

# **METACOMPLIANCE GUIDANCE FOR EXTERNAL USERS**

FME Business Partner  
Compliance Trainings - 2020



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## 1) General introduction to the Business Partner Trainings

At Fresenius Medical Care, all business partner relationships are managed in accordance with a structured Third Party Management Lifecycle. The lifecycle warrants that business partners are selected, instructed and monitored in a way that mitigates compliance risks in the best possible way.

One of the relevant topics in the lifecycle are "Trainings". Through them, Fresenius Medical Care educates its business partners about compliance basics, explains its compliance program, its values, and the expectations regarding ethical business practices.

These trainings will help business partners to act appropriately, to make the right choices, and to prevent misconduct that could lead to sanctions or reputational damage.

## 2) MetaCompliance Platform

FME uses a web-based, external e-learning tool to deliver compliance trainings to Business Partners. The tool enables proper assignment of contents, follow-ups, tracking and reporting.

The training tool is a product of MetaCompliance Limited, a UK-based training platform provider. For considerations of autonomy and data privacy, business partners self-manage the training activities of their organization in the Meta e-Learning platform ("**Meta Platform**").

## 3) Roles in MetaCompliance tool

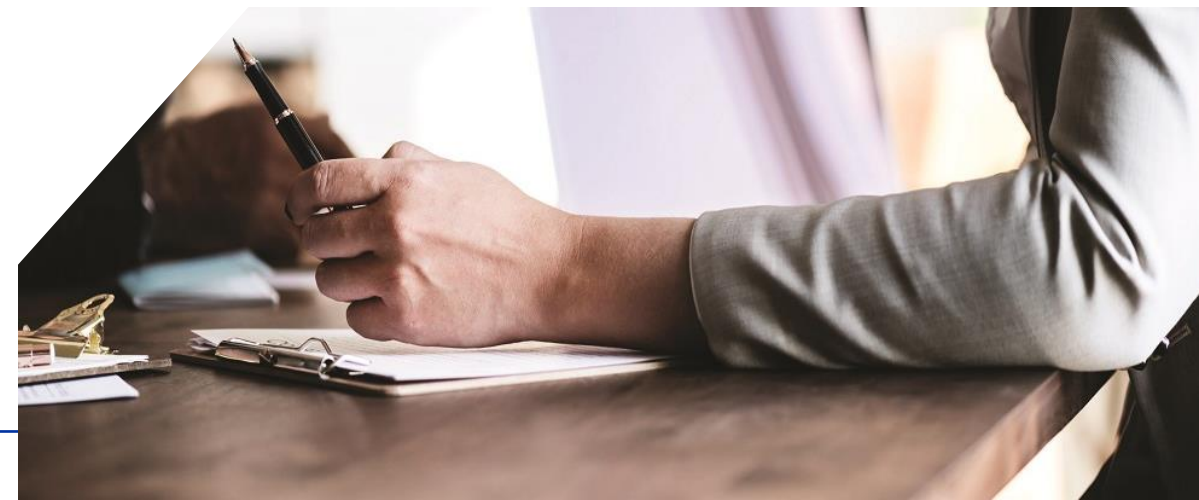
FME Role	Role in MetaCompliance Platform	Task Description
Corporate Compliance Department	Administrator	Full control of the training platform and access to all functionalities 1) Create content in Meta Platform such as policies, trainings and Compliance Brochure. 2) Create User Management Admins
LCO/RCO	User Management Admin	Access to user management, user groups and permissions; no other admin rights 1) Create and manage Business User 2) Send registration e-mail 4) Target Permissions to Business Users (Assign Category and Group) 5) Assign the course (Business Partner Compliance Training) policies (Privacy notice & consent, Compliance Brochure for FME Business Partners)

Business Partner Admin User	Business User	<p>Restricted/customized permissions that generally has less permissions than an (FME) User Management Admin; Business User can manage assigned user groups and categories within the platform.</p> <ol style="list-style-type: none"> <li>1) Create Users.</li> <li>2) Send registration e-mail</li> <li>3) Read and confirm the Privacy Notice (and Consent) in their languages prior to starting the Business Partner Compliance Training</li> <li>4) Perform and complete Business Partner Compliance Training</li> <li>5) Read and confirm the Compliance Brochure for FME Business Partners.</li> </ol>
Business Partner representatives/employees	User	<p>General end user that has been added into the system for targeting only.</p> <ol style="list-style-type: none"> <li>1) Read and confirm the Privacy Notice (and Consent) in their languages prior to starting the Business Partner Compliance Training.</li> <li>2) Perform and complete Business Partner Compliance Training.</li> <li>3) Read and confirm the Compliance Brochure for FME Business Partners.</li> </ol>

Business Partner Admin Users are assigned the role of **Business Users**, therefore, are the designated contacts for Business Partner Compliance Training within the Business Partner.

Due to Data privacy requirements the platform structure has been configured to allow the Business Users to add Users to their assigned group (the Legal Entity name).

Please consider the following structure that should be reflected in the platform:







## 4) Business User View

### a) Logging in

To access the Site, Business users must register via the Registration email sent to their assigned email address – this will be received from:

[no-reply@metacompliance.com](mailto:no-reply@metacompliance.com)



Otherwise, to access the Cloud platform, navigate to <https://cloud.metacompliance.com>

Once you (the user) click on the “**Register**” button within the email you will then be taken to the Registration page on the Cloud site.

On this page you will need to assign a Password to their registered Email Address

Once an email and password have been registered, you will now be able to gain access to the Cloud portal.

The screenshot shows the registration page for MyCompliance Cloud. At the top left is the MyCompliance Cloud logo. The main heading is "Register a new account". Below this is a paragraph explaining the password policy: "The password policy for MyCompliance Cloud is a password of at least 8 characters containing a number, an uppercase (A - Z) character, and a character which is not a letter or a number, for example !, \$, &". There are three input fields labeled "EMAIL", "PASSWORD", and "CONFIRM PASSWORD". A blue "Register" button is located at the bottom right of the form area.

## Forgot Password

If you are attempting to log into the platform with an incorrect email address or password, the following message will appear:

The screenshot shows the login page for MyCompliance Cloud. At the top left is the MyCompliance Cloud logo. The main heading is "Login to your account". Below this is a red error message: "The email or password is incorrect."

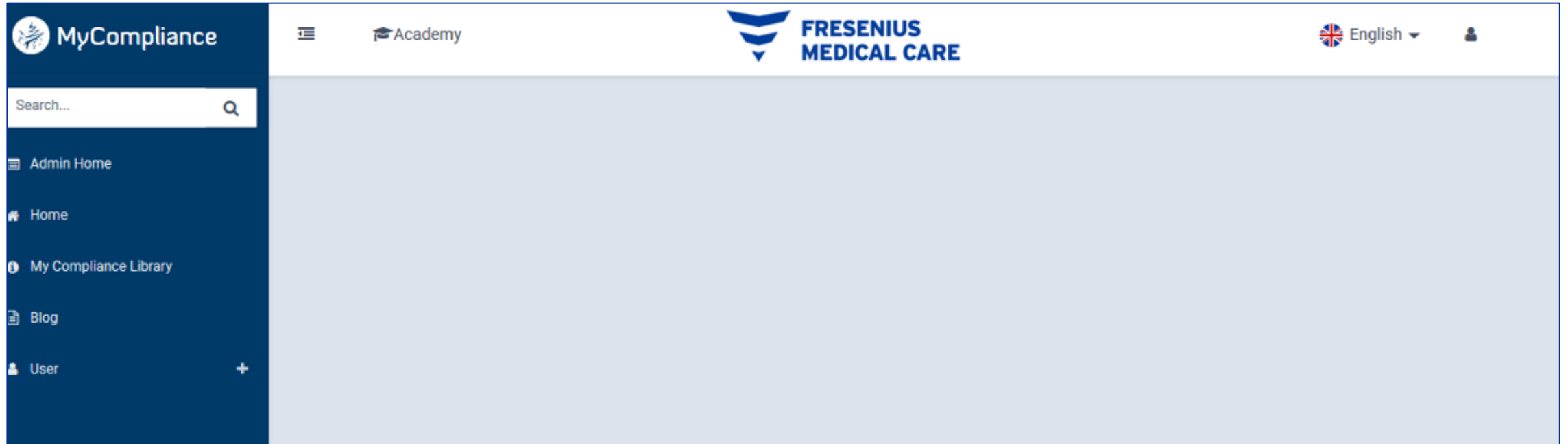
### To reset a password, follow the below steps:

1. Navigate to the <https://cloud.metacompliance.com> Login page.
2. Click on the '**Forgot your Password?**' link.
3. This will then direct to the Reset Password page and prompt you to enter their email address.
4. This will then send a link to this email address provided it is a valid registered account.
5. Please check your inbox for an email from '**no-reply@metacompliance.com**' containing a unique '**Password Reset**' link.
6. Click on the '**here**' link within this email to be directed to the Reset Password page.
7. Once on the Reset Password page, you can then enter a new password.
8. Once the password has been successfully reset, you will now be able to log in with your new assigned password by clicking on the '**here**' link. This will take you to the login page.

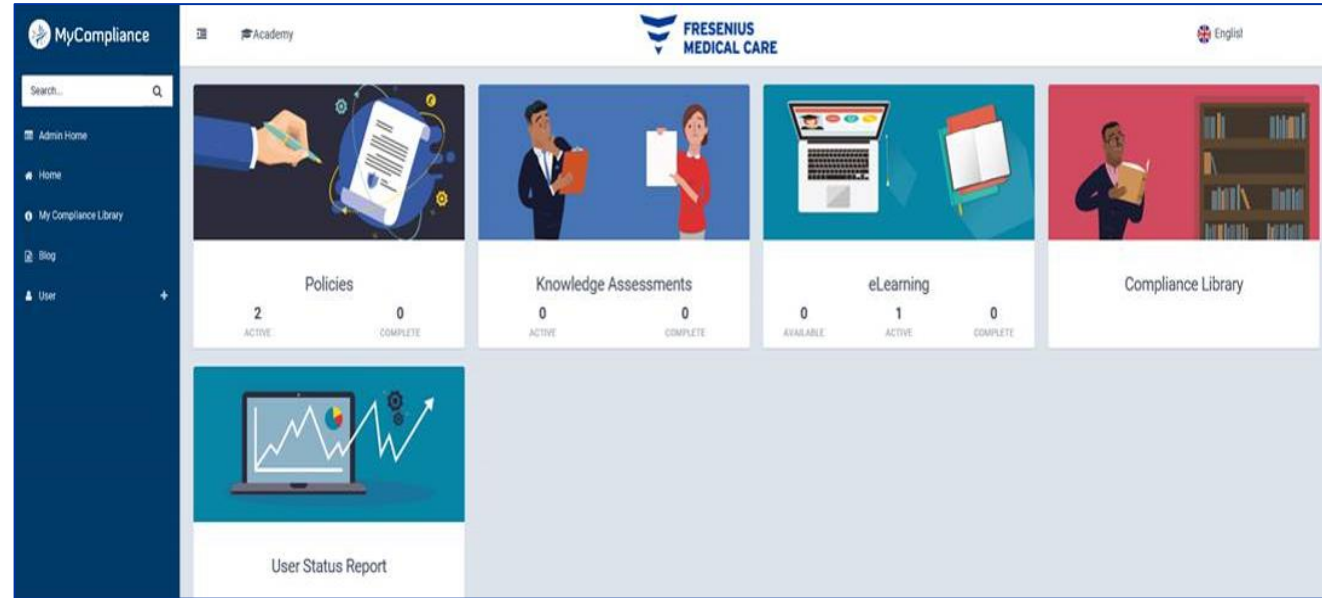
## b) Homepage

The Homepage is the first page that will display upon logging into the system. The Business User has the option of displaying the '**Admin Home**' view, or an end user '**Home**' view.

"**Admin Home**" will only appear for admin users.

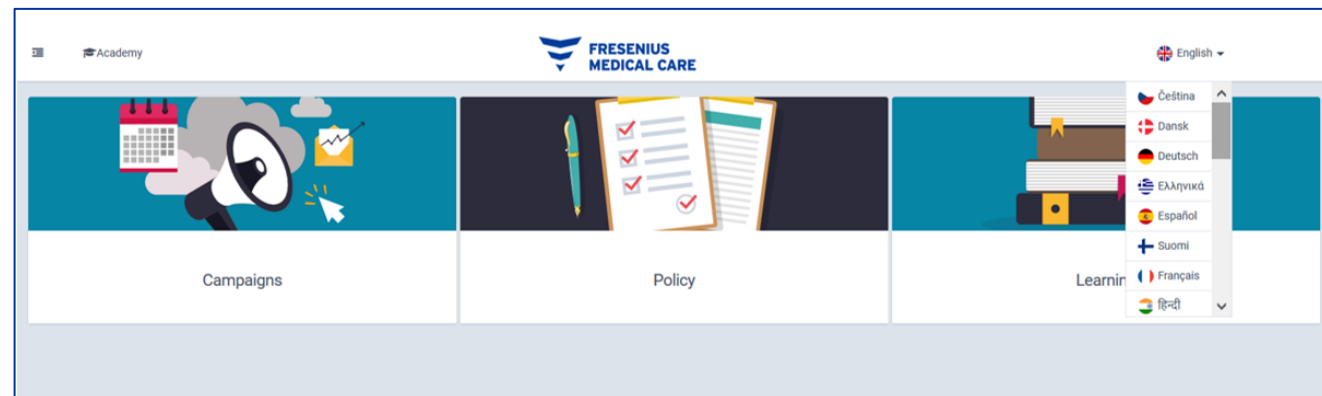


“Home” is the homepage for all users.



### c) Site Translation

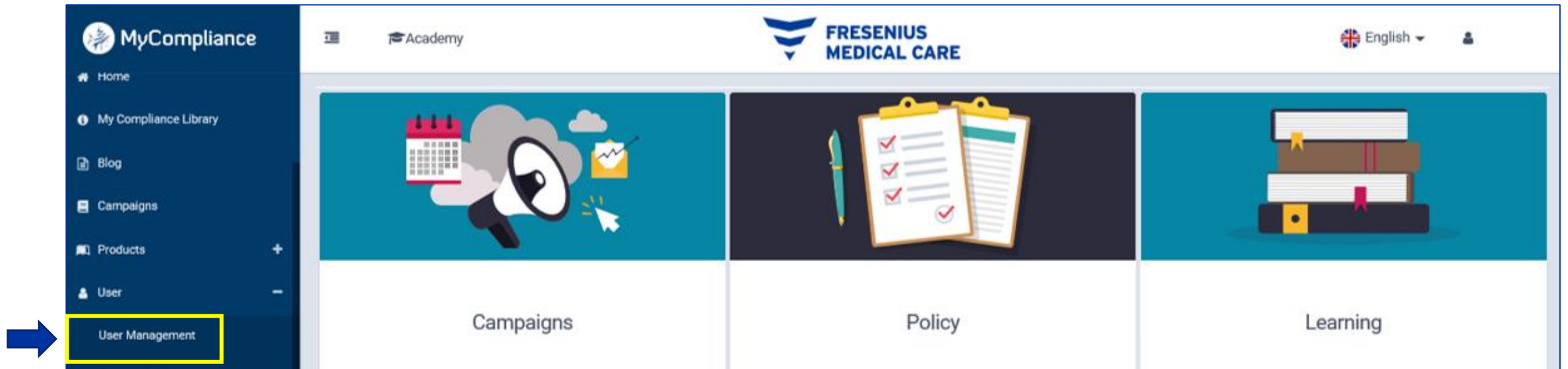
The site has a built-in translator which will translate the platform into the end user's language of choice. It can be located on the home screen and can be implemented by simply selecting the desired language. There are 24 languages to choose from.



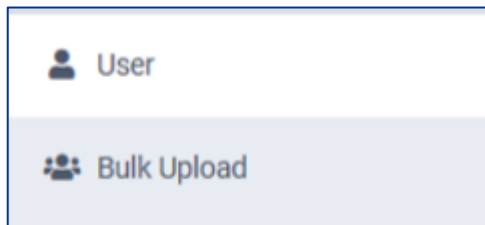


## d) Create new Users

New users can be added to the Platform by navigating to **User > User Management**. This will open the “**Creation**” section of the User Management.



Once you click in the **User**, you can find two options to add new users in the platform: **User** (Individual upload) or **Bulk Upload** (Massive upload).



1) If you selected “User” (individual upload), the following screen will be shown to fill in the user’s details:

The screenshot shows the 'Add New User' form in the MyCompliance system. The form is titled 'Add New User' and is part of the 'User Management > User Creation' workflow. It contains several sections: 'Identity' with fields for Forename, Surname, and Email; 'Job Information' with fields for Supervisor, Supervisors Manager, and Department (pre-filled with 'LISA S.A'); 'Custom Details' with fields for Legal Entity and Subcontractor Entity; and 'User Type' with radio buttons for 'User', 'Email', and 'Federated'. A 'Create New User' button is at the bottom left.

The user details which are to be filled in are listed below:

### General Fields (“Identity”) - Mandatory

- **Forename** – please enter the employee’s first name
- **Surname** – please enter the employee’s surname
- **Email Address** – please enter the company e-mail address of the employee
- **Role** – please select “**User**”
- **User Type** – please always select the option “**Email**”
- **Department** – The legal entity name is already included by default; thus you should not take action on this field.
- **Create/add to subgroups** – please select “**yes**”



CREATE/ADD TO SUBGROUP(S)

Yes  No [VIEW GROUP GUIDELINES](#)

### Additional Fields (“Job Information”) - Optional

- **Supervisor** – this field is only optional
- **Supervisors Manager** – this field is only optional
- **Group Name** – this field is only optional

### “Custom Details” - Mandatory

- **Legal Entity** – please enter the legal name of the Business Partner (please note that the Legal Name needs to match with the field “Department”)
- **Country** – please enter the country where your Business Partner is based/ has the registered seat / Country where activity is performed.
- **Subcontractor** – Any individual or entity contracted by the Business Partner in order to fulfil a part of its engagement with FME.
- If you are not making use of any subcontractors, please enter “**Not applicable**”

**Please note:** If you do not include the mandatory fields properly, you cannot assign roles, policies and courses in the platform.

To finish this task, please click on “Create New User” to save.

2) In case you have several employees which you have to create, you can select “**Bulk Upload**”. Ensure you select User Type as “**Email**” and Bulk Upload Type as “**New Users**”. Choose “**Select File**” to locate the file and in “**Create/add subgroups**” select **YES**. The file must be uploaded as a CSV file or Excel file, required field headings can be seen in the example below.

The screenshot shows the 'Bulk Upload Users' form in the Fresenius Medical Care system. The interface includes a navigation menu on the left with 'Bulk Upload' highlighted. The main form area contains the following elements:

- Creation** section: 'Bulk Upload Users' title, 'License Count 39/6000', and 'USER TYPE' options:  Email and  Federated.
- Manage** section: 'Users' and 'Groups' options.
- CREATE/ADD SUBGROUP(S)** section:  Yes and  No, with a [VIEW GROUP GUIDELINES](#) button.
- BULK UPLOAD TYPE** section:  New Users and  Replace Existing User List.
- BULK UPLOAD** section: A file selection field with a 'Select file' button.
- Additional options:**  View Example and  Custom Attributes.
- Upload Users** button at the bottom.

There is an example of how the CSV file or Excel file should be prepared. Please pay close attention to the rows in the excel shown below, otherwise the user's creation will not be successful. Please remember that each box has a detailed explanation of how it should be filled in (point 1 - user creation)



**ALERT!** We ask you to not use the template that is embedded in the MetaCompliance tool and only consider the template you can find in this guidance.

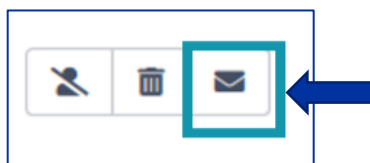
**GroupName, SupervisorEmail, SupervisorManagerEmail, LegalEntity, SubcontractorEntity;** should be in the excel file without leaving any space, as shown in the example below.

	A	B	C	D	E	F	G	H	I	J
1	Forename	Surname	Email	Department	GroupName	SupervisorEmail	SupervisorsManagerEmail	LegalEntity	Country	SubcontractorEntity
2	REQUIRED	REQUIRED	REQUIRED	REQUIRED	CAN BE LEFT BLANK	CAN BE LEFT BLANK	CAN BE LEFT BLANK	REQUIRED	REQUIRED	REQUIRED

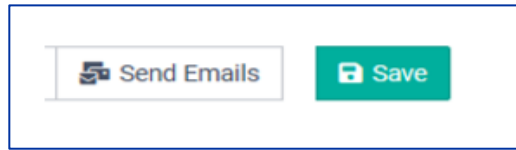
## e) Sending Registration Emails

Individual registration email: Once a user has been added, you will need to send a registration email with a link to register their access. This can be sent by clicking on the **small Envelope icon** next to their account within the **"Actions"** column

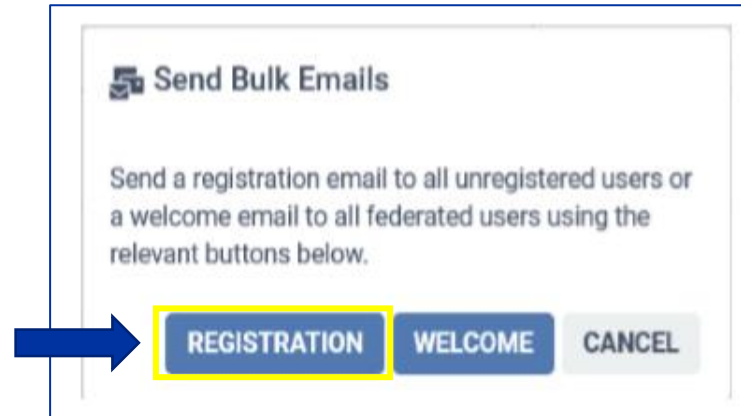
The screenshot shows the 'Manage Users' interface. At the top right, it displays 'License Count 44/6000'. Below this, there are controls for 'SHOW 10 ENTRIES', a 'SEARCH:' field, and buttons for 'Column Visibility', 'Excel', 'Send Emails', and 'Save'. The main table has columns for 'Profile', 'Name', 'Email', 'Role', 'User Type', 'Department', 'Registered', 'Disabled', and 'Actions'. A user entry is shown with email '@fmc-ag.com' and role 'Admin'. In the 'Actions' column for this user, three icons are visible: a pencil, a trash can, and an envelope. A blue arrow points to the envelope icon, which is highlighted with a yellow box.



Send bulk registration email: In case you have several employees which you have to send registration emails. You can send registration emails to **all** unregistered users by selecting the **Send Emails button**.



You will be prompted if you want to send a registration email to unregistered email-based users or a Welcome. Please select only “**Registration**”



Finally, please go to the **User view guidance** to:

1. Read and confirm the Privacy Notice (and Consent) in their languages prior to starting the Business Partner Compliance Training.
2. Perform and complete Business Partner Compliance Training.
3. Read and confirm the Compliance Brochure for FME Business Partners, this document can be download for your perusal.

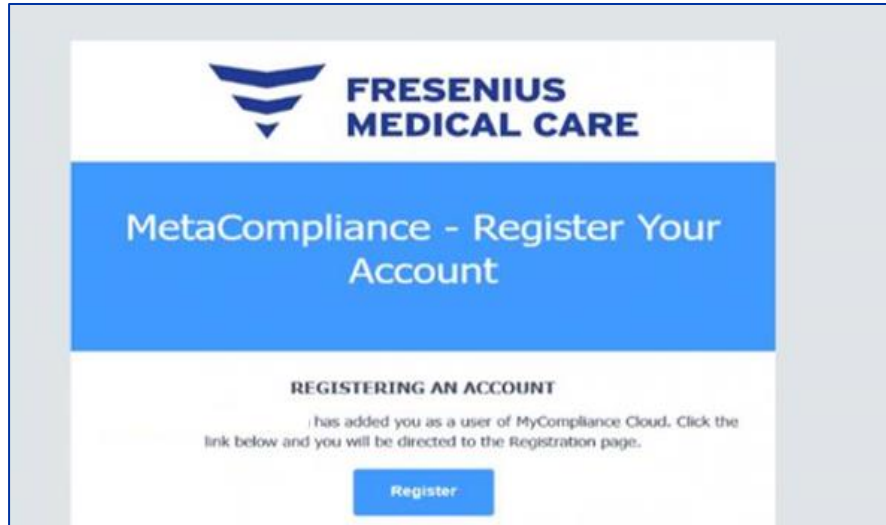


## 5) User View

### a) Logging in

To access the Site, Business users must register via the Registration email sent to their assigned email address – this will be received from:

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2. Click on the '**Forgot your Password?**' link.
3. This will then direct to the Reset Password page and prompt you to enter their email address.
4. This will then send a link to this email address provided it is a valid registered account.
5. Please check your inbox for an email from '**no-reply@metacompliance.com**' containing a unique '**Password Reset**' link.
6. Click on the '**here**' link within this email to be directed to the Reset Password page.
7. Once on the Reset Password page, you can then enter a new password.
8. Once the password has been successfully reset, you will now be able to log in with your new assigned password by clicking on the '**here**' link. This will take you to the login page.

## b) Notification Email

Once you have created your password and login, a notification email will come where it is mentioned that you have been assigned a policy and a course – this will be received from:

[no-reply@metacompliance.com](mailto:no-reply@metacompliance.com)



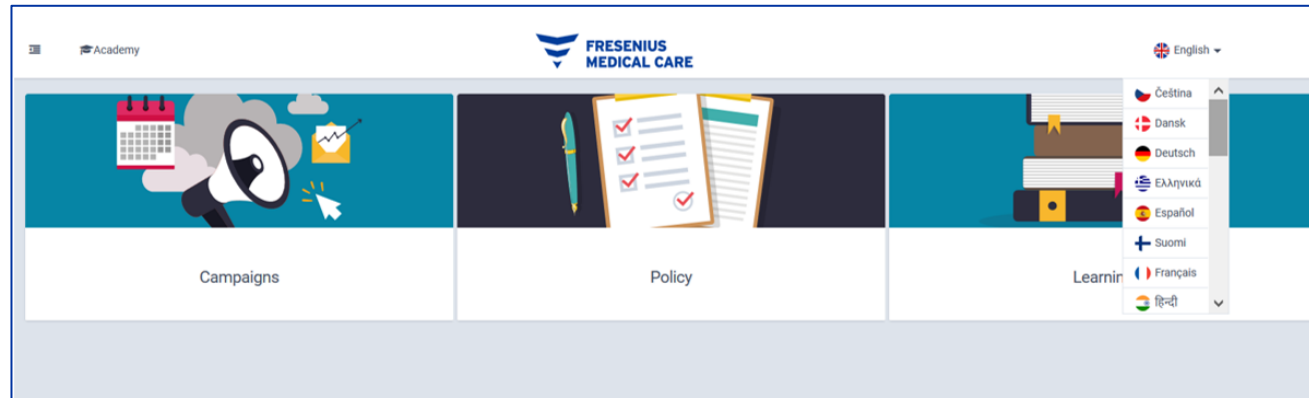
## c) Homepage

The Homepage is the first page that will display upon logging into the system.

The screenshot displays the MyCompliance homepage for Fresenius Medical Care. The interface includes a dark blue sidebar on the left with a search bar and navigation menu. The main content area features a white header with the company logo and a language selector. Below the header, there are four large cards representing different compliance modules: Policies, Knowledge Assessments, eLearning, and Compliance Library. Each card shows progress indicators for active and complete items. A fifth card with a line graph is partially visible at the bottom left. The footer contains links for 'Intro Video' and 'FAQ'.

## d) Site Translation

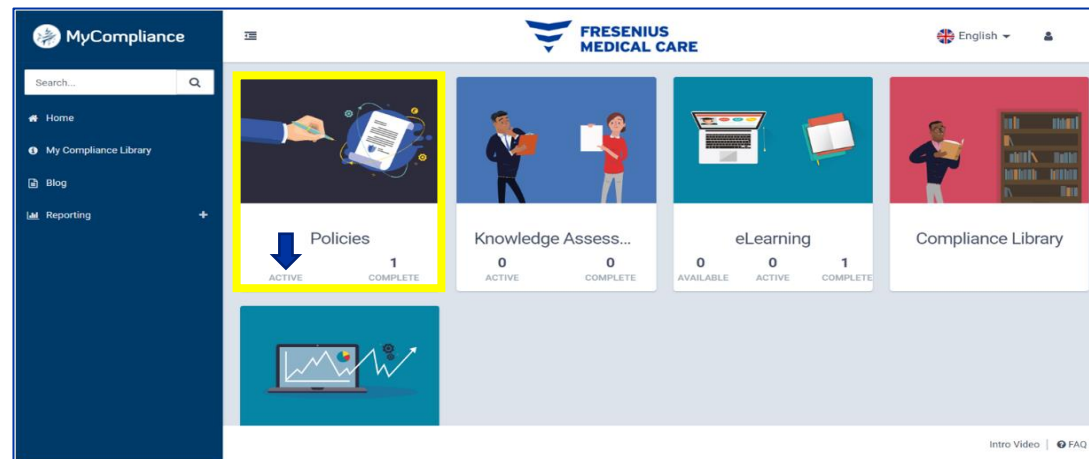
The site has a built-in translator which will translate the platform into the end user's language of choice. It can be located on the home screen and can be implemented by simply selecting the desired language. There are 24 languages to choose from.



## e) Privacy Notice (and Consent)

All Users must **read and confirm** the Privacy Notice (and Consent) in their languages **prior** to starting the Business Partner Compliance Training. A Privacy Notice (and Consent) for EU and ROW (rest of the world) countries will be included in our new training platform to ensure compliance with international data protection requirements.

Please click on Policies "**Active**", here you will find the pending policies for review and confirm.



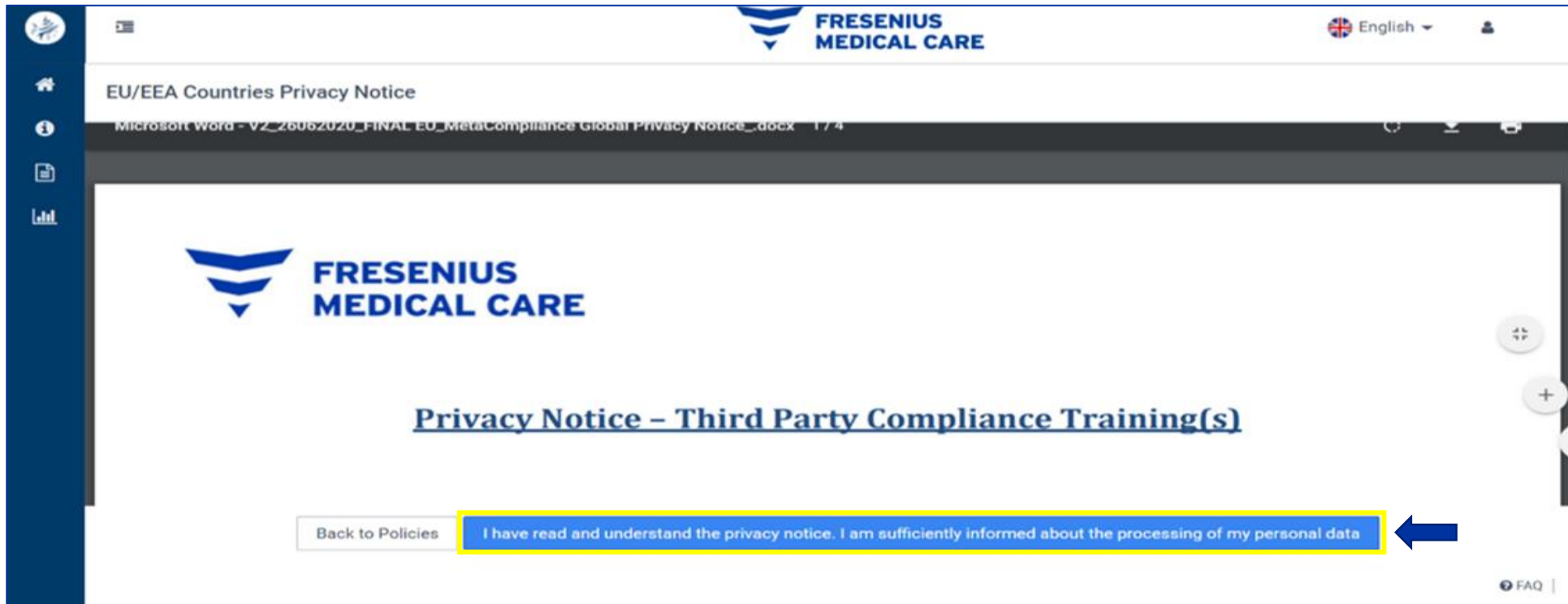


Then the following screen will appear, please go to the **"Action" > "View Policy"** button.

The screenshot displays the MyCompliance interface for Fresenius Medical Care. The left sidebar contains navigation links: Home, My Compliance Library, Blog, and Reporting. The main content area is titled "Policies and Surveys" and includes tabs for "Policy" and "Survey". Below the tabs, there is a "SHOW 10 ENTRIES" dropdown and a "SEARCH:" input field. A table lists the policies, with the first entry being "EU/EEA Countries Privacy Notice" published on "6/29/2020 9:43:29 AM" and marked as "MANDATORY". The "Actions" column for this entry contains a "View Policy" button, which is highlighted with a yellow box and a blue arrow. The table also shows a second row with headers: "Policy Title", "Publish Date", "Mandatory/Optional", and "Actions". At the bottom, it indicates "Showing 1 to 1 of 1 entries" and includes "Previous", "1", and "Next" navigation buttons.

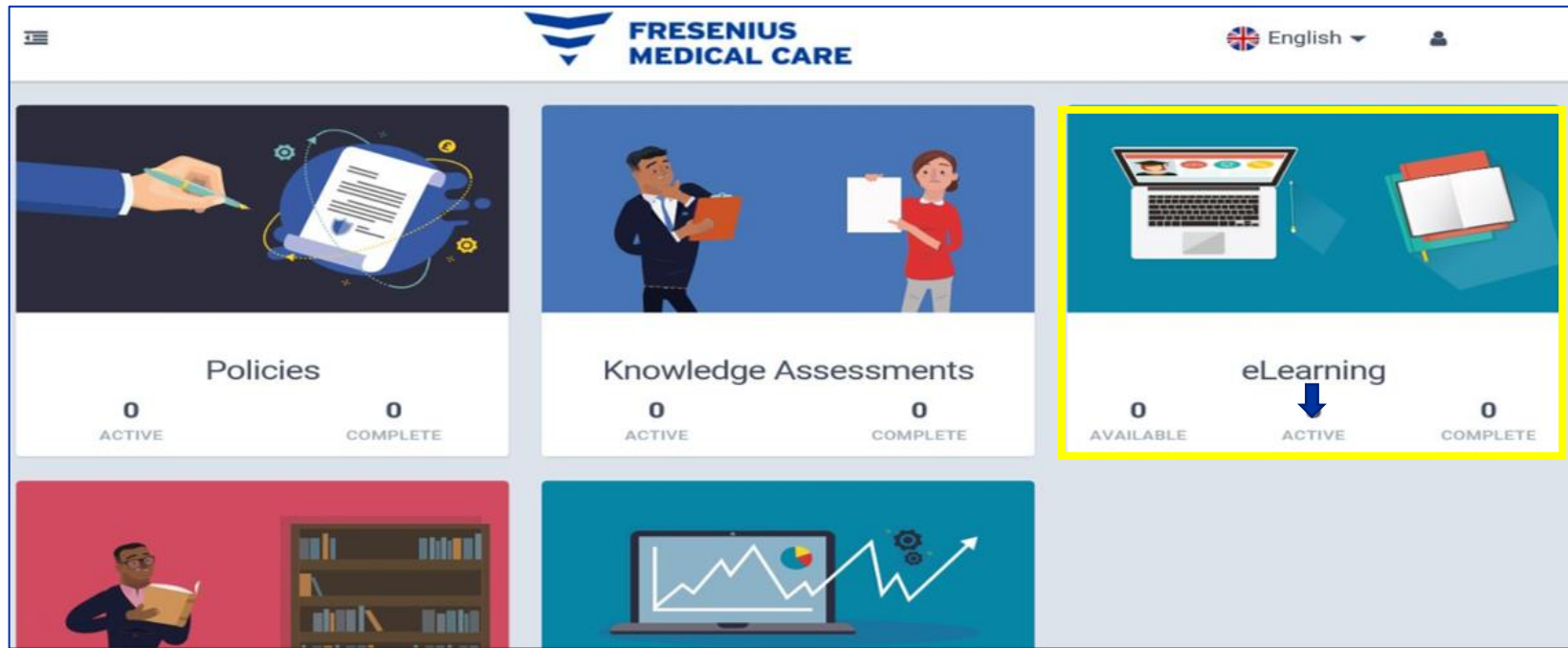
Policy Title	Publish Date	Mandatory/Optional	Actions
EU/EEA Countries Privacy Notice	6/29/2020 9:43:29 AM	MANDATORY	<a href="#">View Policy</a>
Policy Title	Publish Date	Mandatory/Optional	Actions

In this document you can choose the applicable language. Finally, you will have to click on the blue check box, on this way you read and confirm the Privacy Notice (and consent)



## f) Business Partner Compliance Training

Users must perform Business Partner Compliance Training and answer the questionnaire which has been created at the end of the training. Please click on eLearning "**Active**", here User will find the Business Partner Compliance Training that has been assigned to the Legal Entity.



Then the following screen will appear, please go to the **“Action” > “View Course”** button.

Course and Media Content

Course Media

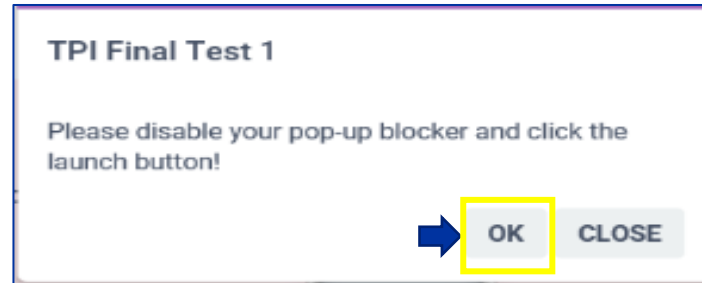
SHOW 10 ENTRIES SEARCH:

Course Title	Description	Mandatory/Optional	Course Active	Actions
TP Compliance Training English	TP Compliance Training English	MANDATORY	ACTIVE	<a href="#">View Course</a>
Course Title	Description	Mandatory/Optional	Course Active	Actions

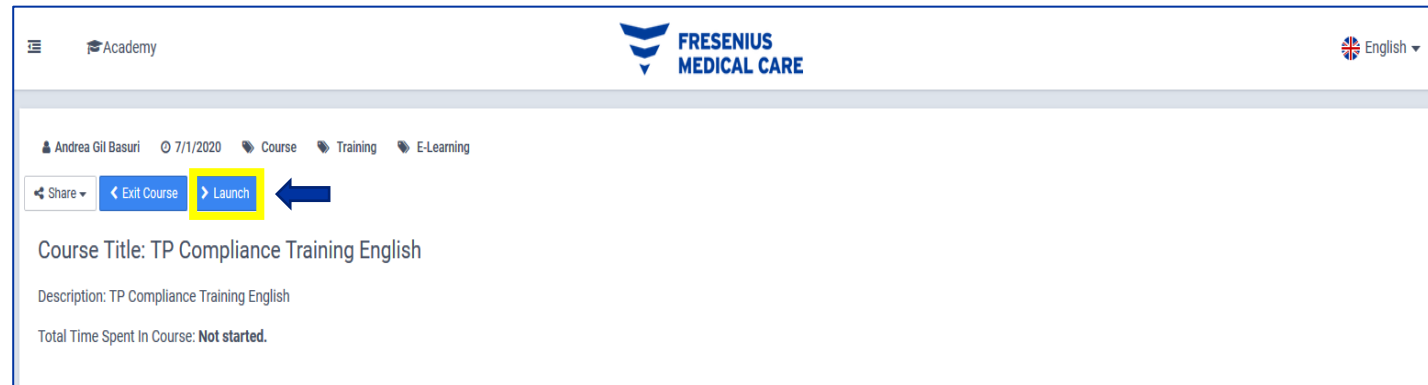
Showing 1 to 1 of 1 entries

Previous 1 Next

The following window will be displayed, and the user should click **OK**.



And click **“Launch”**. After that, the Training will start to run.



You should click through the content and perform the Business Partner Compliance Training.



At the end, you will find a "Quiz" with 12 questions to be answered. To pass the test and get a final Training certificate, you must answer correctly minimum 9 of 12 questions.

**QUESTION 1**

DOES COMPLIANCE ONLY MEAN CONFORMING TO INTERNAL RULES?

Yes

No

Please choose the correct answer by selecting the corresponding box, then click 'Submit answer'.

© Fresenius Medical Care

**QUESTION 2**

WHY IS COMPLIANCE IMPORTANT?

Compliance is important in order to protect the company, its representatives, employees, customers, and business partners from sanctions, fines, and claims.

Compliance is important in order to protect the company, its representatives, employees, customers, and business partners from reputational damage.

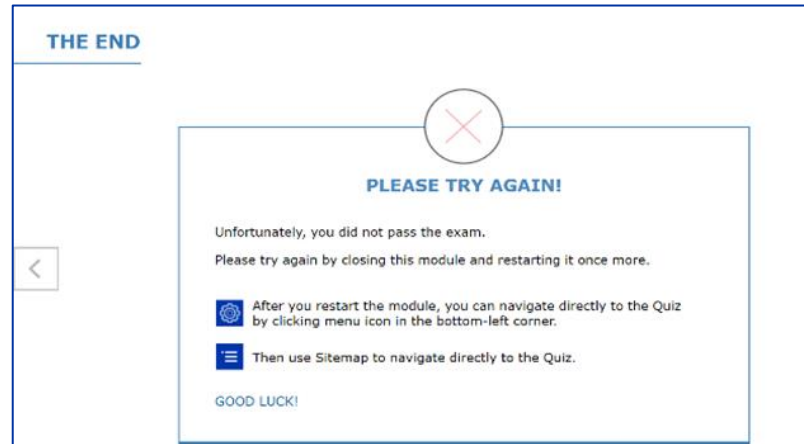
Compliance is important in order to ensure the long-term business success of the companies and its partners.

All of the above

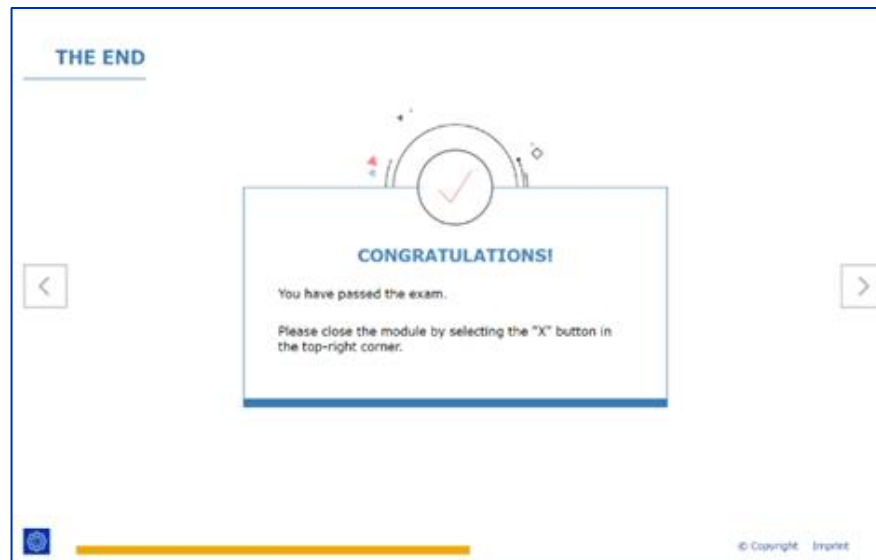
© Fresenius Medical Care



In case you fail the **"Quiz"**, you must try again the Business Partner Compliance Training.



After successfully passing the **"Quiz"**, a certificate will be shown for download.





Please consider that the Business Partner Compliance Trainings must be completed at least within 4 weeks after the enrollment Date, otherwise, further escalations measures will follow immediately, starting with notification of your entity management.

## g) Compliance Brochure for FME Business Partners.

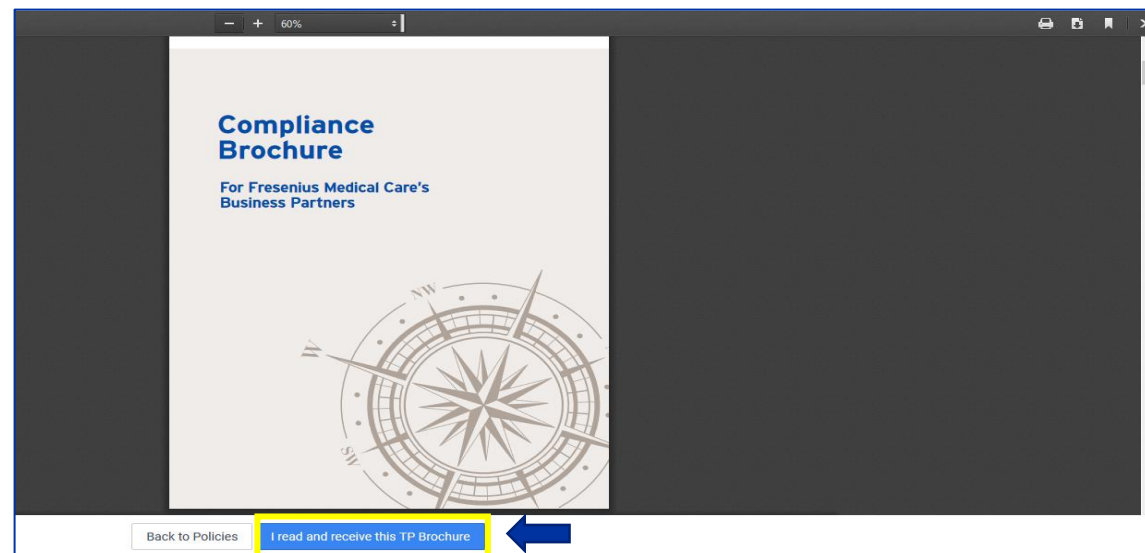
Please click on Policies "**Active**", here you will find the pending policies for review and confirm. In this case Compliance Brochure for FME Business Partners.

The screenshot displays the MyCompliance portal interface. The sidebar on the left includes a search bar and navigation links for Home, My Compliance Library, Blog, and Reporting. The main content area features the Fresenius Medical Care logo and a language dropdown set to English. Below the header, there are four large cards representing different compliance modules: Policies (highlighted with a yellow border, showing 1 Active and 1 Complete), Knowledge Assess... (0 Active, 0 Complete), eLearning (0 Available, 0 Active, 1 Complete), and Compliance Library. A fifth card with a graph icon is partially visible below the 'Policies' card. At the bottom right, there are links for 'Intro Video' and 'FAQ'.

Then the following screen will appear, please go to the **“Action” > “View Policy”** button



You should click through the content and read it. Finally, you will have to click on the blue check box, on this way you read the Compliance Brochure.  
\*The tool provides you the option to download this version.



Dealing with FME business, your participation is of great importance. Together, we create a culture of compliance in our business.



## 6) Contact Details

In case of questions about the Business Partner Trainings content, please contact: [TP\\_trainings\\_CCD@fmc-ag.com](mailto:TP_trainings_CCD@fmc-ag.com)

In case of technical issues which could not immediately be solved, MetaCompliance provides technical support made via e-mail contact [support@metacompliance.com](mailto:support@metacompliance.com) or via phone +44 (0)20 7917 9527 from 8 am to 10 pm UK time. Delay of reply: 2 hours.

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