

# SAQ & Platform Updates February 2025

Enhancing supplier sustainability assessments and platform functionality.

# Agenda



Introduction

SAQ 5.0 Overview

The evolving legislative landscape

The response: New SAQ & platform features

Modularity: Structural, content & scoring changes

New platform features

Preparing for the update

Q&A

# Introductions



**Charlotte Mallon**  
Client Delivery Executive



**Alex Knight**  
Marketing Manager

# Housekeeping



Stay on mute unless you're invited to speak to minimise background noise.



Use the Q&A feature to ask questions—our team will address these at the end of the session.



Use the chat for comments or general discussion—questions should go into the Q&A.



The session will be recorded and shared afterwards for your convenience.

# SAQ 5.0 Overview



SAQ 5.0, developed by Drive Sustainability, the globally recognised standard for automotive sustainability

- Utilised by major automotive OEMs and Tier 1s.
- Focus on human rights, environmental sustainability, business conduct and compliance and responsible supplier management.
- Partnership between **SUPPLIERASSURANCE** and Drive Sustainability focused on the continuous improvement of the SAQ and platform.

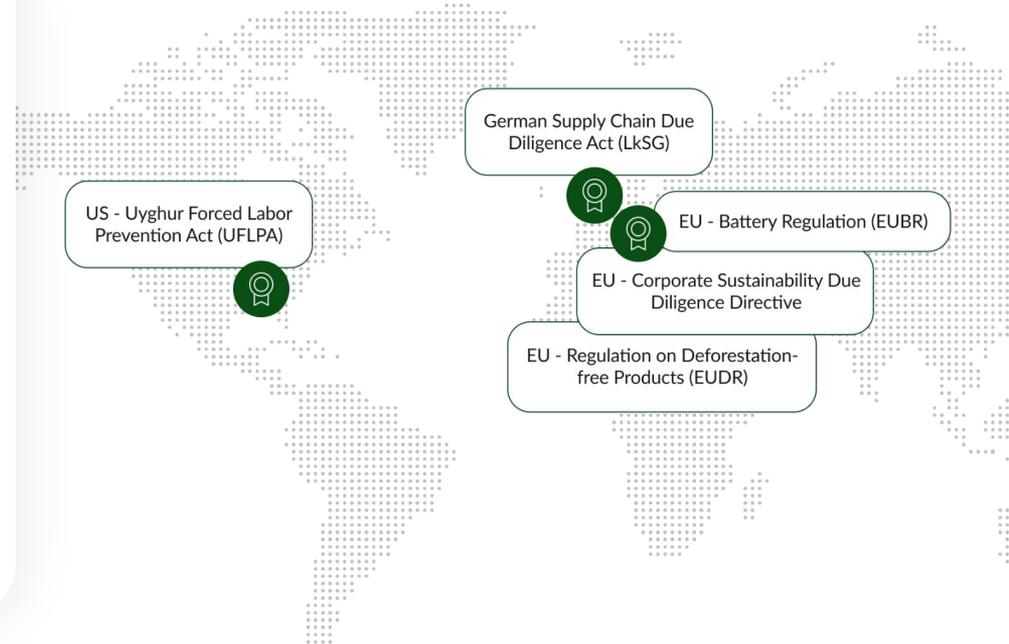


# The evolving legislative landscape



## Key developments driving change:

- Mandatory due diligence – Governments now require risk-based supplier assessments (CSDDD, UFLPA).
- Supplier sector expansion – New legislation extends compliance beyond manufacturers to SMEs and service providers.
- Increased supply chain scrutiny – Growing demand for accurate supplier data and corrective actions.



# New SAQ & Platform updates



## Introducing Modularity - NEW

- Tailors assessments based on supplier size and sector
- Removes irrelevant questions to improve accuracy
- Creates fairer scoring and benchmarking

## Streamlining buyer-supplier communication

- Configurable alerts
- Direct messaging

## User interface updates

- Manage account settings

# Introducing Modularity



SAQ 5.0 introduces a tailored approach to sustainability assessments, enhancing fairness and relevance for all suppliers.



**Modular pathways:** Each supplier's NACE code and site headcount determines their tailored assessment pathway.



**Focused scoring:** Irrelevant questions are removed, optional questions no longer affect scores, and scoring is redistributed to prioritise relevant criteria.



**Fairer benchmarks:** Service sector suppliers are evaluated based on operations-specific criteria, ensuring equitable scoring and reduced assessment burden.



## Who is affected?

SMEs (Sites with fewer than 250 employees)

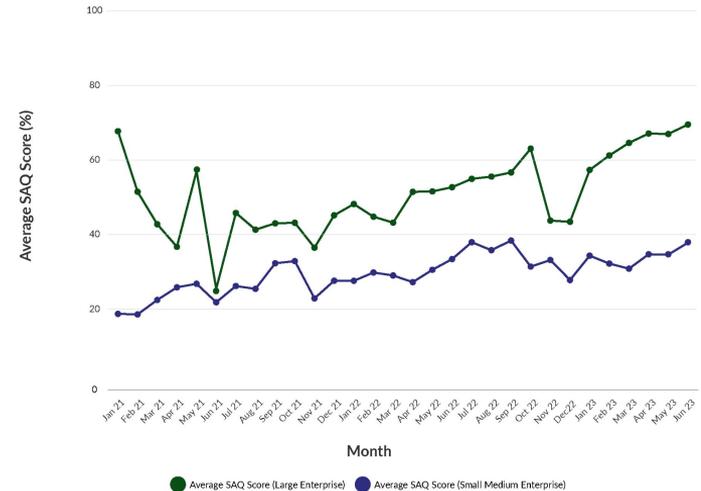
Service sector suppliers as defined by specific NACE codes

# Developing modularity – A data-driven approach



- Analysis of 13,000+ SAQ responses in SAQ intelligence reports
- Findings revealed a bias favouring large manufacturers
- SMEs & service suppliers faced unintended scoring penalties
- Drive Sustainability & OEMs commissioned external consultants to create a fairer framework
- Modularity aligns SAQ with evolving legislation & industry standards

*Note: The sharp decline in scores in June 2021 and November 2022 is due to updates to the SAQ scoring methodology.*



# How does it work?



Each supplier is assigned a pathway based on:

- NACE code (industry classification)
- Site headcount (<250 or ≥250 employees)
- If multiple NACE codes apply, the longest pathway is chosen.

## 0b. What is the staff headcount at this location?

Staff headcount refers to all permanent employees at this location as well as temporary, contract or agency workers whose duration of assignment exceeds 6 months.

Please select

Please select

- 0-9
- 10-49
- 50-99
- 100-249
- 250-499
- 500-999
- 1,000-1,999
- 2,000-2,999
- 3,000-3,999
- 4,000-4,999
- 5,000-9,999
- 10,000-49,999
- ≥50,000

Company's address details

Address details of the requested location/site

Shenzhen, Guangdong Province, China

## 0. Profile Details SAQ 5.0 RESPONDING

0a. Which category best describes your company's business area? Please select the main category for your company.

You can choose up to two categories that best describe your company's business area. The categories used are NACE® which is a global classification system of products and services

**!** Your NACE code contributes to determining the questions used to assess your performance. Please select carefully, as your SAQ Rating may change depending on the category chosen.

- 01.00 - Crop and animal production, hunting and related service activities
- 02.00 - Forestry and logging
- 03.00 - Fishing and aquaculture
- 05.00 - Mining of coal and lignite
- 06.00 - Extraction of crude petroleum and natural gas
- 07.00 - Mining of metal ores

# How does it work?



Each SAQ 5.0 pathway will now include:



## Mandatory Questions

These directly contribute to your sustainability rating.



## Optional Questions and Answers

These provide additional insights but do not influence your rating.



## Acceptable Evidence

Some responses require evidence that meets specific criteria. Clear guidance is provided to help you meet the criteria for each question.

# How Modularity has been implemented



## Optional Questions

E. Environment SAQ 5.0 **RESPONDING**

11. Does your site have an **environmental management system** in place? (optional)

All optional questions will now receive a score of 0, and their score will be distributed across remaining mandatory questions to provide users with an SAQ Rating relevant to the supplier's size and sector.

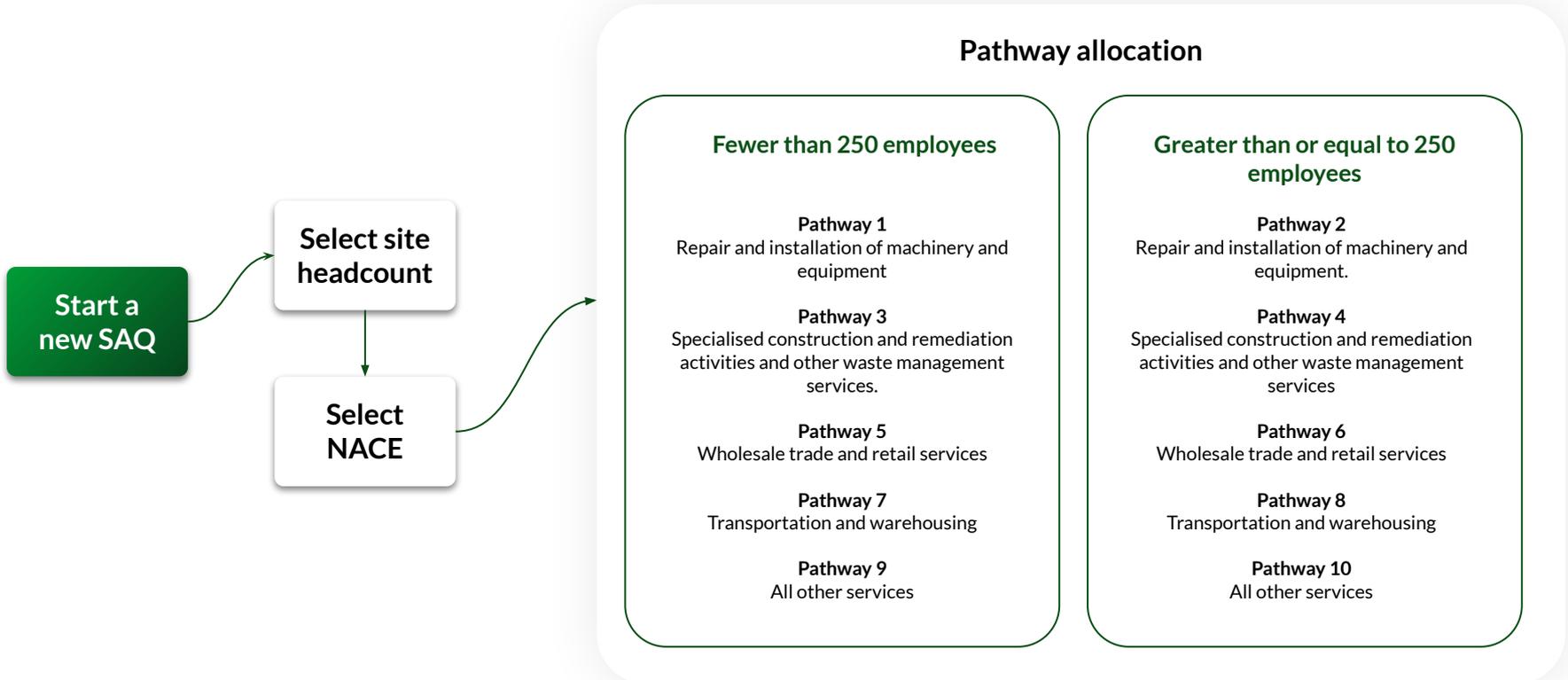
## Optional Checkboxes

**!** If the document you upload does not cover all the policy areas that you select below, gaps will be raised during the validation process. You will not receive a score for policy areas that are not covered in the document.

### ► Definitions

- Child labour and young workers
- Wages and benefits
- Working hours
- Modern slavery (i.e. slavery, servitude and forced or compulsory labour and human trafficking)
- Ethical recruiting
- Freedom of association and collective bargaining

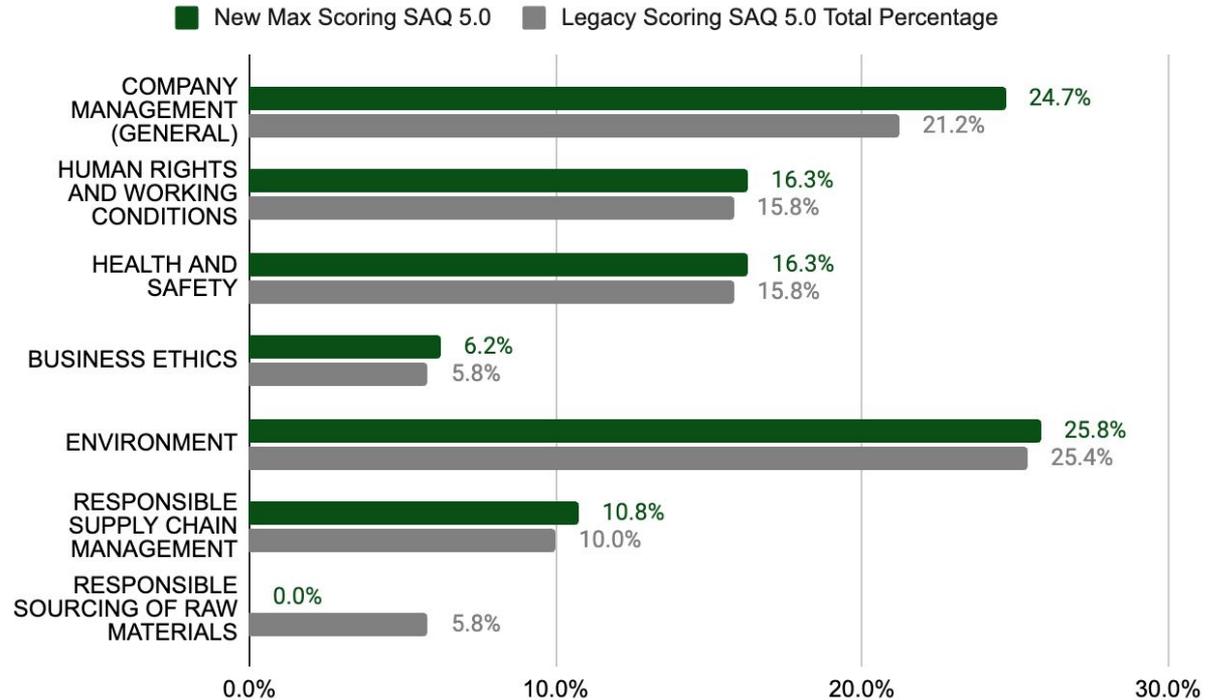
# How does it work?



# Pathway 1



|                     |   |
|---------------------|---|
| NACE                | 33 - Repair and installation of machinery and equipment |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 19  |



# Pathway 1



|                     |   |
|---------------------|---|
| NACE                | 33 - Repair and installation of machinery and equipment |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 19  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.7%           | 16.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 1                  | 3                   | 15.8%          | 16.3%           | 3.0%     |
| HEALTH AND SAFETY                     | 1                  | 0                   | 15.8%          | 16.3%           | 3.0%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 7.0%     |
| ENVIRONMENT                           | 5                  | 5                   | 25.4%          | 25.8%           | 1.7%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 10                  | 10.0%          | 10.8%           | 7.6%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Complete scoring breakdown



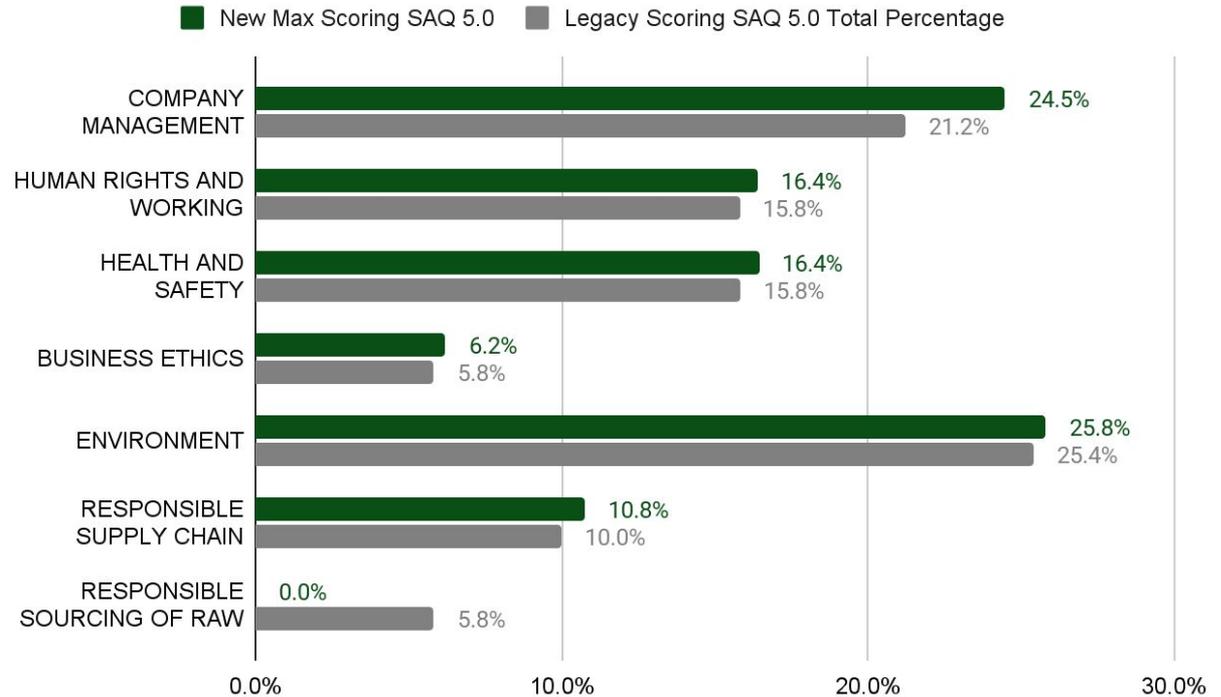
- A detailed breakdown of scoring adjustments for each pathway is available in the **SUPPLIERASSURANCE** Help Centre.
- Learn how scoring redistributions apply to your specific NACE Code and pathway.

A screenshot of the Supplier Assurance Help Centre website. The page has a white background with a blue header. The header includes the 'SUPPLIER ASSURANCE' logo, a language selector for 'English (British)', and 'Sign In' and 'Register' buttons. Below the header, there is a 'Help' section with a 'Popular' grid of six video thumbnails. The thumbnails are titled: 'Completing the SAQ', 'Registering on the SUPPLIERASSURANCE platform', 'Understanding the SAQ 5.0 Rating', 'Updating the SAQ', 'What is a gap?', and 'Viewing the SAQ results'. To the right of the grid is a 'Help topics' sidebar with a list of categories and their counts: 'Most popular (5)', 'Account settings (4)', 'Customer (4)', 'CDPR (2)', 'Questionnaires (10)', 'Registration and Invitation (7)', 'SAQ 5.0 (15)', and 'Supply Chain Mapping (6)'. Below the sidebar is a 'Contact us' section with the text 'Still need help? Our Team is available to answer any further questions that you may have.' and a 'Contact us' link. At the bottom of the page, there is a search bar labeled 'Search our help library' and an 'FAQs' section with the heading 'How do I start a questionnaire?' and a paragraph of text: 'You can start a questionnaire from your dashboard by selecting 'Enter invitation code'. Your customer may have sent you an invitation code for a specific questionnaire that needs to be completed. If you have not already completed this questionnaire for another customer that you just need to share, you can start a new questionnaire by entering the invitation code which will trigger the...'

# Pathway 2



|                     |   |
|---------------------|---|
| NACE                | 33 - Repair and installation of machinery and equipment |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 19  |



# Pathway 2



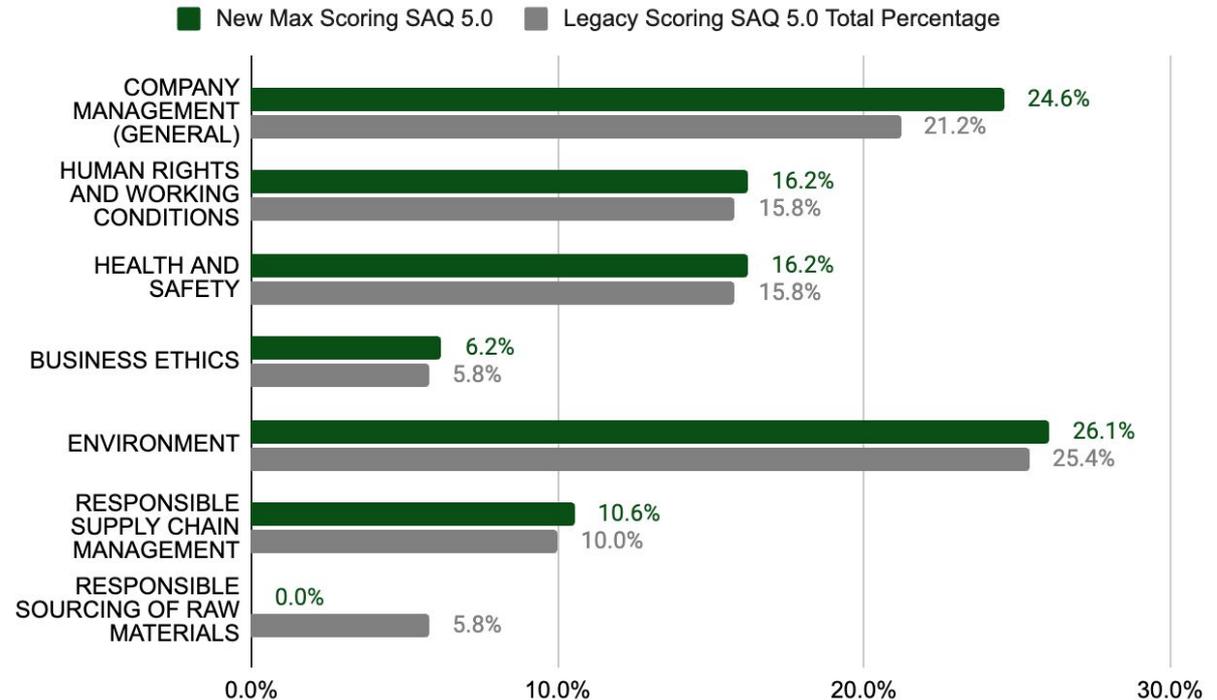
|                     |   |
|---------------------|---|
| NACE                | 33 - Repair and installation of machinery and equipment |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 19  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.5%           | 15.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 0                  | 3                   | 15.8%          | 16.4%           | 3.9%     |
| HEALTH AND SAFETY                     | 0                  | 0                   | 15.8%          | 16.4%           | 3.9%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 6.7%     |
| ENVIRONMENT                           | 5                  | 5                   | 25.4%          | 25.8%           | 1.6%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 10                  | 10.0%          | 10.8%           | 7.7%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 3



|                     |  |
|---------------------|--|
| NACE                | 39; 43 - Specialised construction and remediation activities and other waste management services |
| Site headcount      | <250   |
| Optional questions  | 11   |
| Optional checkboxes | 9  |



# Pathway 3



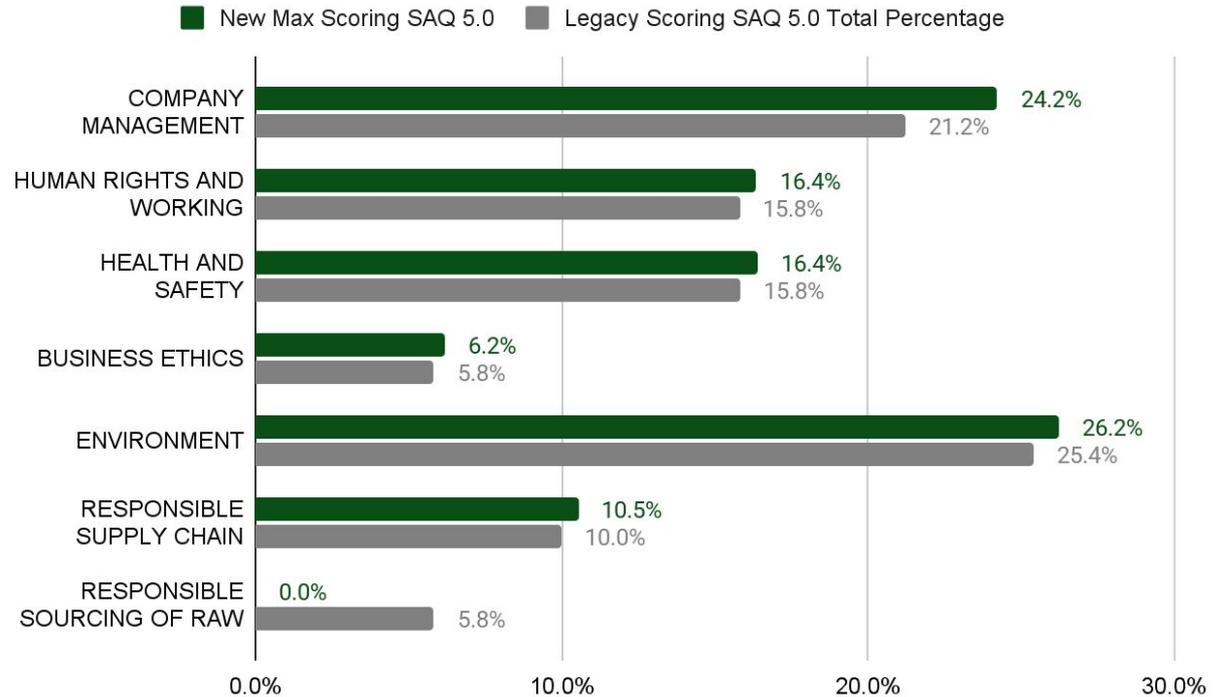
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|----------------------------|--|
| <b>NACE</b>                | 39; 43 - Specialised construction and remediation activities and other waste management services |
| <b>Site headcount</b>      | <250   |
| <b>Optional questions</b>  | 11   |
| <b>Optional checkboxes</b> | 9  |

| <b>SAQ Theme</b>                      | <b>Optional Questions</b> | <b>Optional Checkboxes</b> | <b>Legacy Scoring</b> | <b>NEW Max Scoring</b> | <b>% Change</b> |
|---------------------------------------|---------------------------|----------------------------|-----------------------|------------------------|-----------------|
| COMPANY MANAGEMENT (GENERAL)          | 0                         | 0                          | 21.2%                 | 24.6%                  | 15.9%           |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 1                         | 1                          | 15.8%                 | 16.2%                  | 2.7%            |
| HEALTH AND SAFETY                     | 1                         | 0                          | 15.8%                 | 16.2%                  | 2.7%            |
| BUSINESS ETHICS                       | 0                         | 2                          | 5.8%                  | 6.2%                   | 7.2%            |
| ENVIRONMENT                           | 2                         | 1                          | 25.4%                 | 26.1%                  | 2.6%            |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                         | 5                          | 10.0%                 | 10.6%                  | 5.5%            |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                         | 0                          | 5.8%                  | 0.0%                   | -100.0%         |

# Pathway 4



|                     |  |
|---------------------|--|
| NACE                | 39; 43 - Specialised construction and remediation activities and other waste management services |
| Site headcount      | ≥250   |
| Optional questions  | 8  |
| Optional checkboxes | 9  |



# Pathway 4



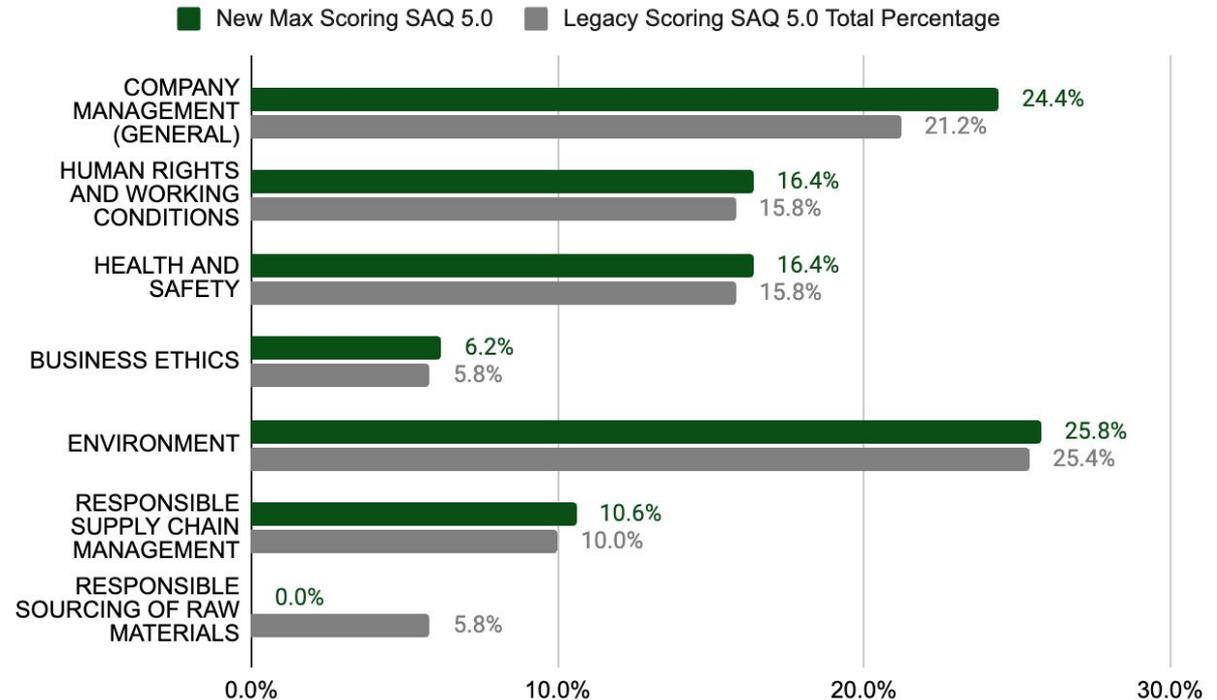
|                     |  |
|---------------------|--|
| NACE                | 39; 43 - Specialised construction and remediation activities and other waste management services |
| Site headcount      | ≥250   |
| Optional questions  | 8  |
| Optional checkboxes | 9  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.2%           | 14.2%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 0                  | 1                   | 15.8%          | 16.4%           | 3.5%     |
| HEALTH AND SAFETY                     | 0                  | 0                   | 15.8%          | 16.4%           | 3.7%     |
| BUSINESS ETHICS                       | 0                  | 2                   | 5.8%           | 6.2%            | 6.3%     |
| ENVIRONMENT                           | 1                  | 1                   | 25.4%          | 26.2%           | 3.2%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 5                   | 10.0%          | 10.5%           | 5.4%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 5



|                     |  |
|---------------------|--|
| NACE                | 45; 46; 47 - Wholesale trade and retail services |
| Site headcount      | <250   |
| Optional questions  | 14   |
| Optional checkboxes | 18   |



# Pathway 5



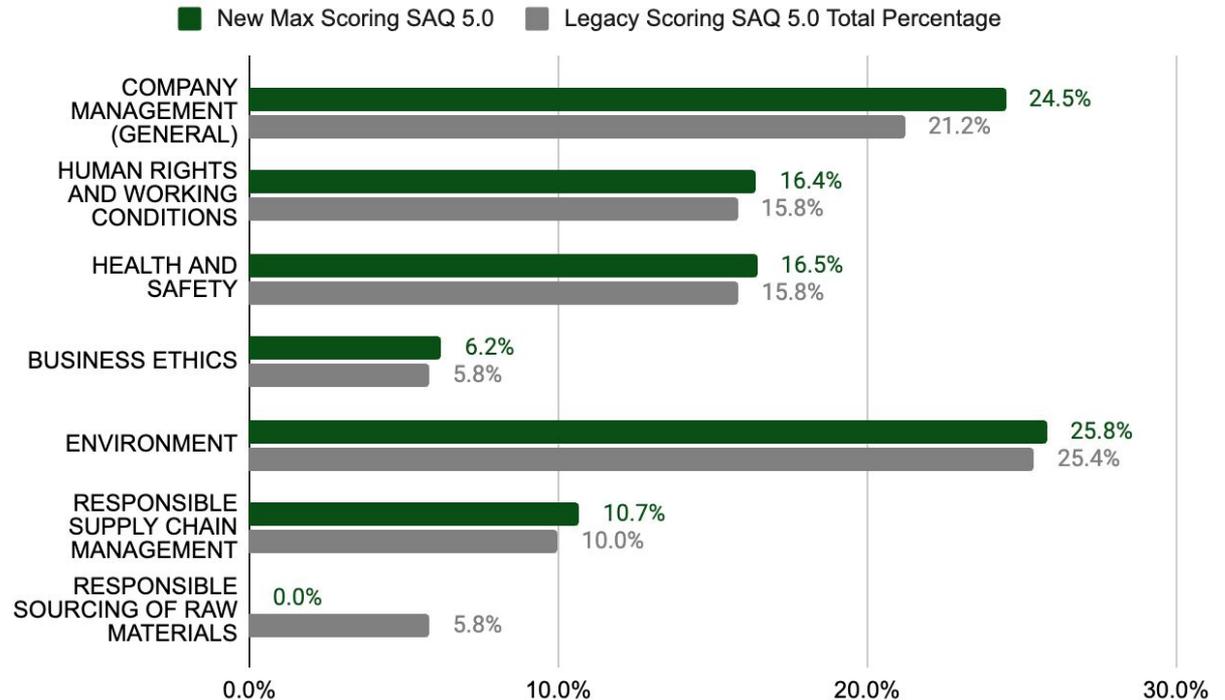
|                     |  |
|---------------------|--|
| NACE                | 45; 46; 47 - Wholesale trade and retail services |
| Site headcount      | <250   |
| Optional questions  | 14   |
| Optional checkboxes | 18   |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.4%           | 15.0%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 1                  | 3                   | 15.8%          | 16.4%           | 3.7%     |
| HEALTH AND SAFETY                     | 1                  | 1                   | 15.8%          | 16.4%           | 3.6%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 6.3%     |
| ENVIRONMENT                           | 5                  | 4                   | 25.4%          | 25.8%           | 1.5%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 9                   | 10.0%          | 10.6%           | 6.0%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 6



|                     |  |
|---------------------|--|
| NACE                | 45; 46; 47 - Wholesale trade and retail services |
| Site headcount      | ≥250   |
| Optional questions  | 12   |
| Optional checkboxes | 18   |



# Pathway 6



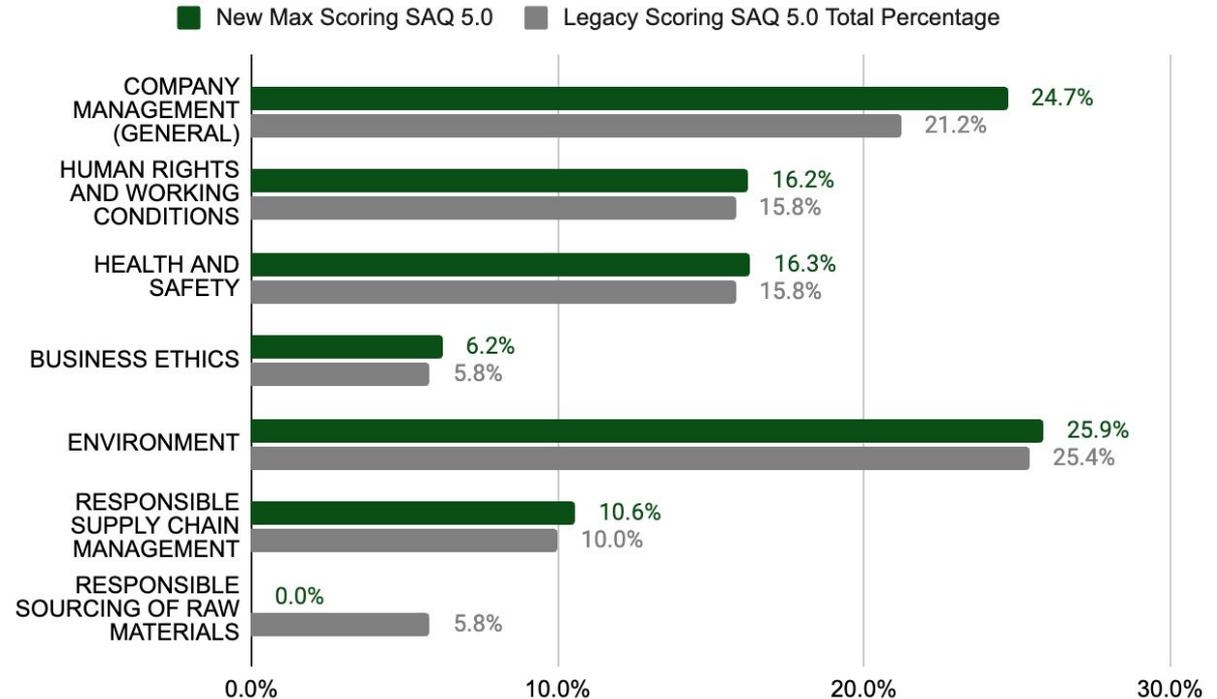
|                     |  |
|---------------------|--|
| NACE                | 45; 46; 47 - Wholesale trade and retail services |
| Site headcount      | ≥250   |
| Optional questions  | 12   |
| Optional checkboxes | 18   |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.5%           | 15.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 0                  | 3                   | 15.8%          | 16.4%           | 3.9%     |
| HEALTH AND SAFETY                     | 0                  | 1                   | 15.8%          | 16.5%           | 3.9%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 6.7%     |
| ENVIRONMENT                           | 5                  | 4                   | 25.4%          | 25.8%           | 1.6%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 9                   | 10.0%          | 10.7%           | 6.9%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 7



|                     |   |
|---------------------|---|
| NACE                | 49; 50; 51; 52; 53 -<br>Transportation and<br>warehousing |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 11  |



# Pathway 7



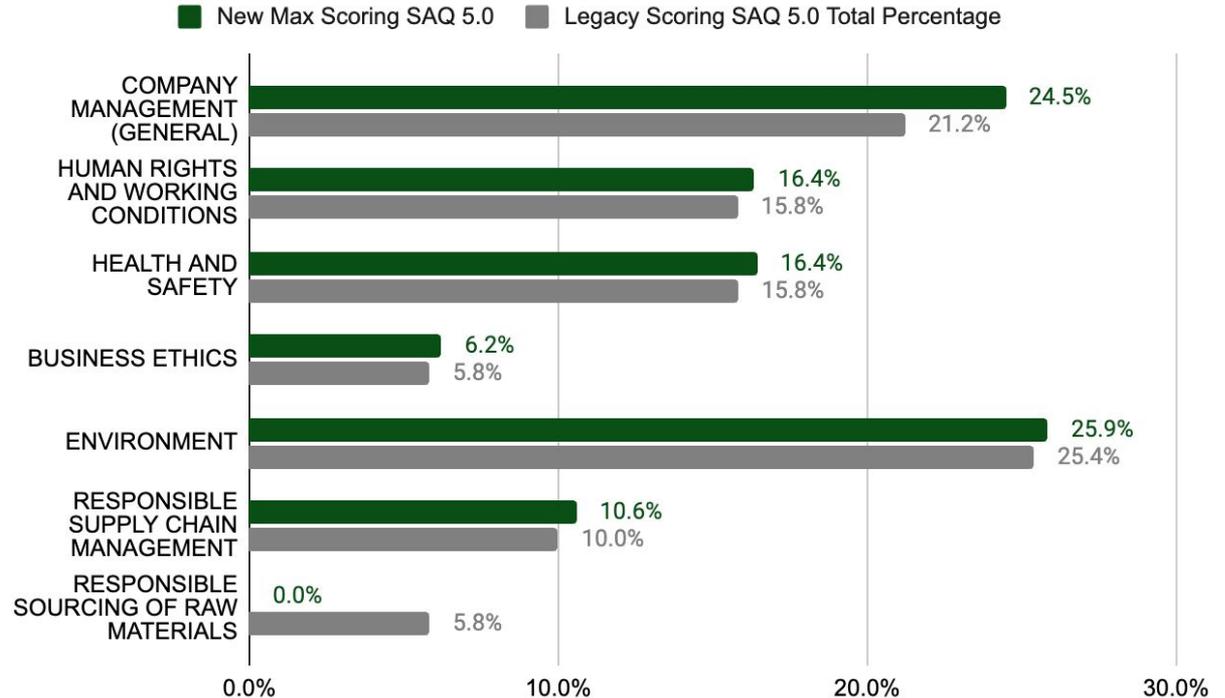
|                     |   |
|---------------------|---|
| NACE                | 49; 50; 51; 52; 53 -<br>Transportation and<br>warehousing |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 11  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.7%           | 16.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 1                  | 1                   | 15.8%          | 16.2%           | 2.7%     |
| HEALTH AND SAFETY                     | 1                  | 0                   | 15.8%          | 16.3%           | 3.0%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 7.0%     |
| ENVIRONMENT                           | 5                  | 3                   | 25.4%          | 25.9%           | 1.8%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 6                   | 10.0%          | 10.6%           | 5.8%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 8



|                     |   |
|---------------------|---|
| NACE                | 49; 50; 51; 52; 53 -<br>Transportation and<br>warehousing |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 11  |



# Pathway 8



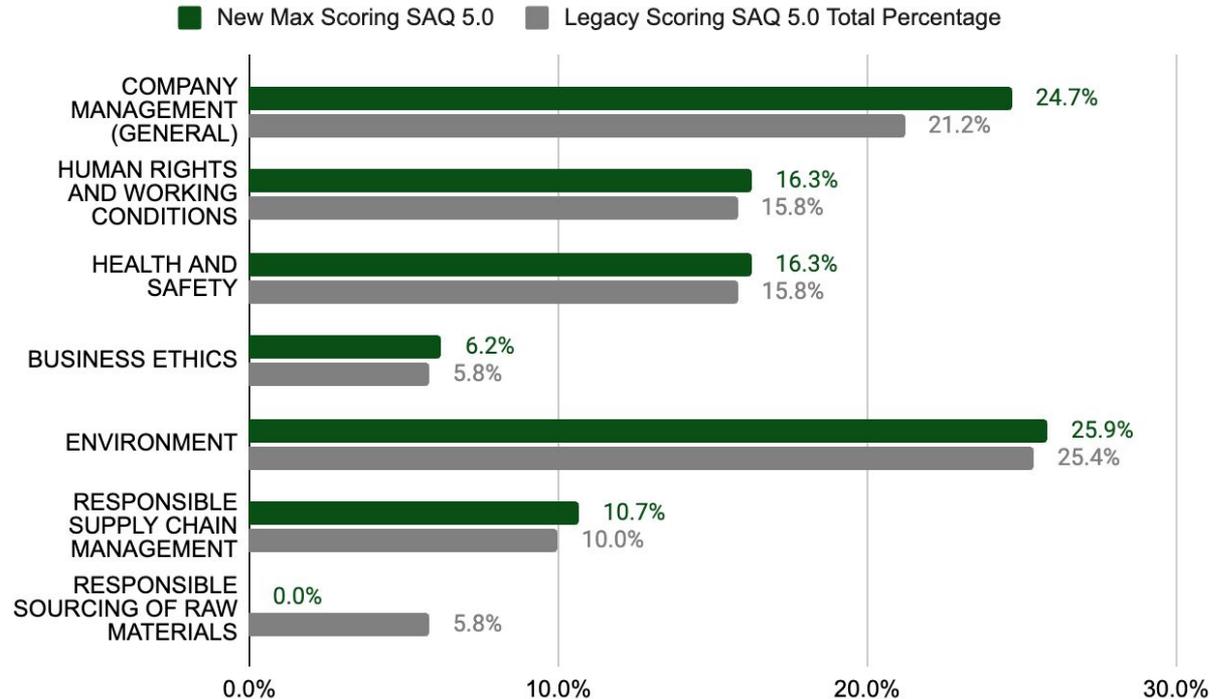
|                     |   |
|---------------------|---|
| NACE                | 49; 50; 51; 52; 53 -<br>Transportation and<br>warehousing |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 11  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.5%           | 15.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 0                  | 1                   | 15.8%          | 16.4%           | 3.5%     |
| HEALTH AND SAFETY                     | 0                  | 0                   | 15.8%          | 16.4%           | 3.9%     |
| BUSINESS ETHICS                       | 0                  | 1                   | 5.8%           | 6.2%            | 6.7%     |
| ENVIRONMENT                           | 5                  | 3                   | 25.4%          | 25.9%           | 1.7%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 6                   | 10.0%          | 10.6%           | 5.9%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 9



|                     |   |
|---------------------|---|
| NACE                | 55; 56; 58; 59; 60; 61; 62; 63; 64; 65; 66; 68; 69; 70; 71; 72; 73; 74; 77; 78; 79; 80; 81; 82; 84; 85; 86; 87; 88; 90; 91; 92; 93; 94; 95; 96; 97; 98; 99 - All other services |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 28  |



# Pathway 9



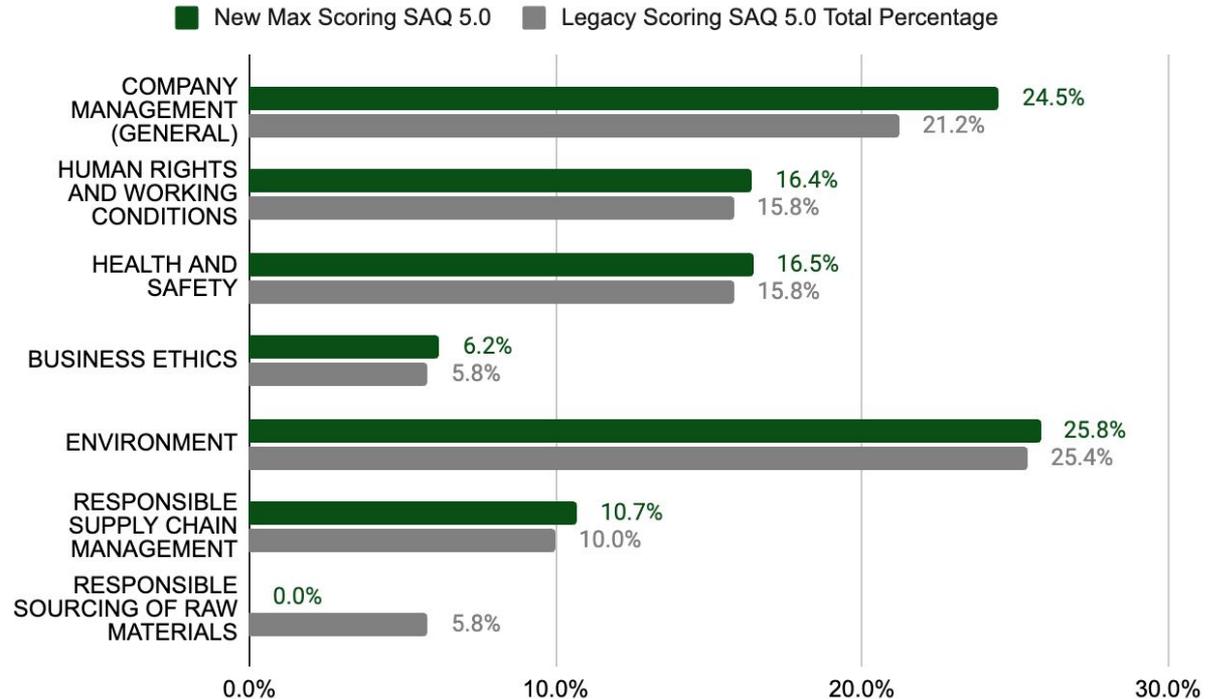
|                     |   |
|---------------------|---|
| NACE                | 55; 56; 58; 59; 60; 61; 62; 63; 64; 65; 66; 68; 69; 70; 71; 72; 73; 74; 77; 78; 79; 80; 81; 82; 84; 85; 86; 87; 88; 90; 91; 92; 93; 94; 95; 96; 97; 98; 99 - All other services |
| Site headcount      | <250  |
| Optional questions  | 14  |
| Optional checkboxes | 28  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.7%           | 16.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 1                  | 3                   | 15.8%          | 16.3%           | 3.0%     |
| HEALTH AND SAFETY                     | 1                  | 3                   | 15.8%          | 16.3%           | 2.8%     |
| BUSINESS ETHICS                       | 0                  | 2                   | 5.8%           | 6.2%            | 6.9%     |
| ENVIRONMENT                           | 5                  | 7                   | 25.4%          | 25.9%           | 1.7%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 13                  | 10.0%          | 10.7%           | 6.9%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# Pathway 10



|                     |   |
|---------------------|---|
| NACE                | 55; 56; 58; 59; 60; 61; 62; 63; 64; 65; 66; 68; 69; 70; 71; 72; 73; 74; 77; 78; 79; 80; 81; 82; 84; 85; 86; 87; 88; 90; 91; 92; 93; 94; 95; 96; 97; 98; 99 - All other services |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 28  |



# Pathway 10



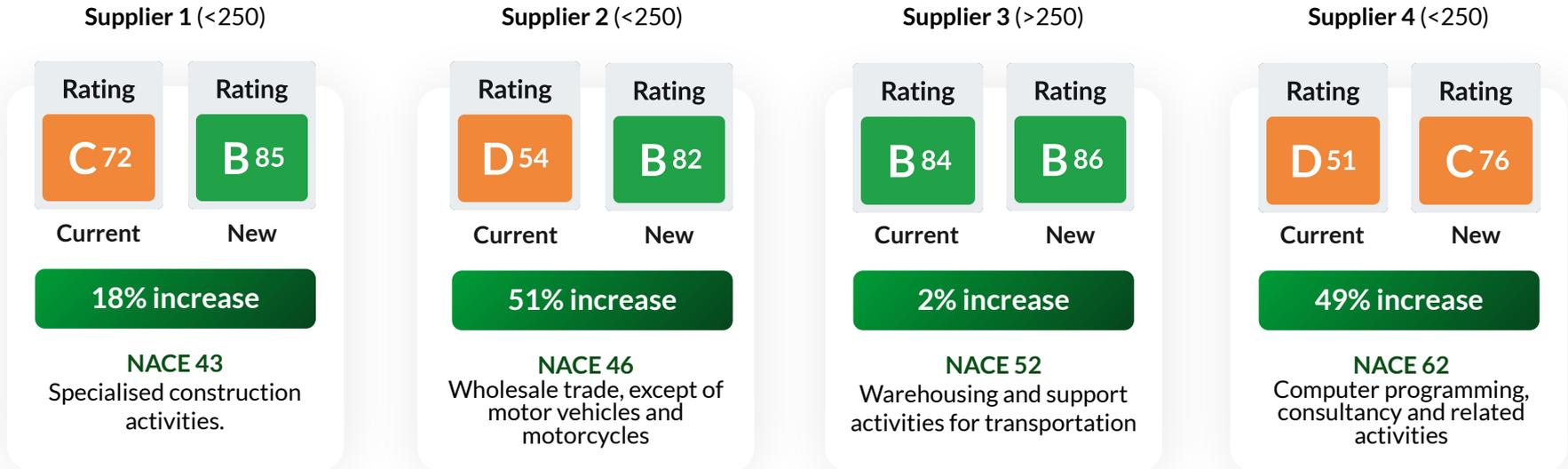
|                     |   |
|---------------------|---|
| NACE                | 55; 56; 58; 59; 60; 61; 62; 63; 64; 65; 66; 68; 69; 70; 71; 72; 73; 74; 77; 78; 79; 80; 81; 82; 84; 85; 86; 87; 88; 90; 91; 92; 93; 94; 95; 96; 97; 98; 99 - All other services |
| Site headcount      | ≥250  |
| Optional questions  | 12  |
| Optional checkboxes | 28  |

| SAQ Theme                             | Optional Questions | Optional Checkboxes | Legacy Scoring | NEW Max Scoring | % Change |
|---------------------------------------|--------------------|---------------------|----------------|-----------------|----------|
| COMPANY MANAGEMENT (GENERAL)          | 0                  | 0                   | 21.2%          | 24.5%           | 15.4%    |
| HUMAN RIGHTS AND WORKING CONDITIONS   | 0                  | 3                   | 15.8%          | 16.4%           | 3.9%     |
| HEALTH AND SAFETY                     | 0                  | 3                   | 15.8%          | 16.5%           | 3.9%     |
| BUSINESS ETHICS                       | 0                  | 2                   | 5.8%           | 6.2%            | 6.5%     |
| ENVIRONMENT                           | 5                  | 7                   | 25.4%          | 25.8%           | 1.7%     |
| RESPONSIBLE SUPPLY CHAIN MANAGEMENT   | 0                  | 13                  | 10.0%          | 10.7%           | 7.0%     |
| RESPONSIBLE SOURCING OF RAW MATERIALS | 7                  | 0                   | 5.8%           | 0.0%            | -100.0%  |

# SAQ Rating examples



NQC has selected suppliers at random with the NACE codes to illustrate the supplier's current score vs their new score with the redistribution.



**\*NOTE:** It is possible that some existing SAQ Ratings could also decrease with modularity.

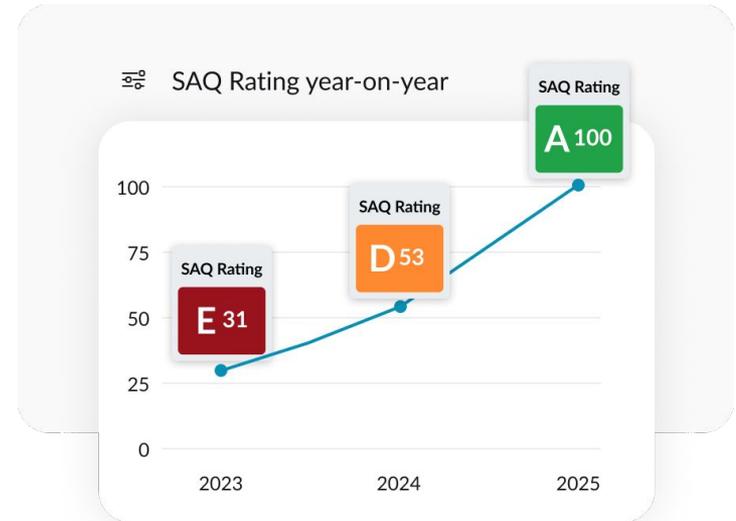
# Securing your updated SAQ Rating



**Modularity is scheduled for release on 03/03/2025.**  
Your SAQ Rating will not automatically be updated.

To update your Rating, please:

- ✓ Review your SAQ to see which questions are now optional
- ✓ Ensure mandatory questions are fully completed
- ✓ Complete the SAQ to update your Rating



**\*NOTE:** It is possible that some existing SAQ Ratings could also decrease with modularity.

# Improved communications

Alerts & direct messaging

# Configurable Alerts



Users will be alerted to any changes in their own questionnaires. This includes any changes in questionnaire workflow status or score.



Users are able to configure alerts so that they are only informed about events that are relevant to them. Configuration options include allowing users to enable/disable specific alerts for any activity from their own organisation or their suppliers.

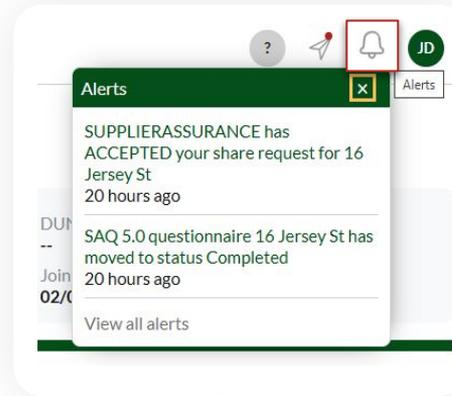
## Account settings

| Account                     | Permissions | Alerts  | Personalisation |
|-----------------------------|-------------|---|-----------------|
| Questionnaire alerts        |             |   |                 |
| Supply Chain Mapper         |             | Responding, Completed   |                 |
| Carbon Footprint Assessment |             | Expired   |                 |
| SAQ 5.0                     |             | Completed [Grey], Completed [Red], Completed [Amber], Completed [Green] |                 |
| Deforestation - SAQ         |             | Completed [Red], Completed [Green]                                      |                 |
| <a href="#">Edit</a>        |             |   |                 |

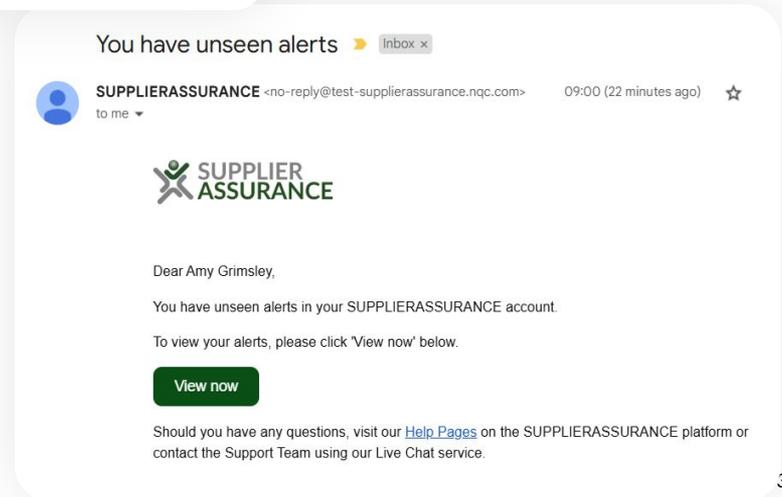
# Configurable Alerts



✓ Users can view all alerts via the 'Alerts' icon at the top of the page. 'View all alerts' provides a list of all alerts generated within 90 days. Each alert will also link to the activity directly (e.g. the supplier's questionnaire that has been completed).



✓ If a user has missed any alerts within the past day, they will receive an email notification informing them of this.



# Direct Messaging



**SAQ 5.0**  
Yellowstone National Park  
United States

|                      |                              |
|----------------------|------------------------------|
| Organisation         | Zain Supplier                |
| Industry             | 02.20 - Logging - Production |
| DUNS                 | 449203123                    |
| Site/Group headcount | ≥50,000 / ≥50,000            |
| User                 | --                           |

**COMPLETED** Rating  
Last updated 9 months ago  
**D 52**

 Message



Suppliers and buyers can connect and securely communicate directly within the platform, making issue resolution faster and more efficient.



To initiate a direct message, users can select any shared questionnaire from their dashboard and click the 'Message' button. The system will attempt to connect you to the appropriate user from the corresponding organisation.

**Name these messages**

We have set a default name to reference these messages. You can change it to be something more meaningful below

NOTE: This name will be displayed to all participants

# Direct Messaging



Once connected, users can securely discuss and resolve any outstanding requests or questions.

## Message - SAQ Q1 campaign request

1 minute

Hi, please update your answers as per the due date request to renew your ISO certificate.

Jane Doe/Example Supplier Now

Hallo, kein Problem. Tut mir leid. Ich werde meinen SAQ diese Woche aktualisieren.

Hi, no problem. Sorry. I will update my SAQ this week.

Type your message

Translate

translated by Google

|                                      |                               |
|--------------------------------------|-------------------------------|
| <b>Example Supplier</b><br>Jane Doe  | <b>19:51</b><br>Europe/Berlin |
| <b>Example Buyer</b><br>Amy Grimsley | <b>18:51</b><br>Europe/London |

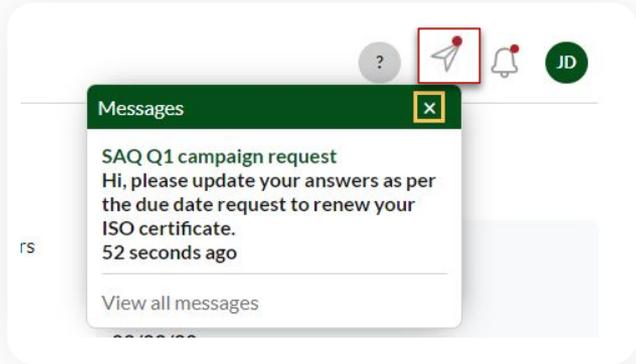
### Guidance

Users are reminded of the platform's Acceptable Use Policy [\[link\]](#) when using this messaging feature.

Users should always use a supplier's unique alphanumeric reference to identify a supplier in a message and not use their organisation name or the associated user's name. Each supplier in the conversation may not have visibility of all suppliers' identities and so caution must be taken.

To bridge language barriers, the messaging feature also includes the Google Translate feature, allowing users to communicate in their preferred language.

# Direct Messaging



Existing messages can be accessed via the new 'Message' icon that has been added to the top of your dashboard.

Clicking this will open a menu showing your three most recently updated conversations for quick access. It also includes a link to view all open messages.

All messages can be viewed at any time via the 'View all messages' button.

Message history will not be deleted or expire, making it available for users to go back to at any time.

| Messages                |  |                |
|-------------------------|--|----------------|
| Messages                |  | 2 items        |
| Title                   | Last message   | Date ▾         |
| SAQ Q1 campaign request | Hallo, kein Problem. Tut mir leid. Ich werde meinen SAQ diese Woche akt... | 04/12/24 19:51 |
| SAQ Q1 campaign request | Hi, please update your answers as per the due date request to renew yo...  | 04/12/24 19:47 |

# Manage Account settings



Users will be able to configure all account settings via the new tabs.



User Managers will be able to manage their own organisation's users via the 'Users' option on the dashboard under 'Options'.

**Account settings** Jane Doe

| Account            | Permissions | Alerts                 | Personalisation |
|--------------------|-------------|------------------------|-----------------|
| Personalisation    |             |                        |                 |
| Supplier map       |             | Enabled                |                 |
| Gadget ID          |             | DUNS                   |                 |
| Gadget size        |             | 20                     |                 |
| Export separator   |             | Comma (,)              |                 |
| Measurement system |             | Imperial/US            |                 |
| Decimal separator  |             | Full Stop (.)          |                 |
| Edit               |             |                        |                 |
| Time & language    |             |                        |                 |
| Preferred language |             | English (British)      |                 |
| Time zone          |             | Europe/Berlin          |                 |
| Date format        |             | DD/MM/YY e.g. 31/12/85 |                 |
| Edit               |             |                        |                 |

**Get started**

 Enter invitation code

 Start a new SAQ 5.0

**Options**

**Users**

Data sharing

# Q & A

Responding to your questions

