

Supplier Guide to Updating and Completing Action Plans in Coupa Risk Assess

As part of our supplier due diligence process, we may ask you to provide information about how you manage & mitigate risk.

John Lewis Partnership (JLP) Risk Domain Specialists and the Partnership's Risk Analysts will review this information, which then may require action from you to ensure you meet the Partnership's standards for our Goods Not For Resale (GNFR) Suppliers.

If such an action arises from this process, this document explains how to respond to that action in Coupa. Please work with your JLP Business Contract Manager to address the actions and provide them with timely updates on what you are doing to achieve them. This also applies to any performance actions that your JLP Business Contract Manager may require during the term of your contract.

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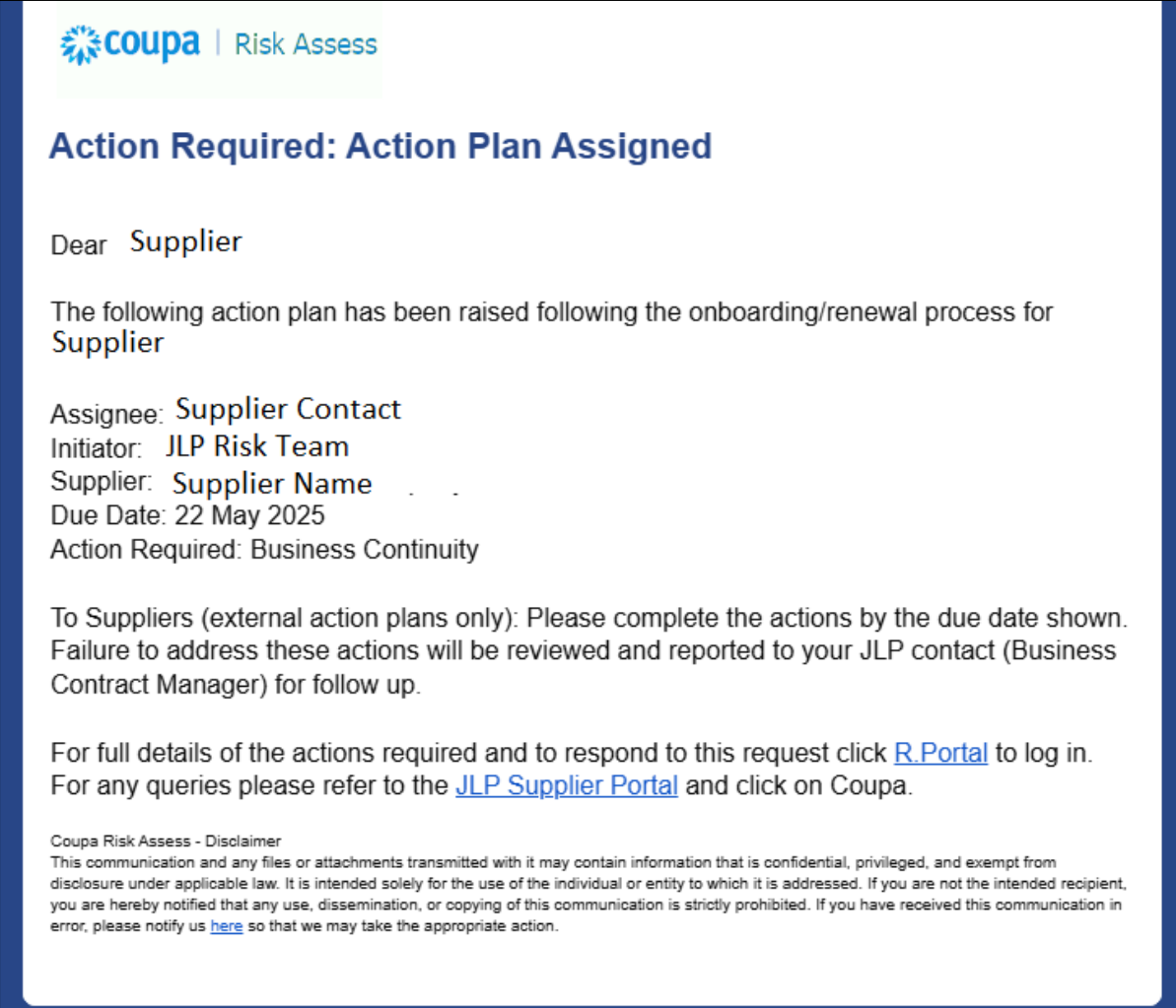
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Notification advising of an action to be taken:

When an action is raised you will receive the following notification with details of the action required:



The screenshot shows an email from Coupa Risk Assess. The header includes the Coupa logo and 'Risk Assess'. The subject line is 'Action Required: Action Plan Assigned'. The salutation is 'Dear Supplier'. The main body text states that an action plan has been raised following the onboarding/renewal process for the supplier. It lists the assignee as 'Supplier Contact', the initiator as 'JLP Risk Team', the supplier as 'Supplier Name', the due date as '22 May 2025', and the action required as 'Business Continuity'. It then instructs suppliers to complete actions by the due date and to refer to the JLP Supplier Portal for more details. A disclaimer is at the bottom.

 | Risk Assess

Action Required: Action Plan Assigned

Dear Supplier

The following action plan has been raised following the onboarding/renewal process for Supplier

Assignee: Supplier Contact
Initiator: JLP Risk Team
Supplier: Supplier Name
Due Date: 22 May 2025
Action Required: Business Continuity

To Suppliers (external action plans only): Please complete the actions by the due date shown. Failure to address these actions will be reviewed and reported to your JLP contact (Business Contract Manager) for follow up.

For full details of the actions required and to respond to this request click [R.Portal](#) to log in. For any queries please refer to the [JLP Supplier Portal](#) and click on Coupa.

Coupa Risk Assess - Disclaimer
This communication and any files or attachments transmitted with it may contain information that is confidential, privileged, and exempt from disclosure under applicable law. It is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient, you are hereby notified that any use, dissemination, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us [here](#) so that we may take the appropriate action.

How to Login into Coupa Risk Assess:

Link to Coupa Risk Assess: <https://jlp.risk.coupahost.com/Account/Login>

If you are yet to be selected as a Lead Bidder and have not received Due Diligence Questionnaires in Risk Assess, you will be required to create an Account.

You will receive 2 notifications (Please check your spam folder in case they are in there):

- A link to the [Coupa Risk Assess Portal](#)
- Authentication code (which is a temporary password)

A Coupa Risk Assess account has been created for you

Dear Supplier

A Coupa Risk Assess account has been created for you.

Your Username is:

[@gmail.com](#)

Please use the link below and the authentication code provided in a separate email with the subject "Your Coupa Risk Assess authentication code" to login to Coupa Risk Assess.

<https://jlp.risk.coupahost.com/Account/Login>

If you have any questions please contact your administrator at SMT@johnlewis.co.uk.

Thank you for using Coupa Risk Assess!
The Coupa Risk Assess Team

This email was intended for Supplier

Coupa Risk Assess - Disclaimer

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Reviewing the action:

1. Once logged in and you have accepted the **Terms of Use**, you will be taken to the Dashboard.
2. Click on **Action Plans** either “**Not Started**” or “**In Process**”:

Workspaces: R Portal • Last Login: 15/05/2025 10:52 • Enter Keyword(s) 🔍

Action Items Personal

Evaluations 1 Approvals 0 Action Plans 1

Not Started In Process Awaiting Approval Closed

Name	Context	Context Type	Status	Earliest Due Date	Action Status	Action
Business Continuity - Risk Action Plan	Supplier Name	Supplier	In Process	05/22/2025	🔵	✎

Updating and completing the action:

1. Select the **Action Plan** you want to update:

Not Started In Process Awaiting Approval Closed

Name	Context	Context Type	Status	Earliest Due Date	Action Status	Action
Business Continuity - Risk Action Plan	Supplier Name	Supplier	In Process	05/22/2025	🔵	✎
Information Security Risk Domain	Supplier Name	Supplier	In Process	05/22/2025	🔵	✎

2. Click the **Pencil** icon to complete the action plan and add any attachments and notes
3. Click on **Save**

Action Plan Item
scenario 6_test - Relationship

The Partnership - Risk - Modern Slavery

Initiator: Jacobs, Paul Status: In Process

Assigned To: Supplier Name Priority: Low

Assignment: Supplier Past Due: 14/04/2022

Approver: BCM Organization: The Partnership

Action Plan: Supplier Name E10647, Risk Actions Category: Risk

Action Item: Modern Slavery

Action Item Description: Introduce Modern Slavery Training

Action Required/Request: Work with your contract manager to address Modern Slavery training and how this can be applied to your organisation

Action Taken/Response: (No actions specified)

Add Notes

Name	Description	Created Date
Supplier Name	Modern Slavery Training programme docx	11/04/2022 12:45

Add Attachment

Created By	Name	Created Date
Supplier Name	Modern Slavery Training programme docx	11/04/2022 12:45

4. Select the relevant Action Plan that is required to be updated and change to **Completed**

Available Action Items

Supplier Name: 10613 Onboarding Risk Action Plans

Supplier Name:

Change status for selected items:

Action Item Name	Date Created
<input checked="" type="checkbox"/> Supplier Name Bribery & Anti Corruption	08/04/2022
<input type="checkbox"/> Supplier Name Slavery	08/04/2022

Not Started
In Process
Cancelled
Completed

5. A notification will be issued to the Business Contract Manager (or Relationship Manager) at JLP otherwise known as the BCM.

6. The completed action will need to be reviewed and approved by them

Additional Note:

- Please complete the action by the deadline date stipulated (Due Date)
- Reminder notifications will be issued if the action is not completed by the Due Date