

# Supplier's Guide to Supplier Due Diligence and Ongoing Monitoring

A guide to support Suppliers to the John Lewis Partnership with Supplier Due Diligence and Ongoing Monitoring in Coupa Risk Assess.

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## Introduction

At the John Lewis Partnership we take our responsibilities for the effective management of risk very seriously and to help us effectively manage this risk, we operate a Supplier Due Diligence (SDD) process. We want to ensure that all 3rd party and supply chain risk is appropriately identified, assessed and proactively managed in order to prevent breaches in areas such as Data Privacy, Information Security, Health and Safety, Anti-bribery and Corruption, Ethics & Sustainability and more.

Completing SDD satisfactorily is a mandatory requirement for all suppliers to the Partnership. The Partnership uses Coupa to collate and analyse data collected during the SDD process. This guide explains the steps both potential and existing Suppliers will be asked to complete on Coupa.

*Note: Reference to Company or Organisation includes any entity where there is a business relationship with the John Lewis Partnership. This includes companies and, unless a question states otherwise, Freelancers.*

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### 1. Supplier Due Diligence (SDD) - Responding to a Request for Due Diligence Information

You may have already answered a number of questions relating to the Partnership's eleven Risk Domains.

To complete this process, we now need to ask you for proof of your credentials (for example, if you have told us you have a Health and Safety policy, we would like you to upload into Coupa Risk Assess a copy of your current Health and Safety policy).

The next step is to create an account in Coupa Risk Assess, this is created for you by JLP. This is required so we ask you for additional information about your organisation, and for you to upload and submit this back to us. To do this:

1. You will receive a minimum of 4x emails from [JohnLewis@eumail.hiperos.com](mailto:JohnLewis@eumail.hiperos.com) or [noreply@jlp.risk-mail.coupacloud.com](mailto:noreply@jlp.risk-mail.coupacloud.com)

The titles of the emails are:

- Coupa Risk Assess: A Coupa Risk Assess account has been created for you
  - Coupa Risk Assess: Your Coupa Risk Assess authentication code
  - Coupa Risk Assess: Supplier Due Diligence Introduction
  - Coupa Risk Assess: Action Required: Complete Supplier Due Diligence Questionnaires (SDD) - **this will be one email per risk domain**
2. The email titled 'Coupa Risk Assess: A Coupa Risk Assess account has been created for you,' contains a link which you will need to register

## A Coupa Risk Assess account has been created for you

Dear Supplier Contact

A Coupa Risk Assess account has been created for you.

Your Username is **Supplier Email Address**

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-uat.risk.coupahost.com/External/\\_si7314?xS=j2aNn8iShK2V1MqkN0pUcBpnuxlagA6dKIsNMWORHHxcvz5P94L%2FZt41PfJlg0d3ZEL3fNb5aHvpccbQ9plvtphGV9pXrF3VWMVtinAH18eh8casRueuvWJUSevS8dtCVUcFaEJzxc107SmlxOn%2BNhzQep35oU3ybC%2BZplU4GrTKRhDVx8itX8jVzOR07GJ](https://jlp-uat.risk.coupahost.com/External/_si7314?xS=j2aNn8iShK2V1MqkN0pUcBpnuxlagA6dKIsNMWORHHxcvz5P94L%2FZt41PfJlg0d3ZEL3fNb5aHvpccbQ9plvtphGV9pXrF3VWMVtinAH18eh8casRueuvWJUSevS8dtCVUcFaEJzxc107SmlxOn%2BNhzQep35oU3ybC%2BZplU4GrTKRhDVx8itX8jVzOR07GJ)

If you have any questions please contact your administrator at [rasupport@coupa.com](mailto:rasupport@coupa.com).

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

This email was intended for Supplier Contact

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.

- From the email that contains an **authentication code**, copy, or make a note of this code

## Your Coupa Risk Assess authentication code

Dear Supplier Contact

Enclosed is the authentication code needed to login to the Coupa Risk Assess system.

Your authentication code is: !8XAzG!aQ7Xy

A link to login was sent to you in a separate email. Please refer to that email for instructions on using your authentication code to login to your Coupa Risk Assess account.

If you have any questions please contact your administrator at [rasupport@coupa.com](mailto:rasupport@coupa.com).

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


This email was intended for **Supplier Contact**

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4. Go back to the original notification and click on the link
5. Paste or enter the code into the **Authorisation Code** box
6. Select a **Security Question** to answer
7. Enter and confirm your response to the **Security Question** selected
8. Click **Continue**
9. You are now set up to use Coupa Risk Assess

You will now start to receive requests from JLP to provide the extra information and documents to complete its Due Diligence process. These requests also come to you as email notifications and an example of one is shown here:



**coupa** | Risk Assess

## Action Required: Complete Supplier Due Diligence Questionnaires (SDD)

Dear Test

As part of John Lewis Partnership's commitment to mitigating risk within our organisation, we require all our GNFR suppliers to complete our Supplier Due Diligence Questionnaires (SDD).

Please note that a delay in completing this form will impact the time it takes to onboard as a supplier for John Lewis Partnership. This activity is key to our process and is required before we can conduct business with new suppliers. Contracts cannot be signed and orders cannot be placed until the risk has been assessed.

It will be necessary for suppliers to keep this information up to date and completion will be required on an ongoing basis for the duration of the relationship.

Please complete the Financial Services Due Diligence Questionnaire questionnaire by 31 July 2025.

Engagement/ Relationship Name: DSM Test Peach  
Engagement/ Relationship Number: E10343

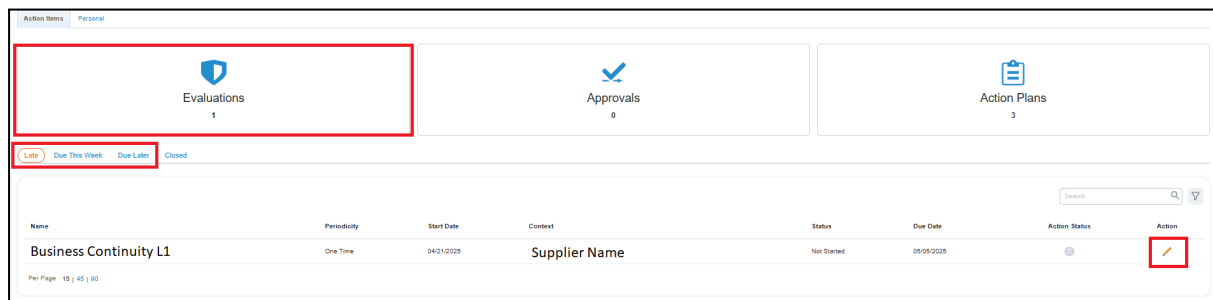
To complete this questionnaire click [R Portal](#) to log in.


If you have any queries regarding this process please speak to your JLP contact ( Business Contract Manager)

If you are not the correct person to complete this questionnaire you can delegate to another person in your company. Please see GNFR Supplier portal for further instructions.

Please note that you could receive several notifications like this - one for each of our Risk Domains.

1. To proceed, click on the link within the notification
2. Log into [Coupa Risk Assess](#)
3. You will then be presented with the Coupa Risk Assess dashboard
4. In the **Evaluations** section, you will see a summary of the requests awaiting your attention
5. Click the **Late, Due This Week, Due Later** icons to view the full list of actions
6. From the list that is presented to you, click the **Pencil** icon to open and actions the request



Name	Periodicity	Start Date	Context	Status	Due Date	Action Status	Action
Business Continuity L1	One Time	04/21/2025	Supplier Name	Not Started	09/05/2025		

7. Work through the questions asked (remember that those marked \* are mandatory)
8. Follow the instructions to upload the documents required

**Note:** Failure to complete submission of any risk domains will result in a delay in progressing on from Supplier Due Diligence. If any question in any risk domain is not appropriate for your organisation, use the comment box, or upload a document with your justification.

9. If you ever need more time to complete all the necessary steps, you can click **Save** and return to the document later
10. Otherwise, once complete, click **Submit**

## What happens next?


Your responses will be reviewed by our team at JLP. This may result in:

- One or more of your responses being rejected. This could be because the evidence provided is incomplete, or we need a little more information from you. See section 4 below on how to deal with any follow up requests.

- JLP asking you to complete an Action Plan, which will be a commitment from you to complete a particular action or provide evidence of a certificate or policy in order for JLP to complete its Due Diligence process.
- Completing Actions Plans is not covered in the guide but there is a useful guide linked below:
- [Guide to Updating & Completing Action Plans in Coupa Risk Assess](#)

## 2. Dealing with any follow up requests for information

If the JLP Risk Team has reason to reject your submission, you will receive this notification by email. To make adjustments, you should log back into Coupa via the link in the notification:




**Risk Assess**

### Evaluation Status Changed

The status for your evaluation named **Risk-Ethics & Sustainability Due Diligence Questionnaire L3 [IRQ.003 SOURCING SDD OM (GNFR\_GBP\_250522)] - Onetime - Period Start 01 Jul 25** has been changed to un-submitted. You can log in and make any required updates now, using the link below.  
[Click R.Portal](#) to log in.

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.

Once you have logged in via the link in the email notification, you will be taken to the risk domain that has been sent back to you. The rejection comments from the JLP team will be listed at the top of the questionnaire, update as necessary and re-submit back to JLP:



Workspaces: R.Portal ▾ Las

## Evaluation

Risk-Ethics & Sustainability Due Diligence Questionnaire L1   **Supplier Name**   Onetime - Period Start 07 Jul 25

This scorecard was rejected for the following reason(s):

- 08/07/2025 from JLP User: Please resubmit with more information for Question 02.01, use the text box to add more details

• The Partnership

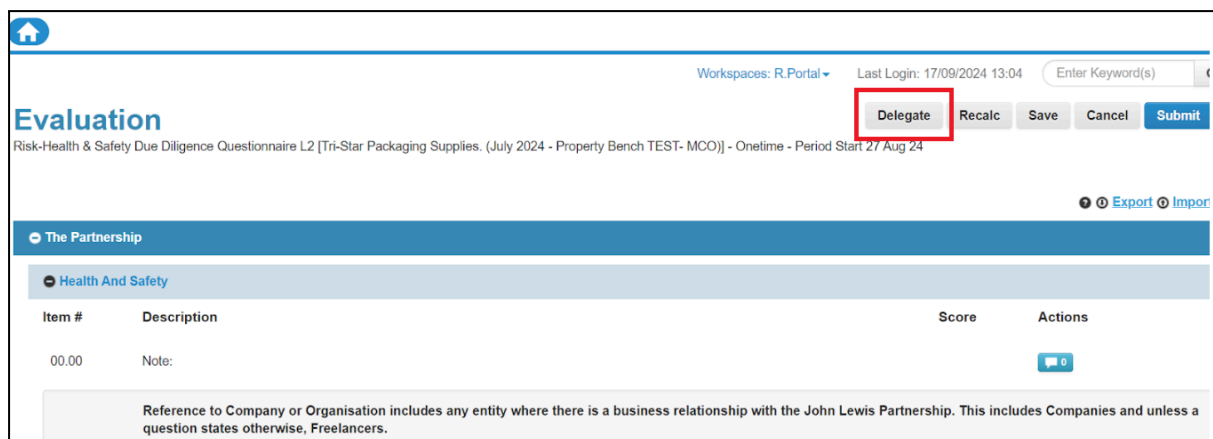
• **Ethics and Sustainability - Introduction**

Item #	Description	Score
00.00	Note:	

### 3. Delegating a Risk Domain in Coupa Risk Assess

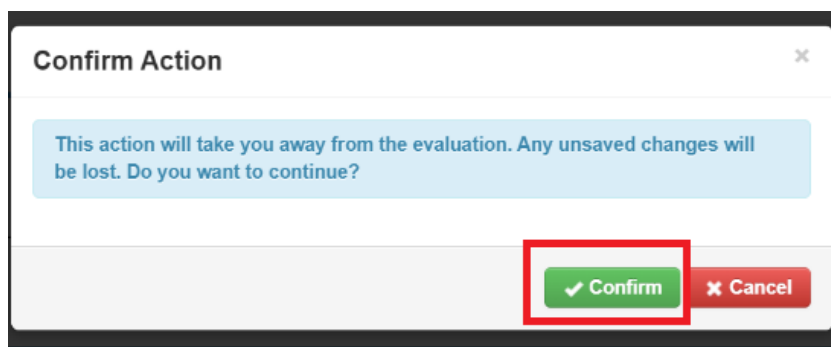
If you need someone else in your organisation to answer a particular risk domain for SDD or Ongoing Monitoring, you can delegate this to them in Coupa Risk Assess, to do this:

1. Open the due diligence questionnaire (click view on the right side of the page).
2. At the top right of the assessment screen, click the **Delegate** button.



The screenshot shows the 'Evaluation' screen in Coupa Risk Assess. At the top right, there is a 'Delegate' button highlighted with a red box. Other buttons visible are 'Recalc', 'Save', 'Cancel', and 'Submit'. Below the buttons, there is a table with columns 'Item #', 'Description', 'Score', and 'Actions'. The table contains one row with '00.00' in the 'Item #' column and 'Note:' in the 'Description' column. A red box is also present around the 'Note:' text.

3. Click **Confirm** within the pop-up.



The screenshot shows a 'Confirm Action' pop-up dialog. It contains a message: 'This action will take you away from the evaluation. Any unsaved changes will be lost. Do you want to continue?'. At the bottom right, there are two buttons: 'Confirm' (green) and 'Cancel' (red). The 'Confirm' button is highlighted with a red box.

4. Add a delegate by clicking on the green '+' sign. Add their email address, first and last name then click **Create User**



A screenshot of a user creation form. The form has three input fields: 'Email Address \*', 'First Name \*', and 'Last Name \*'. These fields are enclosed in a red rectangular box. Below the fields are two buttons: 'Cancel' and 'Create User'. The 'Create User' button is also enclosed in a red rectangular box.

5. Enter a reason in the **comments** box for submitting the delegation in the comments field and click the **Delegate** button when complete



A screenshot of a delegation form. The form has several sections: 'Basic Information' with 'Current Scorer (External)', 'Delegate to User/Group' with a dropdown menu and a red box around the search icon, and 'Comments' with a text area and a red box around it. At the bottom right, there are three buttons: 'Top', 'Back', and 'Delegate'. The 'Delegate' button is highlighted with a red box.

6. The delegate will receive 3x emails from [noreply@coupa.com](mailto:noreply@coupa.com), [JohnLewis@eumail.hiperos.com](mailto:JohnLewis@eumail.hiperos.com) or [noreply@jlp.risk-mail.coupahost.com](mailto:noreply@jlp.risk-mail.coupahost.com)

The titles of the emails are:

- Coupa Risk Assess: A Coupa Risk Assess account has been created for you
- Coupa Risk Assess: Your Coupa Risk Assess authentication code
- Coupa Risk Assess: Action Required: Complete Supplier Due Diligence Questionnaires (SDD) - this will be one email per risk domain.

## 4. Ongoing Monitoring

Ongoing Monitoring is an annual requirement after completing Supplier Due Diligence and is completed every year you work with us. This can be a lighter request for information against our risk domains compared to what was requested the first time you did Supplier Due



Diligence with us. However, if our requirements change with you and some risk domains are deemed a higher risk, you may be asked to provide more information.

To complete this process, your JLP contact will let you know in advance that Ongoing Monitoring has come up for annual renewal and will check who the most appropriate contact is to complete Ongoing Monitoring, please be prepared to provide them with an email address so an account can be created.

1. You will receive a minimum of 3x emails from [noreply@coupa.com](mailto:noreply@coupa.com), [JohnLewis@eumail.hiperos.com](mailto:JohnLewis@eumail.hiperos.com) or [noreply@jlp.risk-mail.coupahost.com](mailto:noreply@jlp.risk-mail.coupahost.com)

The titles of the emails are:

- Coupa Risk Assess: A Coupa Risk Assess account has been created for you
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  - Coupa Risk Assess: Action Required: Complete Supplier Due Diligence Questionnaires (SDD) - **this will be one email per risk domain**
2. The email titled 'A Coupa Risk Assess account has been created for you,' contains a link which you will need to register
  3. From the email that contains an **authentication code**, copy, or make a note of this code
  4. Go back to the original notification and click on the link
  5. Paste or enter the code into the **Authorisation Code** box
  6. Select a **Security Question** to answer
  7. Enter and confirm your response to the **Security Question** selected
  8. Click **Continue**
  9. You are now set up to use Coupa Risk Assess

You will now start to receive requests from JLP to provide the extra information and documents to complete its Ongoing Monitoring Due Diligence process. These requests also come to you as email notifications and an example of one is shown here:

## Action Required: Complete Supplier Due Diligence Questionnaires (SDD)

Dear Michael

As part of the John Lewis Partnership's commitment to mitigating risk within our organisation, we require all our GNFR suppliers to complete our Supplier Due Diligence Questionnaires (SDD).

Please note that a delay in completing this form will impact the time it takes to onboard or renew as a supplier for the John Lewis Partnership. This activity is key to our process and is required before we can conduct or continue business with our suppliers. Contracts cannot be signed or renewed and orders cannot be placed until the risk has been assessed.

It will be necessary for suppliers to keep this information up to date and completion will be required on an ongoing basis for the duration of the relationship.

Please complete the Health & Safety Due Diligence Questionnaire L2 questionnaire by 26/07/2024.

Please note if Engagement Number is shown, this relates to first time completion. If Relationship Number is shown, this relates to on-going monitoring.

Engagement/Relationship Name: July 2024 - Property Bench TEST- MCO  
Engagement/Relationship Number: E10255

To complete this questionnaire click [R.Portal](#) to log in.

If you have any queries regarding this process please speak to your JLP contact (Business Contract Manager).

Please note that you could receive several notifications like this - one for each of our Risk Domains.

10. To proceed, click on the link within the notification
11. Log into **Coupa Risk Assess**
12. You will then be presented with the Coupa Risk Assess dashboard
13. In the **Evaluations** section, you will see a summary of the requests awaiting your attention
14. Click the **Show Me** link to open the full list
15. From the list that is presented to you, click the green **View** button to open the request
16. Work through the questions asked (remember that those marked \* are mandatory)
17. Follow the instructions to upload the documents required.

**Note:** Failure to complete submission of any risk domains will result in a delay in progressing on from Ongoing Monitoring Supplier Due Diligence and may affect

*commencing further work with you. If any question in any risk domain is not appropriate for your organisation, you must answer it and use the comment box, blue speech mark icon, or upload a document with your justification as to why for review by JLP.*

18. If you ever need more time to complete all the necessary steps, you can click **Save** and return to the document later
19. Otherwise, once complete, click **Submit**

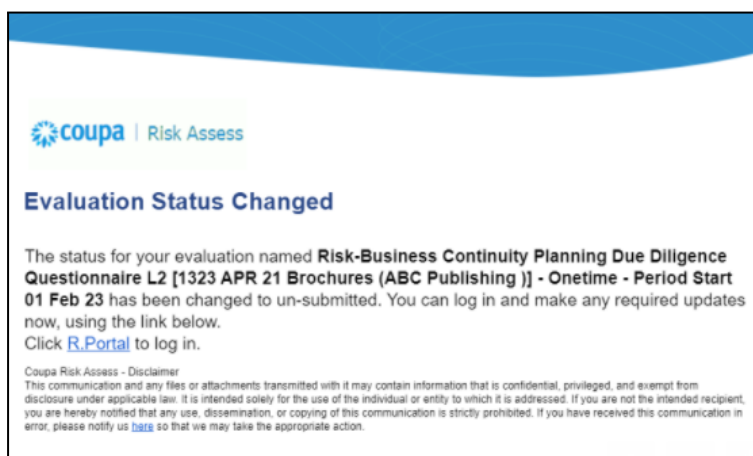
## What happens next?

Your responses will be reviewed by our team at JLP. This may result in:

- One or more of your responses being rejected. This could be because the evidence provided is incomplete, or we need a little more information from you. See section 4 above on how to deal with any follow up requests.
- JLP asking you to complete an Action Plan, which will be a commitment from you to complete a particular action or provide evidence of a certificate or policy in order for JLP to complete its Ongoing Monitoring Due Diligence process.
- Completing Actions Plans is not covered in the guide but there is a useful guide linked below:
- [Guide to Updating & Completing Action Plans in Coupa Risk Assess](#)

## 5. Dealing with any follow up requests for Ongoing Monitoring information

If the JLP Risk Team has reason to reject your submission, you will receive this notification. To make adjustments, you should log back into Coupa via the link in the notification, note the comments made by the JLP team, update as necessary and re-submit back to JLP:



## 6. Troubleshooting

If you find you are not receiving invites to complete SDD in Coupa Risk Assess, this could relate to the firewall or filtering system of your email account set by your organisation.

To receive these messages, you must contact your internal IT support team and raise this issue. They should then be able to whitelist the IP. Once whitelisted, either open the emails if you can recover them, or, if they can not be recovered, please contact your JLP contact who will ask that the emails are regenerated to you.

1. If you are expecting an invitation to complete **Supplier Due Diligence**:

IP: 99.80.114.2

Subject: "Coupa Risk Assess: Your Coupa Risk Assess authentication code"

From: "noreply@coupa.com" <noreply@jlp.risk-mail.coupahost.com>

Domain: [mail.coupahost.com](mailto:noreply@jlp.risk-mail.coupahost.com)

2. Coupa also recommends whitelisting all of the IP addresses below, as linked [here](#), to cover all emails received from Coupa:

3.248.216.128	40.119.156.99	52.215.250.0	54.246.251.255
3.248.216.191	40.119.158.195	52.215.250.63	54.247.93.79
3.251.106.0	46.137.79.132	54.217.239.192	54.247.94.215
3.251.106.127	46.137.79.134	54.217.239.255	54.247.94.220
3.253.189.0	46.137.79.136	54.228.236.10	54.93.127.0
3.253.189.1	46.137.98.131	54.235.152.47	54.93.127.127
3.253.189.62	46.137.98.138	54.246.251.192	3.211.221.14
54.251.215.28	99.81.23.194	54.179.108.225	3.218.255.52

3. If you still have not received the Coupa Risk Assess invites, please confirm your email address with your JLP contact so they can either resend the invite or amend your email.
4. Please note that Coupa sourcing events, Coupa Risk Assess (Used for supplier due-diligence and action plans) and Coupa Supplier Portal (Used for supplier registration, supplier details, invoicing and account management ) are all separate platforms. The URLs and your login and password credentials will be different for each one.

Note, we are unable to send Coupa Risk Assess invitations to multiple contacts in your organisation. If multiple users need to complete the different questionnaires, please use the delegate function, covered in section 3.

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## **Related Information:**

- Coupa Risk Assess Log In Page: <https://jlp.risk.coupahost.com/Account/Login>
- Supplier Coupa Materials: <https://www.jlp suppliers.com/content/jlp sup/coupa.html>