContractor)

In addition to Avetta, Bell requires Vendors who perform high-risk activities (such as electrical, confined spaces, working at heights and excavation work) on their properties to register in Bell's compliance tool; ISN.

Insurance Coverage, Certificate Holder, and Additional Insured:

a) Minimum Insurance Coverage (Contact ISN for details) and WSIB;

- Commercial general liability insurance: \$5 million
- Commercial automobile liability insurance: \$2 million
- Workers' compensation certificate from each province or equivalent exemption letter from the province

b) Bell Canada

Bell Canada and its Affiliates and BGIS O&M Solutions must be listed as additional insured on the certificate if work is performed for Bell Real Estate (BRES).

Bell Canada and its Affiliates
1 Alexander-Graham-Bell Carrefour, Building A, 8th floor
Verdun, QC Canada H3E 3B3
BGIS O&M Solutions Inc.
4175, 14th Avenue
Markham ON L3R 0J2

c) For support or questions please contact ISN (formerly Cognibox/Alcumus SafeContractor) Customer Service:

Web: <https://www.isn.com>

Email: BellISNContractorSupport@isn.com

Phone EN: 800-976-1303

Phone FR: 844-773-3551

Note: Bell's compliance system also requires vendors to answer a detailed H&S questionnaire as part of their compliance package including supporting documents.

3. ABC DD (Anti-Bribery, Corruption, Due Diligence)

This is a vendor attestation required via online form or email, the form is sent directly to the identified vendor contact by BGIS. BGIS requires all new vendors to complete an ABC DD questionnaire as part of BGIS' commitment to preventing bribery & corruption.

D. Invoicing, Payments, and Workorder Management

1. Invoicing and Payment

All Vendors are required to submit their invoices and payment inquiries through the BGIS Oracle Cloud Supplier Portal.

In effort to enhance the billing, invoice and payment inquiry experience, BGIS is providing its vendors and service providers with the BGIS Oracle Cloud Supplier Portal. This web-based portal enables transparency and timely information and can be used for:

- Submitting invoices with a Purchase Order or Work order
- Inquiring on Invoices or Payment Status
- Submitting a Credit Memo
- Managing Users of the portal
- Viewing Purchase Orders and Work Orders life cycle (Ordered, billed and remaining balance)

Please contact portal.invoice@bgis.com to obtain the link to register and receive training to the Invoice Portal.

Contact Bell.Paymentinquiry@bgis.com for all invoice and payments questions and concerns.

It is the **Vendor's responsibility** to thoroughly read and understand the information provided below to ensure all process requirements are followed as required.

- [Invoicing and Payment Guidelines](#) | [FR](#)
- Bill To Listing:

Bell Canada (O&M)	Bell.invoice@bgis.com	Bell Canada c/o BGIS O&M Solutions Inc.	PO Box 3521	Markham	ON	L3R 0N4	Canada
Bell Canada (Projects)	Bell.projectinvoice@bgis.com	Bell Canada c/o BGIS O&M Solutions Inc.	PO Box 3521	Markham	ON	L3R 0N4	Canada
Bell MTS	Bell.invoice@bgis.com	Bell Canada c/o BGIS Global Integrated Solutions Alberta LP	PO Box 3521	Markham	ON	L3R 0N4	Canada

- [BGIS Electronic Funds Transfer Consent Form](#) | [FR](#)
- [BGIS Supplier Portal Registration](#) | [FR](#) (Invoices)
- [BGIS Supplier Portal User Guide](#) | [FR](#)
- [BGIS Supplier Portal FAQs](#) | [FR](#)
- [Getting started on the BGIS Oracle Cloud Supplier Portal](#) (Video)
- [Reviewing Invoice and Payment Status using BGIS Oracle Cloud Supplier Portal](#) (Video)
- [Submitting Invoices using BGIS Oracle Cloud Supplier Portal](#) (Video)
- [Reviewing Workorders and Purchase orders Lifecycle using BGIS Oracle Cloud Supplier Portal](#) (Video)
- [Managing Users on the BGIS Oracle Cloud Supplier Portal](#) (Video)

Invoicing, Payments, and Workorder Management continued...

2. Work Order Management

RealSuite is the BGIS system of record for Work Order Management.

The RealSuite® platform supports our business partners and vendor network with a proactive approach to service delivery excellence to ensure work orders are actioned promptly throughout the lifecycle.

Vendors are responsible for managing their work orders and ensuring that work orders are completed or extended in a timely manner including reasonable and detailed progress notes.

For RealSuite access and training requests, please email FM.Sharedservices@bgis.com

E. Additional Requirements

1. Health, Safety & Environment (HS&E)

Vendors must follow their own safe work processes to ensure hazards are identified and risks mitigated. These processes must meet or exceed the HSE requirements identified in the BGIS “Contractor Health, Safety and Environmental Handbook”.

Without exception, all workers must adhere to BGIS and Bell’s safety policies & applicable regulations. Any questions regarding HS&E hazards and associated risks **MUST** be communicated to the BGIS contact who requested the work, in advance of performing the activities.

Please thoroughly read and understand our Contractor Health, Safety and Environmental Handbook.

2. Environmental Incidents, Complaints, or Investigations

In providing the Services, as soon as the Vendor becomes aware of an occurrence of any environmental incident, non-conformance, regulatory review or investigation by any third party or governmental body, the Supplier is required to notify Bell by calling the **Enviro-Line** at **1-877-235-5368**, as well as notify the appropriate Facility Manager(s).

3. Health and Safety Incidents, Complaints, or Investigations

Upon becoming aware of an incident, the Vendor is to call the **National Incident Centre (NIC)** at **1-866-714-0911** to report the following types of incidents:

- Security Threat
- Bell Employee Injury
- Natural Disaster
- Property Damage or loss of infrastructure
- Critical Environmental Incident

Note: for life-threatening incidents, the Vendor must call 911 prior to calling the NIC.

Additional Requirements continued...

4. Asset Tagging

Applicable to Vendors performing mechanical repair(s) to equipment (i.e., generators or HVAC), the Asset Tagging Program via mobile site validation ensures the creation and sustainment of an accurate asset data inventory.

All WO's assigned to a vendor must have an asset tag association done during all on-demand service activities. Failure to include the information may result in a request for the vendor to return to site to gather the information, at no additional cost to Bell.

Please refer to the attached guideline for more information around the Asset Tagging program.



Asset Tagging -
Associating Equipm



Document de
formation - Initiative

5. ClearSite:

Applicable to high frequency recurring services, for example, janitorial, snow and landscaping services.

BGIS ClearSite Mobile application is where users must check in upon arrival and check out after completion of the work, before departing the location. (If users check in and out straight away the duration does not reflect the actual time spent onsite for the contracted service.) If, for any reason, ClearSite could not be used during a service, please do a manual entry in the ClearSite Administration Portal.

Should an escalation arise for a failure to show, BGIS will review the Clearsite data. Failure to comply with the use of ClearSite could result in punitive measures per contractual obligations.

If you require further training/assistance, please contact fmo.oss@bgis.com.



ClearSite 2.0 Quick
Guide English.pdf



ClearSite 2.0 Quick
Guide FRENCH 2024

F. Vendor setup instruction

Please complete the below steps and provide the required documents to begin the vendor setup process.

1. Complete the **Supplier Contact Information Sheet** (see Appendix 1)
Send the completed form to bellsourcingcompliance@bgis.com and copy the contracting party.
2. Provide a **sample invoice** with correct remit to address to bellsourcingcompliance@bgis.com.
3. Complete the **Anti-bribery and Corruption Due Diligence (ABC DD)** (see Appendix 2)
Send the completed form to bellsourcingcompliance@bgis.com and copy the contracting party.
4. Complete the **Electronic Funds Transfer (EFT) Form** (see Appendix 3).
Send the completed form to EFT@bgis.com.
* Please note the EFT form has 2 parts
5. Please refer to the **Vendor Checklist** (Appendix 4) for additional setup requirements.

Required Document Completion

It is the responsibility of the **contracting party** (FM, PM, Sourcing) to ensure the vendor completes the required vendor checklist and setup documents in full, as this will allow for accurate vendor setup. Please provide setup documents to bellsourcingcompliance@bgis.com

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Appendix 1: Supplier Contact Information Sheet

Supplier Contact Information Sheet			
Company Information			
Is this application for:	Head Office	Branch	Franchise
Preferred language of correspondence	English	French	
Company Name:			
<i>Full legal company name</i>			
Company Mailing Address:	_____		
Unit or Suite No.:	_____	City:	_____
Province/State:	_____	Postal or Zip Code:	_____
Main Contact Name:	_____	Title:	_____
<i>First and last name</i>			
Phone No.:	_____		
Email:	_____	Fax No.:	_____
Emergency Contact Name:	_____	Cell Phone:	_____
<i>First and last name</i>			
Phone No.	_____	Fax No.:	_____
Email:	_____	Cell Phone:	_____
Preferred method of communication for Purchase Orders	Email	Fax	
Purchase Order to be sent to:		Check if same as Main Contact	
Phone No:	_____	Fax No.:	_____
Contact Name:	_____	Email:	_____
Remittance Address Information: (Complete if different from above Company Mailing address)			
Street Address or Box No.:	_____	Unit or Suite No.:	_____
City:	_____	Province or State:	_____
Postal Code or Zip Code :	_____	Phone No. :	_____
Email:	_____	Fax No. :	_____
Payment Method: Fill Out the attached Electronic Funds Transfer Setup Form			
Cheque	Electronic Funds Transfer ("EFT") – preferred		
Tax Information			
Currency:	CAD	USD	Other Specify: _____
GST No.:	HST No.: _____		
PST No.:	QST No.: _____		
Exempt			
Indicate reason for tax exemption			

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Appendix 2: Anti-bribery and Corruption Due Diligence (ABC DD)

Supplier Due Diligence Questionnaire

Company Name:		
Supplier Due Diligence Questions		
	YES	NO
1. Is any current or previous Public Official or their Family Member a current or former employee, officer, director or owner (direct or indirect) of the Respondent? In the case of corporate owners, are any of the officers or directors or senior management of the Respondent a current or former Public Official or have a Family Member who is or were a Public Official?	<input type="radio"/> Yes	<input type="radio"/> No
2. Has the Respondent, or any affiliate company of the Respondent ever made a payment to a Public Official for the purpose of influencing a decision (such as a "grease" or "facilitation payment")?	<input type="radio"/> Yes	<input type="radio"/> No
3. Is the Respondent involved in any business relationship or lobbying with any government or quasi-government entity?	<input type="radio"/> Yes	<input type="radio"/> No
4. Has the Respondent, or any affiliate company of the Respondent, or any of its current or former employees, officers, directors or owners (direct or indirect) ever been suspended from doing business, charged with, convicted of or alleged to have been engaged in, or is there any pending or threatened claims, litigation or regulatory investigations, related to any fraud, bribery, misrepresentation, violation of anti-bribery and corruption laws (e.g., <i>Foreign Corrupt Practices Act (FCPA)</i> or <i>UK Bribery Act</i>), securities trading violation, tax evasion, competition compliance, money laundering and/or any other criminal laws.	<input type="radio"/> Yes	<input type="radio"/> No
If you answered "Yes" to any of the questions above, please provide further details in the box below:		
<u>Details:</u>		
5. Is the Respondent aware of any actual or potential conflicts of interest between the parties? The term "conflict of interest" describes any circumstance that could cast doubt on BGIS's or the Respondent's ability to act with total objectivity with regard to our business relationship, including any family, financial, or other noteworthy relationship between the employees, directors, officers and owners of the Respondent and any employee of BGIS or any of its affiliated companies. If YES, please provide further details below	<input type="radio"/> Yes	<input type="radio"/> No
<u>Details:</u>		

For purposes of this section:

"Public Official" means any person who is employed by or is acting in an official capacity for a government, a department, agency or instrumentality of a government, or a public international organization;

"Family Member" means any parent, spouse, child or sibling

Name of Person Filling the Form:

Signature:

Date:

Appendix 3: Electronic Funds Transfer (EFT) Form

Instructions: Please complete **Part One** and **Part Two**.

Part One – Remittance information

Supplier Legal Company Name	
Supplier Company Address	
Supplier/Contact Name	
Print Name of Signing Authority	
Phone number and extension	
Authorized Signature	

Please provide an email address below to receive your payment details. It is highly recommended that you provide a generic contact to ensure that the information is received.

Email address for Remittance Advice: _____

Part Two – Payment information

To ensure the accuracy of our account information, you must attach/fax a void cheque and complete the following:

Name of Financial Institution	
Address of Financial Institution	

BANK ACCOUNT INFORMATION:

CAD\$ ACCOUNT

Bank Code (4 digits)	Transit Number (5 digits)	Account Number (Maximum 12 digits)																	

USD\$ ACCOUNT

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ACH ROUTING

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Please send your completed form and “Void Cheque” to

BGIS Global Integrated Solutions (BGIS)

Financial Shared Services Department
 PO Box 4800 Markham, ON,
 L3R 0J2

OR Email at EFT@bgis.com

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Appendix 3: Electronic Funds Transfer (EFT) Form continued...

EFT Security Questionnaire

*In order to **protect your company**, BGIS would like to make sure that this request was authorized by your company. Please also complete the form below and answer the security questions below to validate the request. Please be advised that if you are not the supplier contact in our system of records, we will also be validating this information with the supplier contact in our system. **Thank you for your co-operation!***

Security Questions

Please provide your Company Tax Registration Number (HST/ GST #)	
Does the Person who requested the EFT bank set up form works for the company?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the Person who signed the EFT bank set up form is authorized?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Provide any previously provided Invoice Number, Date, and Amount issued to BGIS (if applicable)	Invoice Number: _____ Invoice Date: _____ Invoice Amount: _____
Provide any previously Payment Check Number, Date, and Amount issued by BGIS (if applicable)	Cheque Number: _____ Cheque Date: _____ Cheque Amount: _____
Please provided details for the person who completed this form	Name: _____ Title: _____ Email: _____ Phone: _____ Date: _____

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Appendix 4: Vendor Checklist

Step		Requirement	Instruction
1	<input type="checkbox"/>	Supplier Information Contact Sheet	Complete form and email to Vendor Manager or Facility Manager and copy BellSourcingCompliance@BGIS.com
2	<input type="checkbox"/>	Provide a sample invoice	Email the sample invoice to bellsourcingcompliance@bgis.com
3	<input type="checkbox"/>	Anti-bribery and Corruption Due Diligence (ABC DD)	Complete form and email to Vendor Manager or Facility Manager and copy BellSourcingCompliance@BGIS.com
4	<input type="checkbox"/>	Complete the Electronic Funds Transfer (EFT) Form	Complete the form and email to EFT@bgis.com
Avetta			
5	<input type="checkbox"/>	Register with Avetta (subscription required)	You will receive an invitation to join Avetta www.Avetta.com If you require assistance, you call 1-800-506-7427 or email Support@Avetta.com
6	<input type="checkbox"/>	Provide Avetta with applicable Workers Compensation Documents	If you require assistance, you call 1-800-506-7427 or email Support@Avetta.com
7	<input type="checkbox"/>	Provide Avetta with appropriate Insurance Documents	If you require assistance, you call 1-800-506-7427 or email Support@Avetta.com
ISN (formerly Cognibox/Alcumus SafeContractor) (if required)			
8	<input type="checkbox"/>	Register with ISN (subscription required)	If you require assistance, you call (EN) 1-800-976-1303 (FR) 1-844-773-3551 or email BellISNContractorSupport@isn.com
9	<input type="checkbox"/>	Provide ISN with applicable Workers Compensation Documents	If you require assistance, you call (EN) 1-800-976-1303 (FR) 1-844-773-3551 or email BellISNContractorSupport@isn.com
10	<input type="checkbox"/>	Provide ISN with appropriate Insurance Documents	If you require assistance, you call (EN) 1-800-976-1303 (FR) 1-844-773-3551 or email BellISNContractorSupport@isn.com
11	<input type="checkbox"/>	Complete all mandatory questions	If you require assistance, you call (EN) 1-800-976-1303 (FR) 1-844-773-3551 or email BellISNContractorSupport@isn.com
12	<input type="checkbox"/>	Provide ISN with required documentation (i.e., HR policies)	If you require assistance, you call (EN) 1-800-976-1303 (FR) 1-844-773-3551 or email BellISNContractorSupport@isn.com
Systems			
13		Access card request	For assistance speak to your Sponsor or email BREScardaccessrequest@bell.ca
14	<input type="checkbox"/>	Supplier Invoice Portal registration	Contact Portal.Invoice@bgis.com to request access to the Supplier portal.
15	<input type="checkbox"/>	ClearSite (as applicable)	Contact fmo.oss@bgis.com for assistance

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Appendix 5: Key Contacts for Vendors

Contact	Email	Description
Strategic Sourcing		
Strategic Sourcing Mailbox	Bell.Sourcing@bgis.com	Contractual Escalations
Service Level Changes Mailbox	BellSourcing.SLC@bgis.com	Service Level Changes
Vendor Add / Change and Compliance		
Compliance Mailbox	BellSourcingCompliance@bgis.com	Vendor Set up, Avetta, paysite and compliance support
Work Order Management / Real Suite Support		
FM Shared Services Mailbox	FM.sharedservices@bgis.com	Work Order support and Realsuite access and training.
Card Access		
Card Access Mailbox	BREScardaccessrequest@bell.ca	New card requests, Renewals, Card issues
Payment support		
Payment status	Bell.Paymentinquiry@bgis.com	Status of payments or concerns with payments
Supplier Portal	Portal.Invoice@bgis.com	Portal issues, training, set up
Compliance Support		
Avetta	Support@Avetta.com	Avetta registration and compliance issues/concerns
ISN (formerly Cognibox/Alcumus SafeContractor)	BellISNContractorSupport@isn.com	ISN registration and compliance issues/concerns

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Appendix 6: Vendor Offboarding Checklist:

Step		Requirement	Instruction
Vendor Requirements			
1	<input type="checkbox"/>	Vendor to submit all outstanding invoices	Invoices to be submitted to invoice portal. If support is required contact portal.invoice@bgis.com
2	<input type="checkbox"/>	Vendor must return all Bell access cards to Bell CSAC or to contracting party	Mail To Return address: 393 Rideau St. Floor 3 Ottawa, Ontario, K1N 1H1