



Supplier Guidance

SUPPLIERASSURANCE

Delivered by
XXXXX, Client Delivery Executive, SUPPLIERASSURANCE

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Where to complete?

SUPPLIERASSURANCE Platform

To complete a Sustainability Assessment Questionnaire (SAQ 5.0) requested by your buyer, please register on our [SUPPLIERASSURANCE platform](#)

A banner graphic for the Supplier Assurance platform. It features the company logo at the top left. The background is white with a faint, dotted world map. A green line with dots connects several points across the map. The main headline is in large, bold, green text. Below it is a paragraph in grey text. At the bottom left is a green button with white text.

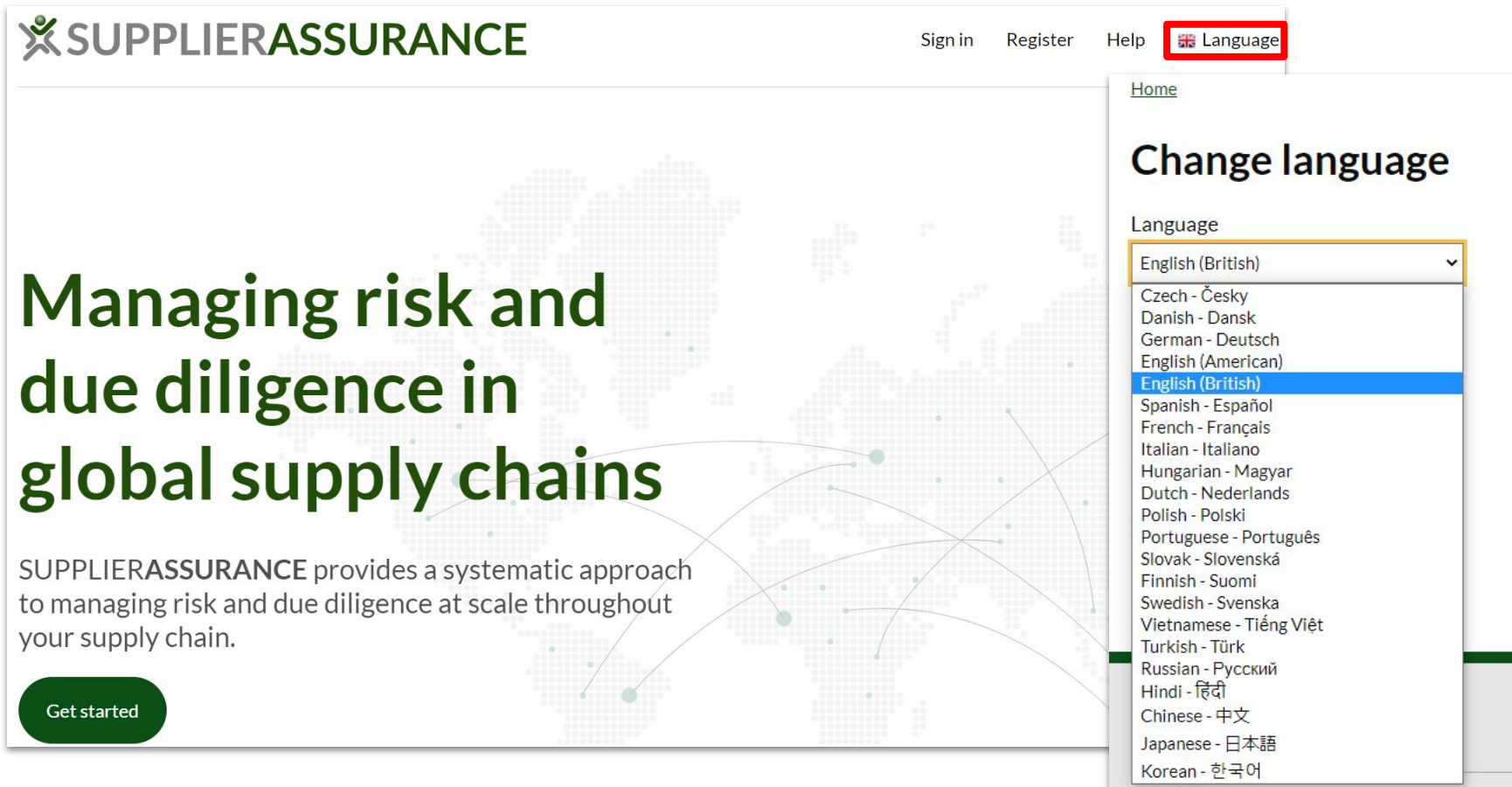
SUPPLIERASSURANCE

Managing risk and due diligence in global supply chains

SUPPLIERASSURANCE provides a systematic approach to managing risk and due diligence at scale throughout your supply chain.

Get started

The SUPPLIERASSURANCE platform is available in multiple languages, which each user can set it to its own preference.

A screenshot of the SUPPLIERASSURANCE website. The header includes the logo, "Sign in", "Register", "Help", and a "Language" button with a flag icon. A dropdown menu is open, titled "Change language", showing a list of languages. The "English (British)" option is highlighted in blue. The main content area features the text "Managing risk and due diligence in global supply chains" and a "Get started" button.

Managing risk and due diligence in global supply chains

SUPPLIERASSURANCE provides a systematic approach to managing risk and due diligence at scale throughout your supply chain.

[Get started](#)

Change language

Language

- English (British)
- Czech - Český
- Danish - Dansk
- German - Deutsch
- English (American)
- English (British)**
- Spanish - Español
- French - Français
- Italian - Italiano
- Hungarian - Magyar
- Dutch - Nederlands
- Polish - Polski
- Portuguese - Português
- Slovak - Slovenská
- Finnish - Suomi
- Swedish - Svenska
- Vietnamese - Tiếng Việt
- Turkish - Türk
- Russian - Русский
- Hindi - हिंदी
- Chinese - 中文
- Japanese - 日本語
- Korean - 한국어

Registering

If you're accessing the SUPPLIERASSURANCE platform for the first time, select [Register](#) from the navigation bar at the top of the page.

Enter your name, telephone number, email address and create a password for your account.

Register

Already have an account? Sign in [here](#).

First name

Last name

Telephone

+44 ▾

Email

Password



Confirm password

Registering

For your organisation details, you can search either by organisation name or DUNS number and pick the information from the list.

If your organisation name doesn't appear in the list, you can add the details manually.

Organisation headquarters country

United Kingdom (GBR) ▼

Organisation

Name / DUNS number

Search by name

Organisation headquarters country

United Kingdom (GBR) ▼

Organisation

Name / **DUNS number**

Search by DUNS number



Activation & Sign in

Activate your account

Once you have finished registering your account you will immediately receive an email from SUPPLIERASSURANCE containing an activation link.

This activation link will take you directly to the questionnaire.

Sign in

To sign in onto your account in the future, please provide your email address and the previously created password.

Additionally you can use the Single Sign-on(SSO) feature if you have a Google or Microsoft account.

You're almost registered

Thank you for registering on SUPPLIERASSURANCE. We just need you to activate your account before you can get on to our platform.

Your activation email has been sent to nilufaer.dilixiati@nqc.com/2. Follow the directions in the email to activate your account.

[Return home](#)

A mockup of the Supplier Assurance sign-in page. At the top is the 'SUPPLIER ASSURANCE' logo. Below it is a navigation bar with a 'Home' link. The main heading is 'Sign in'. There is an 'Email' label above a text input field. Below the input field is a green 'Continue' button. Underneath the button is a separator '-OR-'. Below that are two buttons: 'Continue with Google' (with the Google logo) and 'Continue with Microsoft' (with the Microsoft logo). At the bottom, there are two links: 'Register for an account' and 'Forgotten your password?'.

Everytime you sign in to the platform, your Dashboard will be displayed containing your organisation details and you will be able to manage your questionnaires.

Demonstration Organisation ⚙️

Dashboard

DUNS 852963741

Questionnaires

Search

Search name or description

Questionnaire

Status

Sort by

1 questionnaire selected

8 statuses selected

Most recent updates first

Auckland

Location

DUNS	767654345
Address	Auckland, Auckland, Auckland
Country	New Zealand
Headquarters	Demonstration Organisation, Leverstreet, Manchester, United Kingdom
Rating	--
Last updated	10/07/23 15:10
Assigned user	Kar

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

RESPONDING

SAQ 5.0

Headquarters

Leverstreet, Manchester

United Kingdom

Joined

11/01/23

Get started

[Enter invitation code](#)

[Start a new SAQ 5.0](#)

Options

[Manage data sharing](#)

[View collaboration](#)



Your Invitation code

Using the invitation code

You have been requested by your buyer to share and complete a SAQ 5.0. If you do not have the requested location completed, you can use the invitation code to start a new questionnaire. In order to do so please select the “Enter invitation code” under the “Get started” option.

The code can be used only one time per questionnaire.

*If you have been sent more than one request, when entering the code you will be asked to specify for which of the invitations you would like to use the code for.

Headquarters
Leverstreet, Manchester
United Kingdom

Joined
11/01/23

Get started

[Enter invitation code](#)

[Start a new SAQ 5.0](#)

Add invitation code

5 character invitation code*
e.g. X43DM

Are you sure you want to create a new location on your account?
There may already be a **SAQ 5.0** for this location on your account, please check your dashboard before creating a new one. If you want to update your answers, you can see how to on our [help](#) pages.

Confirm

[Cancel](#)



Starting a new SAQ 5.0

You have the option to start a new SAQ by selecting the “Start a new SAQ 5.0” under the “Get started” option.

As you are not using an invitation code, this SAQ will not be shared automatically with any buyers and will require to be shared in the future.

There is no limits into how many SAQs you can start.

Headquarters
Leverstreet, Manchester
United Kingdom

Joined
11/01/23


Get started

[Enter invitation code](#)

[Start a new SAQ 5.0](#)

Sharing an existing SAQ with a Code


If you already have an existing questionnaire, you can use the invitation code to share it with your buyer.

Demonstration Organisation 

Dashboard
DUNS 852963741

Questionnaires

Search

Search name or description 

Questionnaire

1 questionnaire selected

Status

8 statuses selected

Sort by

Most recent updates first

Auckland

RESPONDING

Location

SAQ 5.0

DUNS

767654345

Address

Auckland, Auckland, Auckland

Country

New Zealand

Headquarters

Demonstration Organisation, Leverstreet, Manchester, United Kingdom

Rating

--

Last updated

10/07/23 15:10

Assigned user

Kar

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

Sharing an existing SAQ with a Code

Please provide the invitation code under the highlighted field.

Lever Street

Share

With invitation code

Without invitation code

If you have received an invitation code from a buyer, e.g., F4PPC, enter it in the search to immediately match with your buyer's original request.

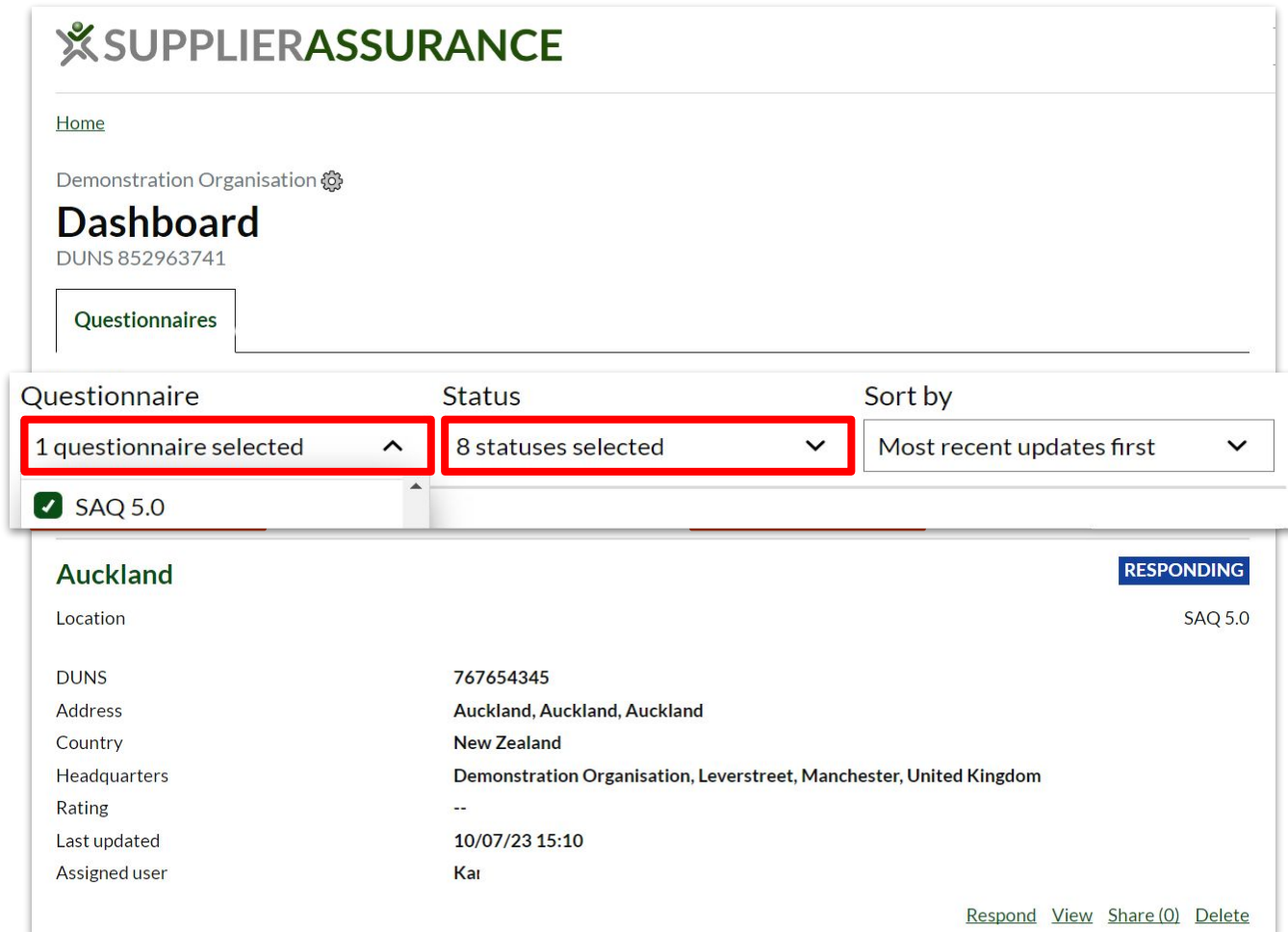
Upon confirming, your share request will be automatically accepted and your buyer will be able to view your progress.

Enter invitation code

Filter your questionnaires

Once you're signed in, select the following filters on your **Dashboard**:

Questionnaires - SAQ 5.0
Status - All 8 statuses



The screenshot shows the Supplier Assurance Dashboard for a user named 'Demonstration Organisation' with DUNS 852963741. The 'Questionnaires' tab is active. The filter bar shows '1 questionnaire selected' (highlighted with a red box), '8 statuses selected' (highlighted with a red box), and 'Sort by: Most recent updates first'. Below the filters, a list of questionnaires is shown, with the first entry highlighted:

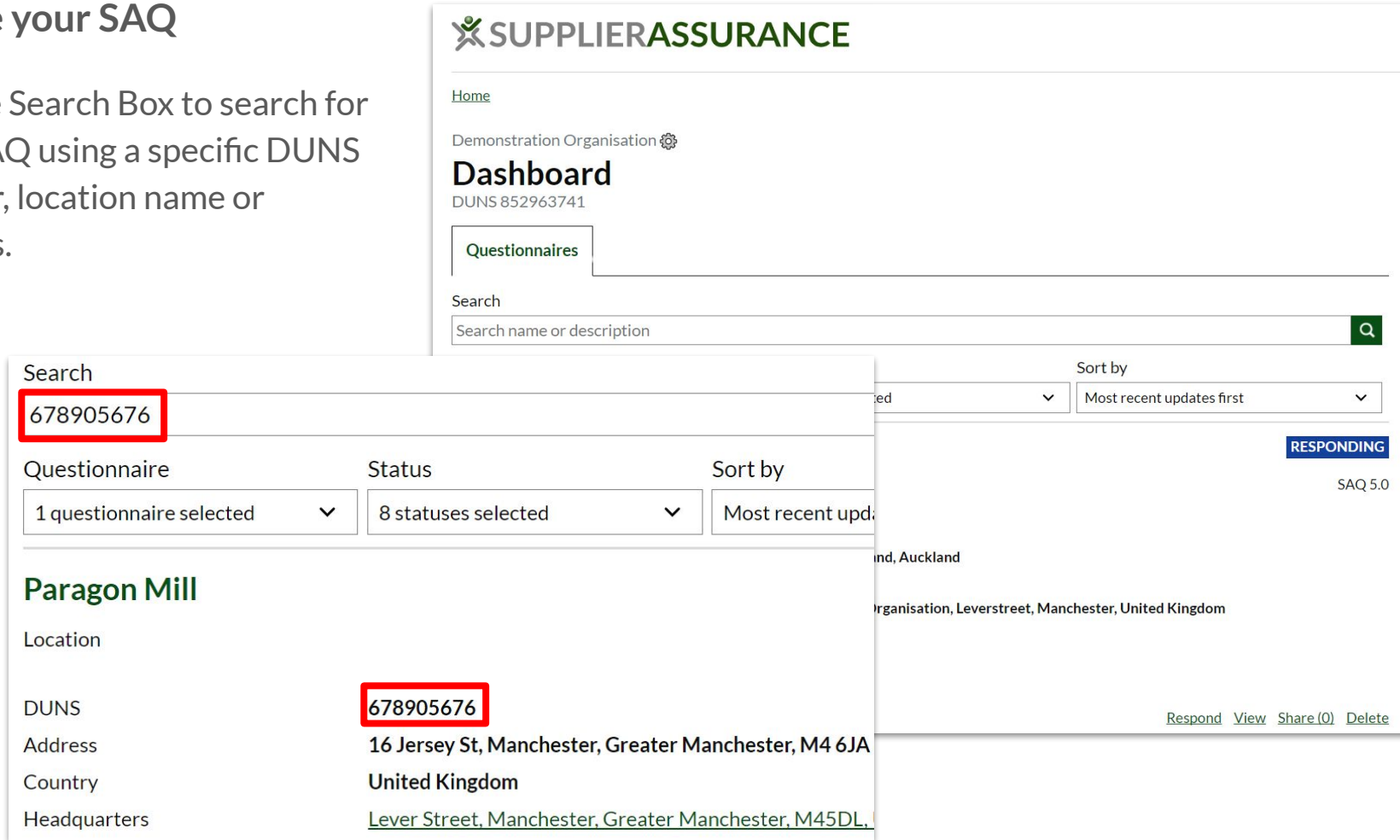
Questionnaire	Status	Sort by
1 questionnaire selected ^	8 statuses selected v	Most recent updates first v

Auckland		RESPONDING
Location		SAQ 5.0
DUNS	767654345	
Address	Auckland, Auckland, Auckland	
Country	New Zealand	
Headquarters	Demonstration Organisation, Leverstreet, Manchester, United Kingdom	
Rating	--	
Last updated	10/07/23 15:10	
Assigned user	Kai	

At the bottom right of the entry, there are links: [Respond](#) [View](#) [Share \(0\)](#) [Delete](#).

Locate your SAQ

Use the Search Box to search for your SAQ using a specific DUNS number, location name or address.



The screenshot shows the Supplier Assurance Dashboard for a demonstration organisation (DUNS 852963741). The 'Questionnaires' tab is active. A search box contains the text '678905676'. Below the search box, a table displays the search results for 'Paragon Mill'. The table includes columns for Questionnaire, Status, and Sort by. The first row shows '1 questionnaire selected', '8 statuses selected', and 'Most recent updates first'. The details for 'Paragon Mill' are listed below the table, including its location, DUNS number (678905676), address (16 Jersey St, Manchester, Greater Manchester, M4 6JA), country (United Kingdom), and headquarters (Lever Street, Manchester, Greater Manchester, M45DL).

Search

678905676

Questionnaire

1 questionnaire selected

Status

8 statuses selected

Sort by

Most recent updates first

Paragon Mill

Location

DUNS

678905676

Address

16 Jersey St, Manchester, Greater Manchester, M4 6JA

Country

United Kingdom

Headquarters

Lever Street, Manchester, Greater Manchester, M45DL

RESPONDING

SAQ 5.0

Respond View Share (0) Delete



Locating your SAQ 5.0 (SAQ 4.0)

Understanding SAQ versions

If your SAQ is COMPLETED, your answer sheets will be represented as “COMPLETED SAQ 4.0” until you update it to an SAQ 5.0.

Until the SAQ is updated, the Minimum Scope Rating will show as “U”, making it ‘Unclassified’ for SAQ 5.0.

If you cannot locate your SAQ please use the Live Chat for immediate support or raise a ticket via the [Contact Us](#) form.

SUPPLIERASSURANCE

[Home](#)

Demonstration Organisation

Dashboard
DUNS 852963741

Questionnaires

Search
Search name or description

Questionnaire
1 questionnaire selected

Status
8 statuses selected

Sort by
Most recent updates first

Auckland
Location

DUNS	767654345
Address	Auckland, Auckland, Auckland
Country	New Zealand
Headquarters	Demonstration Organisation, Leverstreet, Manchester, United Kingdom
Rating	U2
Last updated	10/07/23 15:10
Assigned user	Kai

COMPLETED

(Completed SAQ 4.0) SAQ 5.0

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)



Updating your SAQ 4.0 to SAQ 5.0

Update your SAQ 4.0 answers

By selecting the “Update SAQ 5.0” option and confirming it, you will start updating your existing SAQ 4.0 answers to SAQ 5.0 answers.

Home

Demonstration Organisation

Dashboard

DUNS 852963741

Questionnaires

Search

Search name or description

Questionnaire

1 questionnaire selected

Status

8 statuses selected

Sort by

Most recent updates first

Auckland

COMPLETED

(Completed SAQ 4.0) SAQ 5.0

DUNS	767654345
Address	Auckland, Auckland, Auckland
Country	New Zealand
Headquarters	Demonstration Organisation, Leverstreet, Manchester, United Kingdom
Rating	U2
Last updated	10/07/23 15:10
Assigned user	Kai

[Update SAQ 5.0](#) [View](#) [Share \(0\)](#) [Delete](#)

Update SAQ 5.0?

Are you sure you want to update SAQ 5.0?

A new revision will be created in RESPONDING, and you will be able to change your answers and resubmit the SAQ for validation.

[Yes](#) [No](#)

Updating your SAQ 4.0 to SAQ 5.0

Completing an SAQ 5.0

The first page you will see is the Introduction page of the SAQ 5.0. All previous answers and documents provided as evidence have been migrated to the new SAQ 5.0 version of your questionnaire.

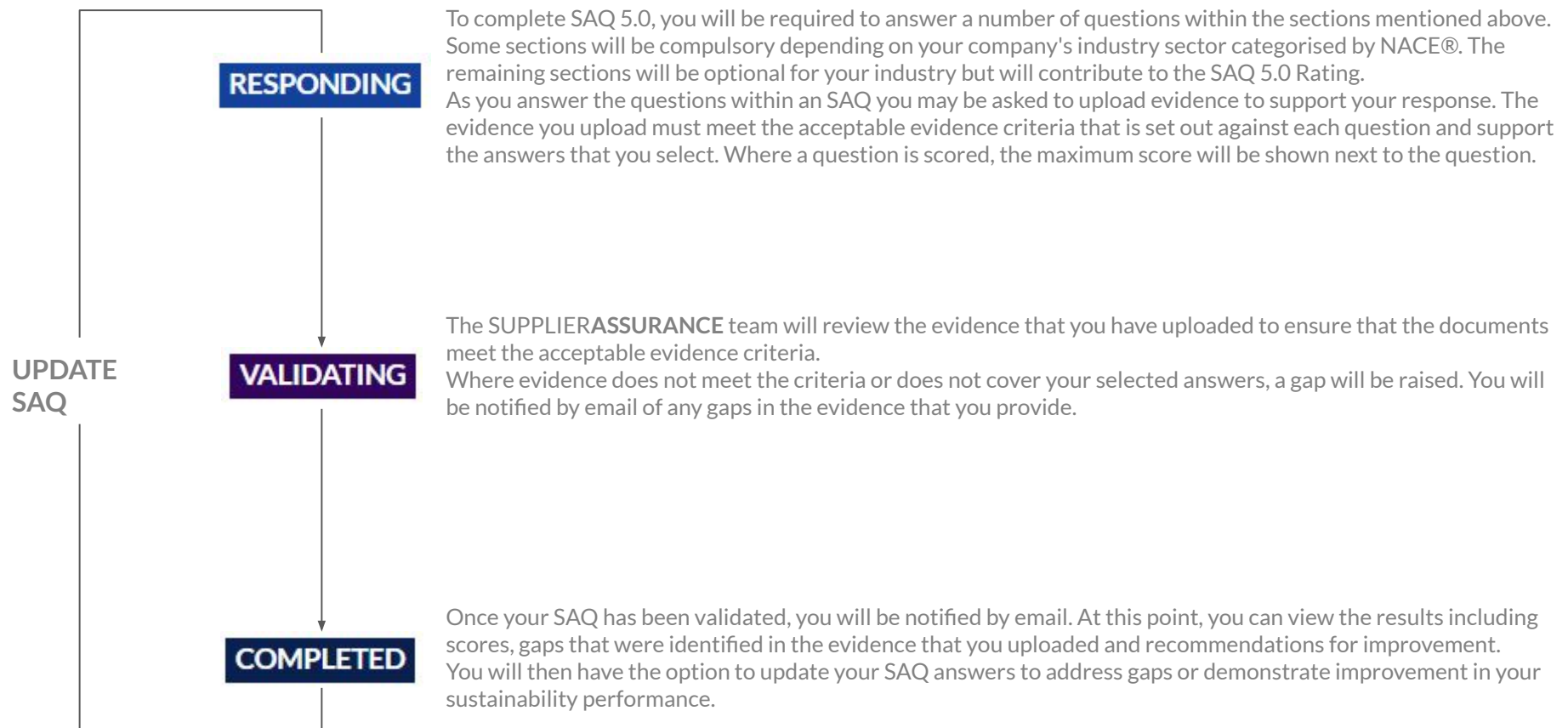
You will now need to answer new SAQ 5.0 questions and provide new evidence to support your declaration.

SAQ 5.0 **RESPONDING**

Introduction

Your previous SAQ 4.0 answers have been migrated to an SAQ 5.0 questionnaire, however, it is likely that there are some new SAQ 5.0 questions that require an answer from you. We recommend that you work through the questionnaire from the beginning to ensure you provide a complete response.

Understanding the SAQs workflow and the continuous improvement of your SAQ.



NACE Code selection

When completing an SAQ 5.0, you will be asked to select a relevant NACE Code for the product or service that you provide.

Once selected, some SAQ questions or sections may be optional.

Some optional questions may be required by your Customer.

☐ **E. Environment** (worth 25%) Up to 15 questions
Covers environmental protection through the implementation of policies and management systems. Also covers the extent to which policies and procedures are established to support a proactive approach to environmental responsibility.

☒ 10. Does your company have a formal environmental policy, which includes a commitment to legal compliance, continuous measurement and continuous improvements in environmental performance?

☒ 12. Does your site have an energy management system?

☒ 13. What percentage of electricity used at your site in the last calendar year came from renewable sources?

☒ 14. What percentage of heating/cooling used at your site in the last calendar year came from renewable sources?

☒ 15. Does your company set Greenhouse Gas reduction targets?

☒ 17. Does your company have a current CDP score?

☐ All other questions in this section
11. Does your site have an environmental management system in place?
16. Does your site use any substances with restrictions under any national or international statutory provision in production or operations?

☒ **F. Responsible Supply Chain Management** (worth 10%) Up to 6 questions
Covers compliance to all the aforementioned areas within a company's supply chain. Also covers the extent to which these areas are formally required of a company's suppliers and how this is communicated.

☐ **G. Responsible Sourcing of Raw Materials** (worth 6%) Up to 7 questions
Covers due diligence conducted to understand the source of the raw materials used in your products. Also covers the extent to which raw materials are responsibly sourced.

[Next question](#) [Previous question](#) [Save and view answers](#)

Some responses in your SAQ will require evidence to be provided

We will provide you with guidance onto each question and “Documents we accept” for your reference.

Additionally, some of the document you upload **must** be in one of the supported languages, which will be highlighted if required.

Supported Languages:

- English
- French
- German
- Spanish
- Mandarin Chinese
- Brazilian Portuguese
- Japanese
- Italian

SAQ 5.0 **RESPONDING**

A. Company Management

3. Does your company have a **Code of Conduct**? (10.03%) **MS**

► [Code of conduct](#)

☒ Yes

Documents we accept

- Code of Conduct
- Code of Ethics
- Employee Handbook
- Contractual terms and conditions if there is reference to Code of Conduct/Policies
- CSR/Sustainability Policy if there is reference to employees and organisational responsibilities
- ZVEI - Code of Conduct for Social Responsibility

! The document you upload must include your company name or logo and it must be in a supported language (English, French, Spanish, German, Mandarin Chinese, Brazilian Portuguese, Japanese or Italian).

Please upload relevant document (pdf, image) (up to 15mb)

No file chosen

Saved attachments

File name
You haven't added any attachments

☐ No



Submitting your SAQ 5.0

Submit your SAQ 5.0 answers

Once you have answered the SAQ 5.0, press “Submit” on the final page.

If your SAQ is already shared with your buyer, your answers and uploaded evidence will now be reviewed by our team.

If not, please share your SAQ with the buyer.

After validation of your SAQ is complete, you may receive some recommendations and gaps to guide you on how to improve your sustainability performance and SAQ Rating.

SAQ 5.0 **RESPONDING**

I. Sign Off

You have almost reached the end of SAQ 5.0. **Please note your questionnaire will not be reviewed and validated until you submit your questionnaire and have shared it with a buyer.**

To submit this SAQ for validation click 'Submit' at the bottom of this page. If you need help sharing your SAQ, please use the Live Chat service to contact our Service Centre.

What happens next?

After you have submitted your SAQ, the SUPPLIERASSURANCE team will review the evidence that you have uploaded to ensure that the documents are acceptable and cover the answers that you have selected.

Once your SAQ answers and evidence have been reviewed, you will be notified by email of the results. You can then view your score, any gaps that may be identified in the evidence that you uploaded or any recommendations for improvement. You will also have the option to update your SAQ to address any gaps or demonstrate improvement in your sustainability performance.

Submit

[Previous](#)

Reviewing your SAQ results

Once in the Completed status you can see your SAQ Rating.

From your Dashboard you can see the Completed SAQ now has a score and a rating.

To view further information and any Gaps/Declaration Gaps you may have select the “**View**” option at the bottom of the tile.

You should update your response as often as needed and following the feedback from the NQC compliance analysts.

Dashboard

DUNS 852963741

Questionnaires

Search

Questionnaire: 1 questionnaire selected | Status: 8 statuses selected | Sort by: Most recent updates first

Sydney

Location: Sydney, Sydney, New South Wales, M1

DUNS: 156456789

Address: Sydney, Sydney, New South Wales, M1

Country: Australia

Headquarters: Demonstration Organisation, Leverstreet, Manchester, United Kingdom

Rating: B93

Last updated: 13/06/23 12:09

Assigned user: T

COMPLETED SAQ 5.0

[Update SAQ 5.0](#)
[View](#)
[Share \(1\)](#)
[Delete](#)

Reviewing Gaps and Declaration Gaps

The SUPPLIERASSURANCE Compliance Analysts will review your evidence against the criteria of the question asked.

Where you have declared topics covered in your evidence and the team do not find this, a **GAP** will be raised to inform you of the error and you will not be awarded the score for the relevant option.

When this SAQ was validated, one or more gaps were identified in the evidence you provided. This has affected your SAQ 5.0 Rating.

- ! [Q4 - The grievance mechanism evidence was not accepted](#)
- ! [Q5 - The human rights and working conditions policy evidence was not accepted in full or in part](#)
- ! [Q7b - The health and safety training evidence was not accepted](#)
- ! [Q8 - The health and safety management system evidence has one or more gaps](#)
- ! [Q10 - The environmental policy evidence was not accepted in full or in part](#)
- ! [Q18 - The supplier sustainability policy evidence was not accepted in full or in part](#)

It will remain your responsibility to take action upon the findings of the validation process and update your SAQ as needed for your buyer.

Reviewing Gaps and Declaration Gaps

The Compliance Analysts may also raise a **DECLARATION GAP** where you did not select a topic which was covered in the evidence provided.

Example of a GAP and a DECLARATION GAP:

Gaps

Validation of the health and safety policy identified that:

- Emergency preparedness policy area not found in the evidence
- Workplace ergonomics policy area found in the evidence but not declared

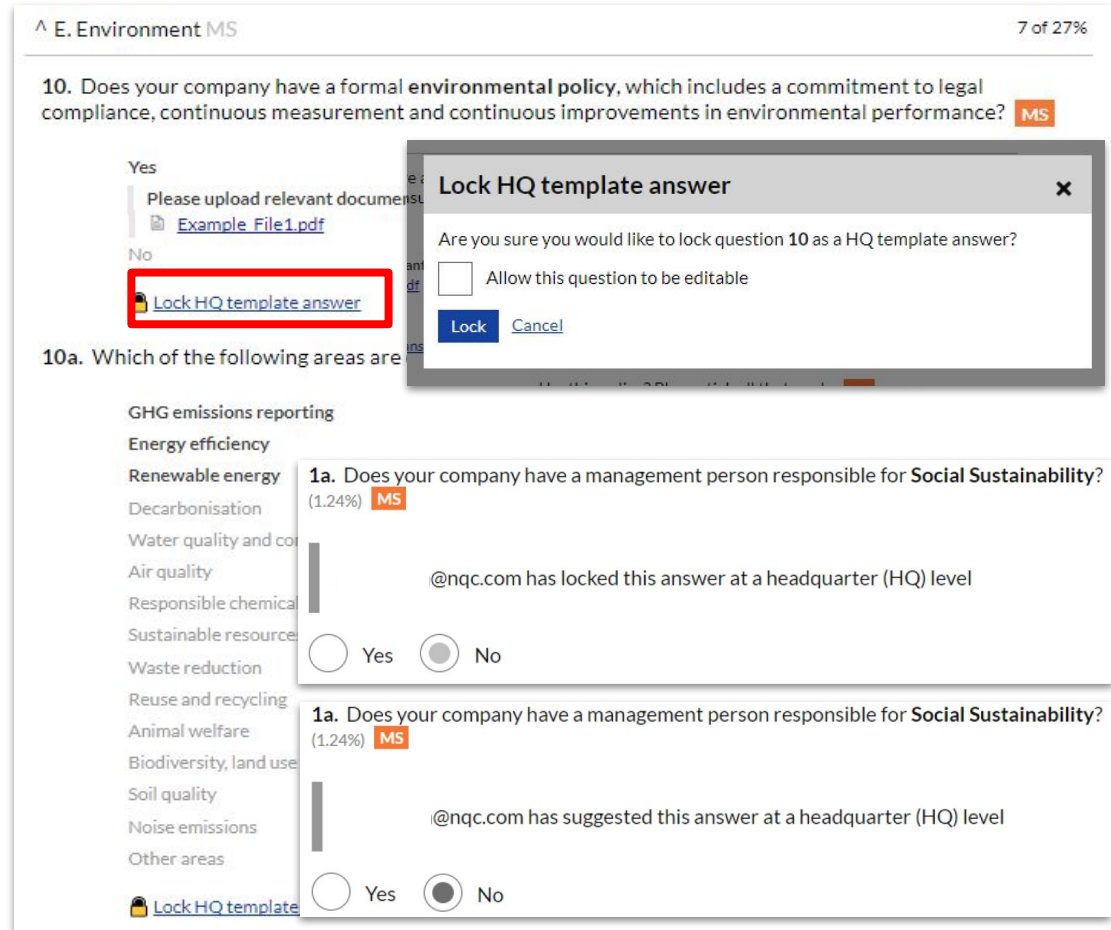
It will remain your responsibility to take action upon the findings of the validation process and update your SAQ as needed for your buyer.

Locking responses as a HQ template

Platform users with the relevant permissions, will be able to set a corporate headquarters (HQ) SAQ template.

This will enable corporate policies to be set across all SAQs completed on the organisations account.

This feature extends the existing ability to re-use answers or documents uploaded across multiple SAQs. To now include the option to lock certain answers or uploads to stop them being edited by other supplier users on an organisation account.



The screenshot displays the 'E. Environment' section of a Supplier Assurance Questionnaire (SAQ). The main question is: '10. Does your company have a formal **environmental policy**, which includes a commitment to legal compliance, continuous measurement and continuous improvements in environmental performance?' with an 'MS' (Materiality Score) of 7 of 27%.

Below the question, there are two options: 'Yes' and 'No'. Under 'Yes', there is a prompt 'Please upload relevant documents' with a link to 'Example File1.pdf'. Under 'No', there is a link to 'Lock HQ template answer' which is highlighted with a red box.

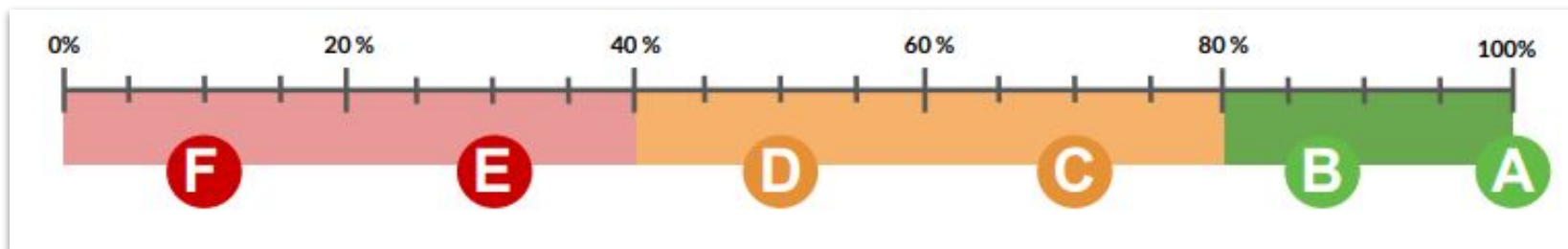
A modal dialog box titled 'Lock HQ template answer' is open, asking: 'Are you sure you would like to lock question 10 as a HQ template answer?'. It includes a checkbox 'Allow this question to be editable' and buttons for 'Lock' and 'Cancel'.

Below the dialog, the '10a. Which of the following areas are...' section is visible, listing various sustainability topics like GHG emissions reporting, Energy efficiency, Renewable energy, etc.

Two sub-questions are shown: '1a. Does your company have a management person responsible for **Social Sustainability**? (1.24%) MS'. The first instance shows a message '@nqc.com has locked this answer at a headquarter (HQ) level' and radio buttons for 'Yes' and 'No'. The second instance shows a message '@nqc.com has suggested this answer at a headquarter (HQ) level' and radio buttons for 'Yes' and 'No'.

Scoring within SAQ 5.0

- **Minimum Scope Rating** - provides suppliers with a rating from A to F to indicate their performance, which is solely based on the Minimum Scope questions.

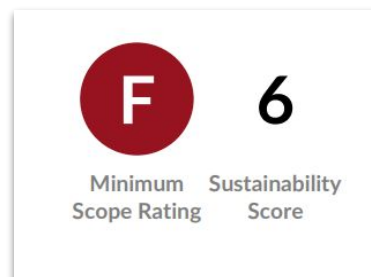
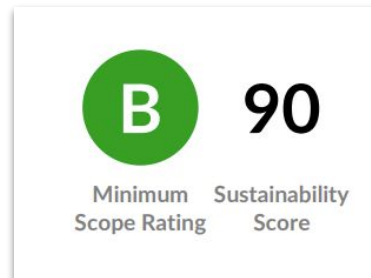



- **Sustainability Score** - provides a total score based on all questions.

The SAQ 5.0 report has been updated to reflect the new scoring approach.

The Minimum Scope Rating (and associated colour) is shown alongside the percentage which is your Sustainability Score.

The two components together provide the overall SAQ 5.0 Rating




B 90

Minimum Scope Rating Sustainability Score

SAQ 5.0 Sustainability Results Report

Organisation name	Vault of Glass
Location name	Recoleta
DUNS	009447071
Industry sector	05.00 - Mining of coal and lignite, 05.10 - Mining of hard coal, 05.20 - Mining of lignite
Address	Recoleta, Recoleta, Santiago Metropolitan Region
Country	Chile
SAQ Completed date	14/10/22




drive sustainability

You will find more information on the website of the Supplier Assurance Scheme

Assurance through due diligence

Scan the code to verify these results





Additional support

In case of any questions, contact our multilingual SUPPLIERASSURANCE Support team via:

- [Contact Us form](#)
- Live Chat - once signed in to the platform

Visit our SUPPLIERASSURANCE SAQ page [here](#), which contains:

- Supplier Briefing recording
- SAQ 5.0 [Change Record](#) document
- Updating your SAQ 4.0 to SAQ 5.0 version

Q: Will the whole service remain free of charge?

A: Yes, the SUPPLIERASSURANCE platform will remain free of charge for suppliers.

Q: Will optional questions have an impact on a suppliers score?

A: Yes, if your organisation's NACE® code classification determines that not all questions are Minimum Scope, these remaining sections will be optional to complete but will still contribute to the Total SAQ Score. However, your Minimum Scope score will not take into consideration the optional questions and will be calculated from the Minimum Scope questions only.

Q: Which Minimum Scope rating is deemed to be a pass?

A: There is no pass or fail score within the SAQ. Upon completion and validation of the SAQ, you will receive a Minimum Scope score between A - F, and a total score in a percentage format with a RED, AMBER, GREEN rating. If a customer has a particular pass level they will communicate this to you directly.

Q: When is the deadline for update to SAQ 5.0?

A: There is no time limit or restrictions for suppliers to update their SAQ on SUPPLIERASSURANCE. If your customer requires you to complete or update the SAQ by a certain date they will communicate this to you directly.

Q: With SAQ 5.0 being live, does this mean we cannot create an SAQ 4.0? Does this also mean any SAQ we create will become an SAQ 5.0?

A: Yes, all SAQ questionnaires will be automatically updated to SAQ 5.0. You will no longer be able to create any SAQ 4.0.

Q: How long will my SAQ 4.0 score be valid for?

A: In December, all SAQ 4.0's have been updated to SAQ 5.0. Your SAQ 4.0 score will be valid until you update your SAQ to answer the new questions included in SAQ 5.0 and achieve a Minimum Scope score alongside your updated SAQ 5.0 total score.

Q: Does I have to be invited by a customer to create an SAQ 5.0 questionnaire?

A: No, it is free to register on SUPPLIERASSURANCE and create an SAQ 5.0. You can provide all question answers and upload evidence, however, your SAQ will not be validated or produce a score unless it is shared with a customer. Once shared with a customer, the SAQ 5.0 will be automatically validated and moved into COMPLETED. As a supplier, you are still encouraged to create an SAQ 5.0 in readiness to share when requested by a customer.

Q: Is the SAQ 5.0 available as a downloadable file or only available through the platform?

A: The PDF version of SAQ 5.0 is available to download through the questionnaire itself or found under the dedicated [SAQ page](#)

Q: Is there a possibility to upload two documents as evidence for one question?

A: No, you can only upload one document per question. If there are multiple pieces of supporting evidence, you can merge these into one document.