amfori BSCI for members

Guide for the amfori Sustainability Platform
Version changes

December 2021 – Version 5.5

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Link to the Sustainability Platform: https://platform.amfori.org/ui
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PART I ADMIN USER – amfori BSCI main contact

1. Invitation email

The main administrator for amfori BSCI should have received an Email from noreply@amfori.org to create an user account for the amfori Sustainability Platform. Kindly make sure that this email did not land in the spam folder and was not blocked by the firewall of your company. The email looks like this:

Sustainability Team invites you to join the amfori Sustainability Platform for

Your amfori BSCI Platform account has been transferred to the new amfori Platform. To finalise your registration, please complete the steps described on the following link: https://www.amfori.org/migration-getting-started If you have any questions, do not hesitate to contact us at info@amfori.org Enjoy your first steps in our new Platform! Sincerely yours, The amfori Team

In order to proceed, amfori first requires you to create a user for , or to login with your user if you already have a user for

Accept Invitation

Yours sincerely,
The amfori Sustainability Platform

Note: Once you have created your user, you can visit the amfori Sustainability Platform and login with your credentials.
Note: The link expires in 45 days.

Please take the following steps:

1. Click on Accept Invitation
2. Click on Create a new user
3. Enter your details
4. Create username (=email) and password
5. Accept terms and conditions
6. Save the username and password for your login
7. Click continue
8. Login with your credentials at https://platform.amfori.org/ui

Note: your username and password will allow you to access the Sustainability Platform and the amfori Academy via a Single Sign On (SSO). Please ensure that you record them as you will not be notified separately to access the amfori Academy.

2. Company classification

If your company recently onboarded on the amfori Sustainability Platform, you need to complete the classification first. In that case, you will see the notification below once you have logged in.

First time users will see a direct link to My Classification on the landing screen. This is because the classification needs to be completed before any other action can be undertaken or data displayed in your profile. The classification is based on the Global Industry Classification Standard (GICS). This has been chosen since it is an industry taxonomy that is used globally and will produce data that is uniform and comparable. This will allow better, more consistent reporting, data analysis and data exchange. The GICS classification is four-tiered and it goes from Sector to Industry Group to Industry to Sub-Industry. You are required to classify your company according to its main business activity.
Please complete the steps below to complete the classification:

1. Go to Admin > My Classification

2. Click on Edit Classification

3. Update the details based on your industry grouping (information about how to classify your company) [https://www.msci.com/gics](https://www.msci.com/gics). If you require further assistance, please check the guide [How to do self-classification](#) from the amfori Academy > Platform Training

**amfori members are represented in four main sectors:**

1. Energy
2. Materials e.g. forest products, silver, steel, metal
3. Industrials
4. Consumer Discretionary e.g. textiles, toys, household goods, furniture
5. Consumer Staples e.g. food, beverages and personal products
6. Healthcare
7. Financials
8. Information Technology e.g. software, hardware, equipment, computer
9. Communication Services
10. Utilities
11. Real Estate

<table>
<thead>
<tr>
<th>Sector</th>
<th>Garments &amp; Textiles</th>
<th>Packaged food producer</th>
<th>Paper products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industry Group</td>
<td>Consumer Discretionary</td>
<td>Consumer Staples</td>
<td>Materials</td>
</tr>
<tr>
<td>Industry</td>
<td>Consumer, Durables &amp; Apparel</td>
<td>Food, Beverage &amp; Tobacco</td>
<td>Materials</td>
</tr>
<tr>
<td>Sub Industry</td>
<td>Textiles, Apparel &amp; Luxury</td>
<td>Food products</td>
<td>Paper &amp; Forest Products</td>
</tr>
</tbody>
</table>

If you do not complete the classification:

a. Your profile will not be active
b. Your Business Partners will not receive the invitation email
c. You will not be able to conduct any activity on the new platform

**Important!**

If you are a migrated member from the BSCI platform, the audit history of all linked producers is automatically migrated after classification. Please note that it might take up to 12 days for the process to be completed due to heavy data transfers. Nonetheless, your Business Partners still have to accept the invitation and verify their accounts before you are able to request a monitoring > see section 9.
3. Company information

Members are responsible for their own data information. An amfori-ID is a unique number generated for every company and every site has a unique version. The amfori-ID is an internal number in amfori’s systems and not an official government identifier. Therefore, kindly fill in your company identifiers, such as the VAT number, Business License number or the company registration number on the Sustainability Platform.

Complete or edit the contact details of your company with the following steps:

1. Login to the Sustainability Platform and select the Admin tab
2. Click on My Company
3. Go to the tab Company details
4. Click on Edit company details in the top right corner

We recommend that you enter an email address where the Business Partner can reach you. 
Note: it is currently not possible to reach out to Business Partners through the platform (May 2021).

Company sites

Under Admin> My Sites, it is possible to view all sites of the member. The Admin user can view, edit, or add new sites. Note that there will be at least one site available, which corresponds to the company headquarters.
A. Child company

The branch functionality is now called parent-child functionality. A child company is a subsidiary company or daughter company that is owned by an amfori member, the parent company.

The parent company and the child company are separate entities on the Sustainability Platform. Although the parent company can view the supply chain of the child company, the parent cannot manage the supply chain on the child company’s behalf. In addition, the child company will not see the supply chain of the parent company, nor of any other child company of the member.

How can the parent company view the supply chain of the child company:

1. Go to Sustainability > Sustainability Profiles
2. Select the drop-down box on the top
3. Select the child companies you’d like to view

The same drop-down box is available in the Monitoring-, Continuous Improvement- and Zero Tolerance sections of the Sustainability Platform.

The parent company can:

- view their own supply chain and connected Business Partners
- view the supply chain and connected Business Partners of all child companies
- view all continuous improvement activities of all Business Partners linked to all child companies
- view all monitoring results of Business Partners linked to all child companies
- view all zero tolerance of Business Partners linked to all child companies

The parent company cannot:

- hold RSP or ‘responsibility’ for Business Partners that is only linked to child companies > the parent company must be directly linked to the Business Partner to request RSP
- request an audit for connected Business Partners of child companies > the parent company must be directly linked to the Business Partner of the child company to request an audit
- create new users for child companies > only the administrator of the child company has the authority to invite new users to the child company
B. Add or remove a child company

On the Sustainability Platform, child companies can only be registered or removed by the amfori secretariat. Members cannot create nor remove a child company themselves.

Attention!

If you already had a child company on the legacy platform, it is automatically migrated to the Sustainability Platform together with the parent company. The registered main contact person of the child company received an invitation to migrate.

The onboarding of the child company works the same as for members. An invitation email is sent to the defined main contact of the child company, who will then accept the invitation and complete the company classification. Please refer to section 2 in this guide for further information on the member onboarding process.

Register a new child company:

If you would like to create a new child company on the Sustainability Platform, please send the following documents and information to info@amfori.org:

1. Company Information of the child
   a. Child Company’s Name and optionally the Local name
   b. Child Company’s address: Street Name and Number, Postcode, City, State/Province, Country
2. Child Company’s annual turnover *
3. Child Company’s main contact person
   a. Admin First and Last Name
   b. Admin Email address

* Please submit documentation that can support this information. The turnover amount will be added to your company’s turnover, which you had indicated when applying for membership. Consequently, your membership fee might need to be adapted.

Remove a child company:

If you would like to remove a child company, please contact the amfori Secretariat at info@amfori.org as child companies can only be removed by the membership team. Please include the following information in the email:

1. Which child company do you want to remove?
2. Why do you wish to remove this child company?
3. Should all the users be deactivated?
4. What is the annual turnover of this child company? *

* The turnover amount will be deducted from your company’s recorded turnover in our database. Consequently, your membership fee might need to be adapted.
4. User management

A. Create a new user

As a main administrator on the Sustainability Platform, you can invite company users to the system. Depending on the responsibilities of the employee, you can assign different roles – from read-only to full access. For security reasons, there should be one user account per employee and amfori does not encourage having “shared accounts” among employees. We also recommend having two or three registered administrators on the amfori Sustainability Platform, so that there is always a person responsive to notifications and Zero Tolerance alerts. It is possible to have more than one administrator on the Sustainability Platform.

Attention! An email address can only be registered once on the Sustainability Platform!

There are four types of users on the amfori Sustainability Platform with different permission levels:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description of responsibilities</th>
<th>amfori Academy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>Managing platform access of company employees (invite users, assign notifications, edit company details) and supply chain management</td>
<td>Yes</td>
</tr>
<tr>
<td>Member</td>
<td>Standard employee account for supply chain management</td>
<td>Yes</td>
</tr>
<tr>
<td>Buyer</td>
<td>Read-only access (view audit results)</td>
<td>Yes</td>
</tr>
<tr>
<td>Trainee</td>
<td>No access to Sustainability Platform</td>
<td>Yes</td>
</tr>
</tbody>
</table>

To invite a new user to the amfori Sustainability Platform, please take the following steps:

1. Go to the tab Admin > My Company

2. Select the tab Invitations on the top
   You will now see a list of all sent invitations and their assigned permission levels

3. Select Invite User on the top right corner

4. Enter the details of the user you wish to invite and specify the role that user should have. You can also add a personal message.

5. Click on Invite user
An invitation email is sent to the user, who has **45 days** to create a new account on the amfori Sustainability Platform. Once the account on the Sustainability Platform was created, the user has automatically also access to the amfori Academy.

**Resend invitation:** If the invitation expired after the 45-day timeframe, you have the possibility to resend the invitation:

**Cancel invitation:** If you have sent the invitation by accident or used a wrong email address, you may cancel the invitation by clicking “cancel invitation” under the tab invitations. You are then able to resend it again.
B. Modify user permissions and suspend users

In the Users tab, you can see the status of all user invitations. When a new user has activated their profile, their status will show Active. If the employee has not accepted the invitation yet, their status will remain Invited.

To modify the role of the company user, please do the following:

1. Go to Admin > My Company
2. Select the tab Users
3. Select the user you wish to modify
4. Change permissions under additional roles:

Suspend users:
If you wish to suspend a user, e.g., because they have left the company, please go to the user profile, and select the “suspend user” button on the top right corner. Please note that you are not able to reuse the email address of the suspended user, thus you cannot send a new invitation to a suspended user.

Note: as of May 2021, this feature is still under development and not available yet. If you would like to suspend an user account, please send an email to info@amfori.org in the meantime.
5. Notifications

The main administrator is the default recipient for all notifications and alerts on the Sustainability Platform. As admin, you can set it so that other employees receive specific notifications, to be sent as emails to the relevant user account. Only registered users on the amfori Sustainability Platform can receive notifications.

To manage user notifications, do the following:

1. **Go to Admin > Notifications** – now you see the notifications management screen
2. **Add**: For each category, type in the name of the user you wish to receive notifications. If no user is specified for notifications, then the notifications will go to the default recipients
3. **Remove**: to remove a user from the notification list, select the small X beside their name

![Notifications Management Screen](image)

**Main notifications:**

**Monitoring notifications to the RSP holder:**
- Reminder of expiring monitoring results of a Business Partner
- Expired audit requests, because the Auditing Company did not confirm within 5 days
  - Please request a new monitoring with another time window and/or Auditing Company
- Confirmation of semi-announced or fully announced audit requests
- Cancelled audit request by the Auditing Company
- The site information of the Business Partner changed after the monitoring was requested
  - Please refer to section 12 C)
- New submitted audit reports to all linked members

**RSP management:**
- RSP release of a Business Partner to all linked members
- Claimable RSPs to all linked members

**Supply chain mapping:**
- The Business Partner accepted/ rejected an invitation from a member
- The proposed Business relation invitation expired

**Zero Tolerance:** new zero tolerance cases raised for your Business Partners
6. Access amfori tools

Welcome to amfori BSCI! We look forward to working with you on continuous improvement along your supply chain. amfori has the following main tools:

- **amfori Sustainability Platform**: [https://platform.amfori.org/ui](https://platform.amfori.org/ui) To start mapping your supply chain, schedule audits for producers and manage supply chain operations
- **amfori Academy**: [https://amfori-Academy.amfori.org/](https://amfori-Academy.amfori.org/) To sign up for training sessions and access all our learning materials for you and your producers
- **amfori website**: [www.amfori.org](http://www.amfori.org) To access the latest news about amfori BSCI, amfori BEPI and amfori Advocacy

*Please note that you do not have access to the BSCI platform, also referred to as the legacy platform. The BSCI/legacy platform was deactivated at the end of June 2021.*

**A. amfori Sustainability Platform**

On the amfori Sustainability Platform, as an **admin user** or as **member user** you can:

- Add producers to your SUPPLY CHAIN MAPPING
- Take RSP, responsibility, for producers
- Request MONITORING, full or follow-up audits
- Work with your producers on CONTINUOUS IMPROVEMENT
- Verify zero tolerance cases of your producers

For detailed information about how to manage your supply chain, visit Part III of this guide, as of section 9.

Please note that you cannot undertake these tasks if you were assigned the role of a **member buyer** (read-only) or a **member trainee** (amfori Academy access only) by your BSCI administrator.

The main administrator for amfori BSCI can create a user account for employees and can decide which role/access you should have on the Sustainability Platform, depending on your responsibilities. The main administrator will then register you on the platform and you will receive an email from noreply@amfori.org to create a user account on the amfori Sustainability Platform. Kindly make sure that this email did not land in the spam folder and was not blocked by the firewall of your company. The email looks like this:
Please take the following steps:

1. Click Create a new user
2. Enter your details
3. Create username (=email) and password
4. Accept terms and conditions
5. Save the username and password for your login
6. Click continue
7. Login with your credentials

**Note:** your username and password will allow you to access the amfori Sustainability Platform and the amfori Academy via a Single Sign On (SSO). Please ensure that you record them as you will not be notified separately to access the amfori Academy.

### B. amfori Academy

The amfori Academy is a learning management system that hosts various e-learning courses and serves as portal to register for amfori face-to-face training workshops.

The amfori Sustainability Platform and the amfori Academy have a Single Sign On, this means that you can log in to both sites with the same username and password. You can access the amfori Academy by going to [amfori-Academy.amfori.org](http://amfori-Academy.amfori.org). You do not need a separate password to access this site. You can also access the amfori Academy from the amfori Sustainability Platform by clicking Academy on the left side.

On the amfori Academy, you are able to:

- **FIND LEARNING** by filtering online courses on amfori BSCI and amfori BEPI
- Access the WORKSHOP LIST with live online webinars and in-person workshops for members and producers around the world, available in several languages
- Access PLATFORM TRAINING on the new amfori Sustainability Platform for members and Business Partners
- View your personal RECORD OF LEARNING
Transfer Learning History from the legacy Academy

The first time you log in to the amfori Academy, you will be asked whether you would like to transfer learning history from the legacy Academy to the new amfori Academy amfori-Academy.amfori.org . The window looks like this:

1) Skip this process

If you are a newly onboarded amfori member, if you do not have any training history on the legacy Academy or if you do not wish to transfer it, you can select the checkbox Skip this process to access the homepage of the amfori Academy directly.

If you have skipped this process by accident, please reach out to info@amfori.org so that this step can be reset.

2) Transfer learning history

If you wish to transfer your learning history to the new Academy, you must enter your username and password from the legacy Academy on this page. If you do not remember your password from the legacy Academy, go can go to https://Academy.amfori.org to reset your password on the legacy Academy.

Once you have entered the correct details and pressed Continue, you will get a message that the learning history was transferred successfully.

Note: you may receive several notification emails informing you of the courses that have been transferred. There is no action needed from your side.
C. amfori website

The administrator of your company received the username and password to access the [www.amfori.org](http://www.amfori.org) website, where you can find general information on amfori tools, contact information of amfori network representatives and upcoming network events in your region.

Member login is required to access most information on this website. Kindly use the Login button on the top right corner to access the members view. If you do not log in your access to members-only content will be denied.

If you would like to get access to the [www.amfori.org](http://www.amfori.org) website, then send an email to info@amfori.org as it will not be included in the Single Sign On before the fourth quarter of 2021. At the same time, you can also request to receive the fortnightly amfori Pulse newsletter to stay up to date with amfori news.

7. Reset your password on the amfori Sustainability Platform

If you already have an account but do not remember your password for the amfori Sustainability Platform or the amfori Academy, please follow these steps to reset your password:

1. Go to [https://platform.amfori.org/](https://platform.amfori.org/)
2. Click on Having trouble logging in?
3. Enter your email address
4. Click on Request New Password
5. You will receive an email to reset your password

*Kindly verify that the email did not land in your spam folder and that the amfori domain is whitelisted in your firewall (please check with your IT department)*

**Note:** Your new password will also be valid for the amfori Academy thanks to Single Sign On.
8. First steps

If you are new to amfori BSCI, we highly recommend that you familiarise yourself first with the amfori BSCI system with these tools:

1) Go to the amfori Academy and watch three short onboarding videos to learn about amfori tools, get a quick walkthrough on the amfori Sustainability Platform and learn how to sign up for workshops/webinars: [https://amfori-Academy.amfori.org/course/view.php?id=194](https://amfori-Academy.amfori.org/course/view.php?id=194)

2) Sign up for a live webinar for new members: amfori BSCI Participants: Introduction to amfori BSCI on the amfori Academy. These webinars are available in several languages, including English, French, German and Spanish.

3) Read this guide entirely to understand how you can manage your supply chain on the amfori Sustainability Platform in Part III - supply chain management. If you are the administrator for amfori BSCI in your company, learn how to manage employees on the platform in Part I of this guide. Further platform trainings on the amfori Sustainability Platform are available on the amfori Academy [here](https://amfori-Academy.amfori.org/course/view.php?id=194).

4) Familiarise yourself with amfori’s key materials, available on the amfori website > Resources (member login), in particular:
   - amfori BSCI Code of Conduct
   - amfori BSCI system manual for detailed information on the amfori BSCI methodology

5) Get in touch with your amfori Network representative in your region and attend events

6) Still need help? Contact the amfori membership team in Brussels, Belgium at info@amfori.org or call the membership line tel. +32 (0) 2 741 64 76 (Mon-Thu 09:00-18:00, Fri 09:00-16:00 CET)
PART III PROFICIENT USER – supply chain management

9. Supply chain management

A. Sustainability Directory and Sustainability Passport

The Sustainability Directory is the search function on the Sustainability Platform. It allows amfori members (member admin, member users and member buyers) to search for a Business Partner with a verified profile on the Sustainability Platform, including linked, but also not linked Business Partners.

A Business Partner has a verified profile if they have accepted an invitation from an amfori member and if they have completed the classification on the Sustainability Platform.

With the Sustainability Directory members can:

- Conduct a risk assessment before linking to a prospective Business Partner
- Verify the existence of a Business Partner on the Sustainability Platform
- Find verified profiles of linked and not linked Business Partners

To search for a Business Partner on the Sustainability Platform, please do the following:

1. Go to tab on the left side called Sustainability Directory
2. Under Search for another Sustainability Passport, type in either:
   a. the 12-digit amfori-ID e.g. 123-000123-000 or
   b. the DBID number, if applicable e.g. 12345
3. The search will lead you to the Sustainability Passport, which includes basic information of the Business Partner on the amfori Sustainability Platform
4. It is now possible to search for a Business Partner by its company name
Attention!

- If the site-ID is entered with ending -001 or -002 there will be no result
- You will not find non-verified profiles, neither with the amfori-ID, nor with the DBID number, this means that the producer must have completed the onboarding before you can find them
The **Sustainability Passport** includes a short overview of:

- Company details (amfori-ID, Address, Contact Information, GICS Information)
- Business Partner sites
- Last monitoring results of BSCI audits and SA8000 certificates
  - Overall rating
  - Monitoring ID
  - Expiry date

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**Important!** Note that as of May 2021 it is not possible yet to link to a Business Partner through the Sustainability Directory. This will come with future updates on the Sustainability Platform.

If you would like to see further details about the Business Partner, please send them a linking invitation under Supply Chain Mapping > Map new Business Relation. Please make sure that you receive the correct email address of the Business Partner. For more information, please refer also to **section 9 B.**
B. Adding a new Business Partner

Business Partners, in this context, are manufacturers, producers or farms. These are primary providers of a given type of good or service, which represent a large share of the purchasing volume or reputational perception; or they are identified as potentially related to significant risks of adverse human rights impacts (particularly those which are labour related). Please note that the role of intermediary (agent, reseller) on the Sustainability Platform will be defined in 2021.

Attention!

All Business Partner should have received the invitation email to migrate to the amfori Sustainability Platform. A Business Partner must accept the invitation from every amfori member so that their Sustainability Profile is shared. Before mapping a new business relationship, please verify in the Sustainability Directory (section 9A), whether your Business Partner already has a verified profile on the Sustainability Platform.

Please select one of the following options to see how to proceed:

- Your Business Partner has access to the legacy platform (DBID number) but did not complete the migration (unverified profile). You were linked to them on the legacy platform before the migration. → Please proceed to point 1)

- Your Business Partner has access to the legacy platform (DBID number) but did not complete the migration (unverified profile). You were not linked to them on the legacy platform before the migration. → Please proceed to point 2)

- Your Business Partner has access to the Sustainability Platform (amfori-ID), but you were not linked to them on the legacy platform before the migration → Please proceed to point 3)

- You have a completely new Business Partner (neither DBID number nor amfori-ID) → Please proceed to point 3)

1) Your Business Partner has access to the legacy platform (DBID number) but did not complete the migration. You were linked to them on the legacy platform before the migration.

✔ You were linked to this Business Partner on the legacy platform before the migration
✔ Your Business Partner did not complete the migration to the Sustainability Platform, thus they don’t have an amfori-ID
✔ You type in the DBID number in the Sustainability Directory and there is no result
✔ You need to verify the status of the migration:

If you would like to check whether your linked Business Partner from the BSCI platform was migrated successfully to the Sustainability Platform, you can check their status of migration with their associated DBID numbers:

1. Go to Supply Chain Mapping > Advanced
2. Select the filter option External Company References by clicking on the + sign
3. Type in the DBID number of your linked producers from the legacy platform (this feature only works if you were linked to this producer on the legacy platform!)
4. Click on enter
You can now see the name of the Business Partner with the DBID number under External Company References. If the status is **accepted**, it means that the audit history successfully migrated to the Sustainability Platform and that you have access to the Sustainability Profile. If the status is **pending** it means that your Business Partner has an unverified profile and that they need to complete the migration.

**Unverified profiles of Business Partners**: If you were linked to a Business Partner on the BSCI/legacy Platform, but did not complete the onboarding on the Sustainability Platform yet, their profile is marked as **unverified profile**:

![Warning](image)

<table>
<thead>
<tr>
<th>DBID 0000</th>
<th>DBID 12345</th>
</tr>
</thead>
</table>

This means that:

- the Business Partner did not register as a new company and does not have an active user account on the Sustainability Platform
- the company data of the Business Partner is not verified and might be incorrect
- the linked member will only have access to audit history of the Business Partner under Monitoring > Results
- the linked member will have no access to the Sustainability Profile, thus the member will not be able to take RSP, nor to request a new monitoring
- Note that the Business Partner needs to accept the invitation from all linked members from the BSCI platform, but only has to register a new company once!

If you see this sign next to your Business Partner, please tell them to complete the onboarding. See section **G** for further information on how the Business Partner can accept the invitation to join the Sustainability Platform and complete the onboarding.

**Attention!** Do not invite your producers from the legacy platform through “map new business relation”, otherwise the audit history of the Business Partner will not be migrated.
2) Your Business Partner has access to the legacy platform (DBID number) but did not complete the migration. You were not linked to them on the legacy platform before the migration:

- The migration can only be triggered if the Business Partner accepts the invitation from a linked member on the legacy platform
- Tell the Producer to accept the invitation which was sent from their linked members on the legacy platform
- Only map them as new Business Partner on the Sustainability Platform, if all the following requirements are fulfilled (kindly ask your producer for this information):
  - The Business Partner does not have an RSP holder on the legacy platform: their status is Orphan (no RSP holder) or Idle (no linked members)
  - An audit is due for this producer in less than 10 weeks
- If all these prerequisites are not fulfilled, kindly await the migration of the Business Partner and do not invite them to the amfori Sustainability Platform to avoid the duplication of the profile

3) Your Business Partner has access to the Sustainability Platform (amfori-ID) but you were not linked to them on the legacy platform before the migration OR you have a completely new Business Partner (neither DBID number nor amfori ID)

- You were not linked to this Business Partner on the legacy platform before the migration
- Verity that your Business Partner has valid profile on the Sustainability Directory (section 9A) – or that they don't have a DBID number (legacy platform) nor an amfori-ID and did not participate at amfori BSCI before
- Make sure that you have received the correct contact details (name, address, contact person and email address of the Business Partner)
- Send a linking invitation via Supply Chain Mapping > Map new business relation
  ! Attention! When you map a new business relation with a Business Partner already within the platform the BP will be directly linked to your supply chain without having to accept again the invitation coming from you

To add a Business Partner to your supply chain, please complete the following steps:

1. Log in and click on Supply Chain Mapping
2. Insert Contact Details of your company (Admin)
3. Click on Map Business Relation
4. Fill out the form
5. Add a personal message and insert their email address
6. Click Send.
C. Resend the invitation e-mail

There might be different reasons why your Business Partner did not accept the invitation to the amfori Sustainability Platform:

1) They ignored the email because they were not aware of the new amfori Sustainability Platform. We would advise you to contact them outside the platform to give them the relevant information, including our info kit for producers, which can be found on the amfori Academy.

2) They received the email but they did not accept the invitation within 45 days and the link expired.

3) They did not receive the email because:
   - It landed in their spam folder or was blocked by their firewall. We would advise you to contact them outside the platform to let them know to expect the email and ask them to ensure that the email address noreply@amfori.org is not blocked (is whitelisted) in their local IT settings.
   - The email address of the contact person is incorrect.

Once the problem is identified, you can resend the invitation in SUPPLY CHAIN MAPPING:

1. Edit the contact details of your company, if they are not correct.
2. Click on the symbol ✴ Advanced on the right side.
3. Search the name of Business Partner.
4. Click on the green circle on the right and select resend. If the resend button is not available, then click on cancel first, confirm that the invitation will be cancelled, then select the Business Partner again, and click on resend:
   1) Edit contact details, if applicable.
   2) Check that the e-mail address is complete and spelled correctly.
   3) Check that the contact person is an active user at the receiver’s end.

5. Send the invitation.
If you wish to re-send an invitation to ALL business partners who have not accepted their invite yet, you can send a bulk/mass re-send of all invites.

1. Go to Sustainability Network / Supply Chain Mapping on the main menu, and choose ‘Advanced’

2. Choose ‘Resend Expired’

3. Insert a personal message to be sent to all business partners, and send the invite.
3. **D. Removing a Business Partner**

If you would like to remove a Business Partner from your supply chain, please do the following:

1. Go to Supply Chain Mapping
2. Select the Business Partner that you wish to un-link (the list is in alphabetical order)
3. Select unmap business relation
4. You will get a confirmation box. **Click Yes, Unmap**

**E. Business Partner Sustainability Profiles**

The Sustainability Profile provides an overview of the site Sustainability Performance of your Business Partner. There you will see the number of sites of your Business Partner, the contact details and the amfori-ID, as well as site IDs.

**Important!** The amfori-ID is linked to one email address: an amfori-ID is registered with one specific email address, the email address of the main contact person of the Business Partner. It is not possible to use one email address for the several amfori-IDs as it will cause problems with the account! If an existing account accepts a migration invitation of another company, those two amfori-IDs will be merged together. Thus it is important that a Business Partner has an unique email address on the Sustainability Platform.

The amfori-ID is an unique number generated for every company and individual site on the platform e.g. amfori ID 123-000123-000

<table>
<thead>
<tr>
<th>site ID</th>
<th>for site 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>123-000123-001</td>
<td></td>
</tr>
<tr>
<td>123-000123-002</td>
<td></td>
</tr>
</tbody>
</table>

If your Business Partner migrated from the legacy platform they automatically have two sites in their Sustainability Profile. **Site 1 is a side product of the migration process** and is empty. The audit history is usually saved under the site named after the company, usually site 2.

As of May 2021 is not yet possible to deactivate inactive/empty sites. This will come with future updates. If you would like to request audits, please do this on the site where the audit history is saved.
To access the Sustainability Profile of your Business Partner, do the following steps:

1. Go to Sustainability > Sustainability Profiles
2. Select your Business Partner by either name or amfori-ID
3. Then you will see the number of sites of your Business Partner

From this view, you can also quickly “jump” to the Continuous Improvement Sections or Contact Details

**Current Monitoring Activities: check if there is an Audit in progress**

If you would like to check whether there is an audit in progress for a linked Business Partner, you can do so in the Sustainability Profile.

4. Open a site of the Business Partner
5. Now you have the summary of the Business Partner site page
6. On the right side under **Current Activities** you will see whether an audit was requested for this site
7. You may verify whether the audit was request for another site of the Business Partner
Enter Private Site Data

If you would like private company information with your own company users, such as internal notes or comments, you are able to add them in the Site of the Business Partner. You can do so with the following steps:

1. Go to Sustainability > Sustainability Profiles
2. Select the Business Partner
3. Select the Site for which you would like to add a private note
4. Go to the top-right corner and select Actions > Private Site Data
5. Enter your internal reference number, if applicable and the private notes
6. Click on Save
7. The Private Site Data is now saved

This information is only shared with your own company users (Member Admin, Member user and Member buyer). Neither your Business Partner, nor other members are able to see this information. It is for your internal reference only.
Please note that Private Notes stay on the Sustainability Platform, whereas the Internal Reference section synchronizes with your company interface, if available.
F. Site management of the Business Partner

Business Partners are responsible for maintaining their own data on the Sustainability Platform. Neither linked members, nor the RSP holder can change company information on the behalf of the Business Partner.

Please forward this guidance document (amfori Academy > Platform training > amfori BSCI Business Partner training > training guides) to your Business Partner that will help them for day to day entries on the Sustainability Platform. It is available in the following languages: English, Chinese, Turkish and Spanish.

On the Sustainability Platform, Business Partners can:

1. Manage their company details: change the company name or the address
2. Site management: add a new site or change the address of a site (= is the physical location where the audit/monitoring takes place)
3. Add and remove new Business Partners: e.g. 2nd or 3rd tier producers of the member
4. Manage company users: change the main contact person, add or remove employees
5. Manage notification to employees
6. View audit results and download the summary PDF report
7. Insert continuous improvement measures

Multiple sites: on the Sustainability Platform the Business Partner can have multiple sites with different addresses under one amfori-ID. Each site can be managed separately by the Business Partner, who is responsible for updating their own data. If your producer had several DBID numbers on the legacy platform, they can merge them together under one amfori-ID on the Sustainability Platform. This is recommendable, but not compulsory. Each site can have a different address.

If the company or the site information of the Business Partner changes, such as the company name, address, or classification, then the Business Partner needs to update the company information themselves under Admin > Company and/or Admin > My Sites.

- Business Partner relocation: if the Business Partner moved location (physical change of location with a new address), the main administrator of the Business Partner has to add a new site under Admin > My sites and might also change the company information under Admin > My company. The function to deactivate an old site by the Business Partner will come with future releases.
- If the change of address is only “cosmetic”, without a physical change of location, then the Business Partner can directly edit the information in the company/site profile directly.

If the company/site information of the Business Partner changed after a monitoring activity was requested, it can have an impact on the monitoring process. In that case the RSP holder must confirm the changes. Please refer to section 12 C for further information on how to check the status of a requested monitoring.
**G. Creating and Assigning Custom Labels**

You can add and assign custom labels to your Business Partners. For example, you may want to specify which of your colleagues work with which business partner.

You can also use these labels to assign other information to your Business Partners.

You can create and assign custom labels to do this.

**To Create a Label**

1. Go to Sustainability Network, then Manage Custom Labels

2. Press ‘Add Label’

3. Type in label name

4. Press ‘Assign’
5. Select which Business Partners you wish to assign the label to

Notifications
As a member you can assign notifications for custom labels.
So, if you want a specific team member to get a notification for this label, you can set this here.
To do this, go to:

1. Admin/Notifications
2. “Add notifications for a Custom Label”
3. Choose which staff member receives notifications for this label
4. Press save
Filter by labels

In addition to the notifications to your business partners you are also able to filter your screens through the custom labels,

To do this, go to:
1. Know your supply chain
2. Explore your supply chain
3. Click on the Custom labels tab
4. Select the label you want to filter by
5. Press Enter

All the graphs and reports will then display according to the selected label (in this case shoes)
H. Filtering your supply chain

1) As a member you can filter your supply chain by Initiative BSCI/ BEPI or QMI

2) As a user If I want to highlight the left column I click in Supply Chain Mapping, upstream TAB which refers to all the business partners/members from which you receive the materials/ products required to create your final products,

The downstream TAB : refers to all the business partners/members to which you deliver the materials required to create the final products

3) As a member you can view you supply chain in list or Map view

Next to the Title Supply Chain mapping click on the TAB list or Graph to adapt the view
10. **Onboarding and problem solving**

As a member, you should verify that your Business Partner completes the onboarding to the Sustainability Platform so that you have access to their Sustainability Profile and the audit history. Please find below the most common errors that occur with the onboarding on the new amfori Sustainability Platform so that you can resolve it together with your Business Partner.

Kindly go through all of them before reaching out to info@amfori.org with a screenshot of the issue. Please note the amfori platforms work best with the Firefox or Chrome browsers.

The **first-time onboarding by the Business Partner** is completed with the following steps:

<table>
<thead>
<tr>
<th><strong>Members have to:</strong></th>
<th><strong>Business Partners have to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send the invitation to the Business Partner. If the member migrated from the BSCI platform, the invitation is sent <strong>automatically.</strong></td>
<td>3. Click on <strong>I Accept</strong> in the Invitation email</td>
</tr>
<tr>
<td>The invitation can be checked at <strong>Supply Chain Mapping &gt; Advanced</strong></td>
<td>4. <strong>Register a new user account</strong> on the Sustainability Platform</td>
</tr>
<tr>
<td>2. Verify that the Business Partner knows about the migration and remind them to accept the invitation email.</td>
<td>5. <strong>Confirm Business Relation</strong> with your company</td>
</tr>
<tr>
<td></td>
<td>6. Log in to the Sustainability Platform <strong><a href="https://platform.amfori.org/ui">https://platform.amfori.org/ui</a></strong></td>
</tr>
<tr>
<td>8. Verify that the Business Partner accepted the invitation under <strong>Supply Chain Mapping &gt; Advanced</strong></td>
<td>7. Enter Classification under <strong>Admin &gt; My Classification</strong></td>
</tr>
</tbody>
</table>
If the producer successfully onboarded, the Status is now “accepted”

9. Check that they can see the profile of the Business Partner under Sustainability > Sustainability Profile

Please forward the [amfori BSCI for Business Partners Guide](#) in a separate email to your Business Partners. You can find the documents on the [amfori Academy > Platform training > amfori BSCI Business Partner training > training guides](#).

It is available in English, Chinese, Spanish and Turkish.

A short guidance document on how to activate a profile on the Sustainability Platform is also available in the following languages with this [link](#): Bangla, Burmese, Hindi, Malay, Tamil, Thai, Urdu and Vietnamese.
A. Business Partner did not receive the invitation email

Your Business Partner has **45 days** to accept the invitation, which will be sent in English and in Chinese and looks like this:

If you are a migrated member from the BSCI platform, linked producers will automatically receive an invitation email to migrate to the new amfori Sustainability Platform.

If the Business Partner claims that they did not receive the invitation Email, please check the following:

<table>
<thead>
<tr>
<th>Members have to:</th>
<th>Business Partners have to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verify that the email was sent to the correct Email address of the Business Partner under <strong>Supply Chain Mapping &gt; Advanced &gt; Details</strong></td>
<td>2. Check that the invitation email from <a href="mailto:noreply@amfori.org">noreply@amfori.org</a> did not land in their spam folder</td>
</tr>
<tr>
<td>If the Email address is not correct, the member shall resend the invitation. Please refer to section 9 C for further details</td>
<td>3. Verify with their IT department that the email was not blocked by their firewall. The amfori domain must be whitelisted by their IT firewall</td>
</tr>
</tbody>
</table>

**Attention for migrated members!**

It is possible that not all Business Partners from the BSCI platform have migrated to the amfori Sustainability yet.

Please find the most frequent cases below:

1. Producers, where an audit was conducted recently (February, March, April 2021) through the **BSCI platform**, might migrate to the new platform with a short delay. First, the audit report will be uploaded on the BSCI platform. Then, those audit reports will migrate to the Sustainability Platform with the next possible segment.

2. Producers with an old audit under BSCI 1.0 (last audit was conducted before 2015) will not be invited to the Sustainability Platform → you can map them as a new Business Partner!

3. Producers with no audit history (no BSCI audit nor SA8000 certificate) will not be invited to the Sustainability Platform → you can map them as a new Business Partner!
**B. Business Partner cannot login with credentials from BSCI platform**

If it is the first time that the Business Partner receives an invitation to the Sustainability Platform, they have to **Create a New User account** on the amfori Sustainability Platform, even if the producer had a DBID number on the legacy platform!

The Business Partner **cannot login with their credentials from the BSCI Platform** on the Sustainability Platform.

---

<table>
<thead>
<tr>
<th>Members have to:</th>
<th>Business Partners have to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Click on I Accept in the invitation email</td>
</tr>
<tr>
<td></td>
<td>2. Create a new user account on the Sustainability Platform.</td>
</tr>
<tr>
<td></td>
<td>The username can be the email address of the Business Partner</td>
</tr>
<tr>
<td></td>
<td><strong>Attention:</strong> an email address can only be registered to one Business Partner on the Sustainability Platform!</td>
</tr>
</tbody>
</table>

---

If your Business Partner has already activated their account on the Sustainability Platform, meaning if they already have an amfori-ID, the BP will be directly linked to your supply chain without having to accept again the invitation in the platform. The Business Partner should not register as a new company to avoid a duplication of the producer profile.
C. Business Partner cannot confirm the business relation

As a new user, the Business Partner has to enter a product or service before they can confirm the business relation. If the Business Partner cannot confirm the business relation/ if they cannot click on the button, it is because they did not click on the **+ sign** to enter all the required information.

<table>
<thead>
<tr>
<th>Members have to:</th>
<th>Business Partners have to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out the product or service slot</td>
<td></td>
</tr>
<tr>
<td>2. Click on the <strong>+ button</strong> and fill out the category (see picture next side)</td>
<td></td>
</tr>
<tr>
<td>3. Click on Confirm Business Relation</td>
<td></td>
</tr>
<tr>
<td>4. Verify that the linking was accepted under <strong>Supply Chain Mapping &gt; Advanced</strong>. The status of the producer must now be “accepted”.</td>
<td></td>
</tr>
<tr>
<td>If the Confirm Business Relation does not appear, your browser might be the issue, please try another browser (Chrome of Firefox).</td>
<td></td>
</tr>
</tbody>
</table>

If your Business Partner requires assistance with the GICS (Global Industry Classification Standards) classification, they can refer to **amfori BSCI for Business Partner Guide**, mentioned in section G.

**Attention!**

This error message can occur on the screen when the Business Partner:

- opens multiple proposed business relation links for the same member and then tries to accept them without reloading the page - or
- when multiple users of the same company are attempting to accept proposed business relations for the same member simultaneously.

Therefore, Business Partners should open the links and accept the proposal one by one.
D. The Sustainability Profile of the Business Partner is not available and “grey”

If your Business Partner did not complete the Classification, the Sustainability Profile of the Business Partner is not available. Only if the producer completes this final step, members can take responsibility “RSP” and to request an audit.

<table>
<thead>
<tr>
<th>Members have to:</th>
<th>Business Partners have to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Contact their Business Partner and remind them to complete the Classification</td>
<td>2. Log in to the Sustainability Platform <a href="https://platform.amfori.org/ui">https://platform.amfori.org/ui</a></td>
</tr>
<tr>
<td>4. Verify that they can access the Sustainability Profile of the Business Partner under <strong>Sustainability &gt; Sustainability Profile</strong></td>
<td>3. Click on My Classification or go to <strong>Admin &gt; My classification</strong> and enter the Industry and Sub-Industry Group.</td>
</tr>
</tbody>
</table>
11. RSP management

A. Rights and obligations of the RSP holder

RSP stands for responsibility. The RSP holder can use their leverage to engage more closely with a producer and drive improvement activities. Compared to other linked members, the RSP holder has stronger influence on the Sustainability Platform for the monitoring processes. Although several companies may source from a certain Business Partner, **only one member can be the RSP holder.** Members should take the RSP for those producers where they intend to actively monitor and support. The RSP applies for the whole Business Partner company and all sites.

<table>
<thead>
<tr>
<th>Summary of RSP Rights and Obligations</th>
<th>RSP Holder</th>
<th>Linked Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start and manage a monitoring cycle</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Coach the business partner on continuous improvement (remediation)</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Support the business partner with continuous improvement (remediation)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Exclusive right to request new monitoring 3 months before expiry date (duration: 1 month)</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Claim RSP and request new monitoring 2 months before expiry date</td>
<td>X</td>
<td>✓</td>
</tr>
<tr>
<td>Release RSP in favour of another linked member</td>
<td>✓</td>
<td>X</td>
</tr>
</tbody>
</table>

The RSP holder has the exclusive right to request a monitoring three months before the expiry date:
- A monitoring cycle ends: this is when the RSP holder is expected to request a full monitoring activity to start a new cycle
- A monitoring activity is reaching expiry: this is when the RSP holder is expected to request a follow-up monitoring

If the RSP does not act within one month, the RSP will become claimable by other linked members. Until the RSP is claimed, the current RSP holder retains all rights and obligations.

Two months before the expiry date, the RSP will become claimable for other members:

RSP timelines for a Business Partner with several sites:
The RSP of a Business Partner covers all the sites mapped under it. When a Business Partner has multiple sites, and the sites have ongoing monitoring activities or valid results, the latest expiry date amongst the sites defines the RSP timeline.
Summary of RSP management:

- A Business Partner can have only one RSP holder
- Only the RSP holder can request a monitoring activity/audit
- The RSP holder is the primary contact in the case of a zero tolerance alert
- RSP applies for the whole Business Partner company and for all its sites
- An RSP holder can cancel a monitoring activity at any point up until the activity is scheduled by a monitoring partner
- When a monitoring activity is requested, the RSP cannot be released before the monitoring result has been submitted
- The RSP holder maintains the validity of the audit cycle for the Business Partner and coaches the Business Partner in the continuous improvement phases

**B. Taking or releasing RSP for a Business Partner**

To take RSP for one of your Business Partners, please make sure you are linked to them and follow the steps below:

1. Click on Sustainability
2. Click on RSP
3. Select filter on the right top to select the correct initiative (amfori BSCI or amfori BEPI). Only initiatives in which you participate in will be displayed. RSP is taken for each initiative separately.
4. On the top of the page, you can see the RSP overview of business relations and Claimable RSPs
• **My RSP**: your company has RSP for these Business Partners (only you can request audits for them)
• **Others’ RSP**: the RSP is taken by another member
• **No RSP**: the Business Partner is linked to at least one amfori member but none of them currently has RSP
• **My unlinked RSP**: Business Partners for whom you have RSP but to whom you are not linked. You should release RSP or add them to your supply chain
• **My RSP claimable**: other members can take RSP for your producers immediately
• **Other’s RSP claimable**: you are able to take RSP from other linked members immediately

5. Filter the list of your Business Partners (amfori ID, name, country etc.)
6. Click on the green circle on the right and then click on **Take RSP** (use the same selection if you would like to **Release RSP**) Note – it takes 24 hours for a Release RSP to take effect.
7. A green message will appear on top of the screen to confirm your RSP status
8. The changed RSP status is immediately visible on the Sustainability Platform. If you have taken RSP, you are now able to request a monitoring.

**C. Gentleman’s agreement**

If you intend to take RSP for a Business Partner who already had a producer profile on the amfori BSCI/legacy platform (DBID number), please make sure that the Business Partner had the status **Orphan**, thus no RSP holder, on the legacy platform. You can ask your Business Partner to verify this information.

According to the Gentleman’s agreement, members agree to take RSP only for Business Partners on the sustainability, whose RSP they had in the legacy platform. If your Business Partner already had another RSP holder on the legacy platform, you are not allowed to take RSP on the amfori Sustainability Platform.

Please note that amfori monitors the RSP claims on the amfori Sustainability Platform for producers who already had an account on the amfori BSCI/legacy platform. If the RSP was taken wrongfully then amfori will cancel your requested audit and force the release of the RSP.

If your producer had the status **Idle** (no linked members) on the legacy platform, kindly map the producer as a new Business Partner on the amfori Sustainability Platform and contact info@amfori.org for the migration of the audit history. Please note that Idle producers are not automatically migrated to the amfori Sustainability Platform.
12.  amfori BSCI monitoring

A. The amfori BSCI audit cycle

This section indicates general information on the amfori BSCI audit cycle and how you can prepare your Business Partner for a monitoring. An amfori BSCI audit should be conducted for producers with whom you have been in a business relationship for at least three months. The length of the audit validity varies according to the producer’s ratings on both the full and follow-up audits.

**Full audits:** The amfori BSCI audit cycle is a two-year period between full audits. The audit validity for a Business Partner who obtains the highest overall rating in a full amfori BSCI audit, such as an overall rating of A or B (very good or good) across all performance areas, is two years or 24 months. In this case the Business Partner will have another full audit after two years and no follow-up audit. If the full audit of the Business Partner was rated C (average), D or E (poor or very poor), then the audit validity is 12 months, and a follow-up can be conducted between two and 12 months later.

**Follow-up audits:** If a producer’s full audit has an overall rating of C, D or E, the audit report provides the producer information on how they should improve to align with the amfori BSCI Code of Conduct. In such situations, the follow-up audit should never happen before a reasonable period that could allow the producer to develop evidence of progress made. This provision is particularly important for findings concerning remuneration and working hours, where at least two to three months are needed to generate new records to prove that new practices are in place. Not respecting this guideline can result in an audit that identifies the same issues as the initial audit.

One of the aims of amfori BSCI is to avoid audit fatigue of the producer. Therefore, we have set clear guidance on the validity of the audit cycle for all our members, where a full audit can only be requested once within the two-year audit cycle. If the result of the last audit is C, D or E, the opportunity of a follow-up audit is provided to re-assess the producer. amfori does not support the application of full audits every year.

Voluntary preparation tools: If you have a potential Business Partner or a new Business Partner whom you would like to familiarise with amfori BSCI, you might use these tools first:

- **Self-assessment questionnaire (SAQ):** for Business Partners to raise awareness of social compliance issues, particularly interesting for smallholders and family farms
- **Pre-qualification assessment (PQA):** for a potential Business Partner with whom you have no business relationship yet
- **Buyers’ checklist:** to be used for commercial visits to a potential or existing Business Partner
Three types of amfori BSCI 2.0 audits that can be performed, depending on the size of the Business Partner and the number of locations:

- **One-site audit**: for larger producers with more than 35 workers and can be conducted on non-food manufacturers as well as food and beverage processors, including food cooperatives
- **Multi-tier audit**: for food-related producers with multiple farms only
- **Small Producer Assessment (SPA)**: one-site audits for small producers (workforce < 35):
  - Independent business unit: The small producer must not be a branch or part of a group
  - 35 workers: Over the last 12 months prior to audit request, the small producer has employed directly or indirectly a maximum of 35 workers, including permanent and seasonal workers (seasonal workers should not be employed for a longer period than 90 days per year)
  - Annual turnover: Equal or below 2 million EUR
  - Manufacturer: It is a food or non-food manufacturer or processor, but not a farm
  - Business Partner
  - Semi announced: the scheduled time window is communicated to the Business Partner. This option is only recommended for the first audit at a site
  - Fully announced: the confirmed time window is communicated to the Business Partner
  - Fully unannounced: nothing is communicated to the Business Partner

If you request a SPA, please make sure that the producer fulfills all above-mentioned requirements. The RSP holder must further confirm to have received the **Self-Declaration** (not older than 2 months) by the Business Partner and **must forward it to the Auditing company before the audit via email**.

You can find the contact information of the Scheme Managers of the Auditing Companies with this link: [https://www.amfori.org/content/enabling-partners#auditing](https://www.amfori.org/content/enabling-partners#auditing)

Please check [Annex 12 of the amfori BSCI System Manual](https://www.amfori.org/content/enabling-partners#auditing) for further information and to receive the Self-Declaration Template.

**Announcement types to the Business Partner**: semi-announced is the default option for BSCI audits and amfori encourages members to use this or the fully unannounced method.

- **Semi announced**: the confirmed time window of four weeks is communicated to the Business Partner once the producer has indicated up to four unavailable days on the platform (this step is mandatory for the Business Partner)
- **Fully announced**: the scheduled time window is communicated to the Business Partner. This option is only recommended for the first audit at a site
- **Fully unannounced**: nothing is communicated to the Business Partner

**How to prepare a Business Partner for an amfori BSCI monitoring**:

1. Information about the amfori BSCI audit can be found in the [amfori BSCI System Manual](https://www.amfori.org/content/enabling-partners#auditing). All performance areas are described, questions raised during an audit are listed and relevant templates for the audit are provided in various languages
2. Producers must have a minimum period of existence to generate relevant records (e.g., business license, payroll and social security) so an amfori BSCI audit can deliver a reliable judgement. Therefore, an amfori BSCI audit should only be conducted for producers with whom you have been in business for at least three months
3. Please forward relevant information to your Business Partner, like the amfori BSCI System Manual, the Code of Conduct (CoC) and the Terms of Implementation for Producers (ToI), which are all available on [www.amfori.org](http://www.amfori.org) under the Resources section
4. The amfori BSCI CoC and the ToI must be signed by all Business Partners who are involved in the amfori BSCI system, ideally before a producer profile is created. The signature will be checked by the auditor during a monitoring visit
5. amfori BSCI offers in-person workshops and webinars in various sourcing countries, which can be used to prepare and can help remediate the findings in the audit report. Producers can access those trainings in the amfori Academy

*Please also review the relevant sections in the amfori BSCI system manual, which has more detailed information about the amfori BSCI audit methodology. You can filter this document for key words.*
B. Requesting a full audit

Before you request a monitoring activity, kindly make sure that you have the RSP for your Business Partner, otherwise you will not be able to proceed. Please do not use these instructions to request a follow-up audit or a follow-up Small Producer Assessment (SPA). For requesting a follow-up audit, please visit section 14 on continuous improvement in this guide.

Please complete the following steps:

1. Click on Monitoring
2. Click on Requested
3. Click on + Request Monitoring on the top right side

4. Select the Business Partner and the site that you would like to monitor:
Please select the site where the most recent audit history is saved (usually not site 1)

5. Request information
   - Initiative: amfori BSCI or amfori BEPI (the BEPI initiative will be included in the Sustainability Platform at a future stage)
   - Monitoring activity: amfori BSCI social audit or SPA (please check section 12A)
   - Announcement Type: semi-announced by default
   - Requested time window: From must be two weeks from now and the time window span should be at least four weeks.

6. Select the monitoring partner that is available in the country of the Business Partner
7. Click on Request and it will be sent to the monitoring partner
C. Check the status of the requested monitoring

The request is now sent to the selected monitoring partner, who has five days to reply to your request (either accept or reject because of no availability). You do not need to contact the monitoring company outside the platform. If you requested a semi-announced or fully announced audit, your Business Partner will receive an email notification to declare their unavailability days. Once you have successfully requested a monitoring activity, you can see the requested activity and its status under the Monitoring > requested tab. See the Status column on the right side:

**Important:** audits requests, which were entered on the legacy platform before the migration, remain valid! Those audits will be automatically migrated to Sustainability Platform with a short delay.

**Monitoring status:**
- **Requested:** the monitoring company can either confirm or reject your request within five days.
- **Expired/rejected:** the monitoring partner did not reply within five days or rejected your request. Please select a new time window and/or another monitoring partner
- **To confirm:** the monitoring needs to confirm the receipt of the request within five days
- **To plan:** the audit is confirmed and scheduled
- **Report submitted:** the monitoring is completed and the audit report is available on the new platform
- **Cancelled:** the monitoring was cancelled by the RSP holder or by the monitoring partner. Please see the next section 12D for further information about cancelling a monitoring activity.

**Change of site information of Business Partner:**
If the company/site information of your Business Partner (such as company name, address, or classification) changed after a monitoring activity was requested, it can have an impact on the monitoring process. In that case, the RSP holder will receive an alert on the platform and must confirm the changes. If the RSP holder does not confirm the changes, the monitoring cannot take place.

1. Go to Monitoring > requested
2. Go to site details
3. Click on show comparison in the orange banner
4. Confirm changes

*Based on the nature of the changes you will have to do a risk assessment and assess whether the monitoring activity can continue or whether a new monitoring must be requested.*
D. Cancel the monitoring request

If you wish to edit any of the details on an audit request on the platform, you must cancel the monitoring request and start a new one. The RSP holder can only cancel monitoring with the status requested (before an audit date has been scheduled). Once the audit is cancelled, the monitoring company and the Business Partner will be informed of the cancellation. On the other hand, the monitoring partner can cancel the activity until the very end of the request process.

Cancellation reasons:
RSP-holder:
- Change monitoring window
- Change monitoring partner
- Change activity
- Release RSP
- Terminate business relation

Monitoring partner:
- Capacity/availability of the auditor
- Sanctions
- Payment issue
- Force majeure: strikes, natural disasters, political events etc

To cancel an audit request, please do the following steps:
1. Go to Monitoring > requested
2. Select the Business Partner and the site
3. Click on Cancel Requested Monitoring
4. Enter a reason for cancellation and confirm by clicking cancel
5. The status is now cancelled and you can request a new monitoring activity.

E. Reading an audit report

The auditing company will upload the audit report 15 days after the last day the audit took place. Once the report is uploaded, the main administrator and/or designated employees will receive an automatic notification. There are two ways you can access the audit report on the Sustainability Platform:

1. Sustainability > Sustainability Profiles
2. Select Business Partner
3. Click on the site that was monitored

1. Monitoring > Results
2. Select Business Partner
3. Click on the site that was monitored
Now you can see the results of the most recent monitoring activity of your Business Partner and the validity of the latest monitoring activity. If you would like to view older monitoring reports, which were requested by you or by another linked member, select another audit report under Completed Activities on the right side.

4. To view the latest audit report click on amfori Social Audits

Here you can see the summary of the monitoring activity with the following sections:

**Monitoring:** provides general information about the audit, such as
- Initiative: amfori BSCI/amfori BEPI
- Monitoring ID
- Announcement type: no date is visible for fully un-announced audits
- Submission date and expiry date: submission date is the basis for the calculation of the validity

**General Description:** This is the overview provided by the auditor – (known as Executive Summary on the amfori BSCI platform).

**Metrics:** these are the numerical components collected during the monitoring activity and audit report.

**Overall rating** of the factory from A/B (very good/good), C (average), D/E (poor/very poor)
**Section Ratings and Findings:** You will find the 13 Performance Areas (PAs) rated from the lowest to the highest to visualise your risks. For each section you can see:

- The PA rating
- The performance on crucial questions (refer to the amfori BSCI System Manual for more information on crucial and non-crucial questions)

5. To download a one-page summary of the monitoring result as PDF, click on Export results on the top right. Please note that due to General Data Protection Regulation (GDPR)-requirements, the audit report in PDF-format does not contain any pictures.

6. To view further details for each performance area, click on Report Details on the top right. This button is only available for audits, which were requested on the Sustainability Platform.

**General Description** can include confidential comments from the auditor that only linked members can read (not the Business Partner)

**Report**

- **Data validation:** This is where the monitoring person will check the validity of the data presented before the activity or at the time of the activity.
- **Performance Areas:** Displays the questions asked during an audit and the answers (Yes, No, Partially, N/A). The findings are available in English and in the local language. It also shows the evidence that the auditors used to rate this question. Each PA has a dedicated space to report good practices on the specific topic
  - MI: Management Interview
  - WI: Workers Interview
  - WRI: Workers Representative Interview
  - SO: Site Observation
  - DE: Document evidence

Kindly refer to the **amfori BSCI system manual, Part II, Chapter 5** if you would like to have further information about the amfori BSCI audit rating.

**Report Attachments:** this tab contains the relevant documents related to the monitoring activity such as: pictures of the site, the business licence, environmental certificates etc.
F. Interference

When a monitoring activity cannot be started or finished, it is labelled as interference. On the Sustainability Profile, the activity still appears - but without a final rating. The status will show either:

- **Access denied**: the monitoring could not start because the auditor was denied access
- **Partially conducted**: only some Performance Areas could be completed during the monitoring. The results are only visible when the audit is completed for a section.

1. Go to Monitoring > Results
2. Click on the + sign and filter for Interference

3. Click on the site of the Business Partner
4. Under **Section Rating & Findings**, you can see which Performance Areas are labelled as Interfered

5. For further details click on the **Report** tab on the top
G. Multi-tier monitoring

What is an amfori BSCI Multi-Tier monitoring activity?

A multi-tier audit is an amfori BSCI audit that can be used:

- In agri-food supply chains
- To monitor business partners sourcing from one or multiple farms (e.g., one packing house and its farms).
- To assess risks and impacts related to agricultural activities

The audit requirements are adapted to the business of the main auditee or farms.

This audit is designed for business partners in food and agriculture sectors which produce and trade fresh and processed products. amfori BSCI multi-tier audits cannot be executed in other sectors at this time.

A multi-tier audit should be planned with consideration of the seasonality of production activities at farm level such as the harvesting or the sowing seasons.

Business Partners (BP’s) are responsible for maintaining their own data on the Sustainability Platform. Neither linked members, nor the RSP holder can change company information on behalf of the BP.

Tier 1 BPs are requested to map and classify their next tier business partners (farms)

Next Tier farms are visible to members in the profile of the Tier 1 main auditee. They will be assigned an amfori ID which is linked to the ID of the Tier 1 Business Partner.

Note for the current 2021 IT release:

The only new feature will be that BP’s can map their suppliers. Therefore, the ability for a linked member to view and to request an audit at these additional multi-tier BP’s will only become available in a future IT release, estimated for September 2021. At that point, members can follow the below guide.

How do your business partners map and classify their next tier sites?

Mapping

The BP navigates to Supply Chain Mapping from the main menu, then presses the ‘Map Business Relation’ button
The BP inserts the contact details of their next tier site and then selects a classification:

‘Production facility’ or ‘Farm’

Only sites classified as ‘Farm’ will be able to use multi-tier mapping and monitoring activities.

For those classified as ‘Production facility’, the BP will be able to view them, but the Member will not be able to view or request monitoring activities for them.

When the BP selects ‘Farm’, additional fields will appear related to classification.
Classification

For agricultural products the following classification should be applied:

<table>
<thead>
<tr>
<th>Sector</th>
<th>Consumer staples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industry Group</td>
<td>Food, Beverage &amp; Tobacco</td>
</tr>
<tr>
<td>Industry</td>
<td>Food products</td>
</tr>
<tr>
<td>Sub Industry</td>
<td>Agricultural products</td>
</tr>
</tbody>
</table>

After completing the classification, a confirmation message is displayed to the BP and the next tier site has been added to the list of invited business partners.

The status of the newly created site has the status of "Added", to indicate that it is a managed site.

Click the ‘Advanced’ link to see a full list of your invitations to business partners, including managed sites.

On the ‘Advanced’ screen, use the filters to search for sites that are ‘Added’. You can then see all multi-tier sites.
Member view of multi-tier sites (Expected to be available in an IT release in September 2021)

The member navigates to the ‘Sustainability’ button in the main menu, then searches for the Tier 1 Business Partner’s Sustainability Profile.

2 tabs are visible:

1. **Own Sites**
   These are the sites that belong to the Tier 1 business partner

2. **Sites of Business Relations**
   These are the multi-tier sites that belong to the Tier 2 business partner
Important notes for the current 2021 IT release:

- No invitation is sent out to the next tier site
- Tier 1 Business partners are expected to manage their next tier sites
- This means that tier 2 sites have no company data and no profile
- Tier 2 sites cannot be searched for in the Sustainability Directory

How does the new multi-tier functionality affect the audit request?

Note for current 2021 IT release:

The following section will go live in September 2021.

A member can request an audit of their Tier 2 business partner.

- Note: It is not necessary to take RSP for these Tier 2 BPs. You only need to have RSP for the main auditee – the Tier 1 BP.

To request an audit (Monitoring), follow the standard audit process described in chapter 12 – Monitoring

- Go to ‘Monitoring’ in the main menu, then ‘Requested’
- Select ‘Request Monitoring’
- You now see a series of steps to guide you through the request. (We call this a ‘wizard’.)
- Select the Business Partner that you would like to monitor, then select the Site
- Important note: Please select the site where the most recent audit history is saved. (There are some Sites called ‘site 1’ which are empty and not correct for auditing)
- Complete the information related to the monitoring activity and click on Next Step
The next page will show all multi-tier business partner Sites that are available to be audited.

If there are none available, this page shows a message stating that the requestor can skip this step.

- Click on Next step.
- Select the Monitoring partner to conduct the audit and click on ‘Request’
Your requested monitoring is now displayed in the Monitoring Requests page

**H. Self Assessment Monitoring**

A company can prepare for an amfori BSCI audit/monitoring by conducting a self-assessment, and then using the results to make proactive improvements before the full audit takes place.

The Self Assessment contains all the same questions as the full, regular, amfori BSCI audit.

The results show percentages, rather than Grades, and also show Findings.

If a Business Partner completes a Self Assessment, the linked members can view the results.

**How to conduct a self-assessment**

1. Go to Monitoring, then Self Assessment, and press ‘Create Self Assessment’

Press
Follow the monitoring wizard to set up the Self Assessment (Choose the site you wish to perform the self-assessment).

Go to the Self Assessments list again and choose the Self Assessment that was just created. Press Start.
You can now go through the Report, complete each section on each tab

- General Description
- Report
- Report Attachments

For each Performance Area, you can indicate the answer to each question, followed by any Findings you may have.

- The options are Not Started, In Progress, or Already in Practice.
Once the self assessment is completed, the results will be visible on the Monitoring / Results section of the main menu. (Filter by Activity = Self Assessment)

For each Performance Area, you can see the percentage of answers that have are answered as ‘Already in Place’. This will give you an indication of preparedness for a full amfori BSCI audit.

You can also, like a normal audit/monitoring, see the full report details by going to Report Details.

To see results for Self Assessments completed by Business Partners you are linked with, you can go to Monitoring, Results, and then filter by Activity = Self Assessment.
The Self Assessment is also visible on the Sustainability profile of the Business Partner.

13. Other system recognition: upload SA8000 certificate

To enable members to have a more complete view of the Sustainability a Business Partner in their supply chain and to mitigate the issue of audit fatigue, members can upload and assign other, non-amfori, monitoring/audit results. A monitoring activity such as this is called ‘other system recognition’.

amfori members can currently only upload SA8000 certificates.

Note that the member can only upload “Other System Recognition” Monitoring Results when they are the RSP holder for that Business Partner.

How to validate and upload an SA8000 Certificate:

1. Check the SA8000 certificate against your Business Partner’s profile in the amfori Sustainability Platform

   The factory name and address on the platform must match the name and the address on the certificate.

2. Verify the validity of the SA8000 certificate

   You need to make sure the document is certified by SAAS. You can check this by:
   - Going to [http://www.saasaccreditation.org/?q=node/23](http://www.saasaccreditation.org/?q=node/23)
   - Download the SA8000 Certified Organizations list
- Check in the list that the certificate is the same as the certificate details published.

→ If it is published, you can upload the SA8000 certificate on the amfori Sustainability Platform.

→ If it’s not published, please contact Lisa Bernstein (LBernstein@saasaccreditation.org - Senior Manager, SA8000) to verify whether the certificate is valid.

3. **Make sure you have RSP for your Business Partner**

Only RSP holders can upload SA8000 certificates. To check this, log into the Sustainability Platform and go to Sustainability and then RSP. There, either via ‘My RSP’ or the search function below, you can see if you have RSP for your Business Partner or not.

![RSP for initiative BSCI](image)

4. **Upload the SA8000 certificate on the amfori Sustainability Platform**

- Go to your Business Partner’s profile and click on the producer site that corresponds to your SA8000 certificate.
- Once on the site page, click on Actions (top right) and then Upload Result:

![Actions](image)

- Step 3 “Monitoring Result Details”, you will have to select BSCI as the Initiative and SA8000 as the Monitoring Activity.
Step 4, you'll have to upload the certificate while entering the expiration date and then click on "Finish". The SA8000 will be uploaded and it will be visible on the chosen site of your Business Partner:

Please note that, once uploaded, the SA8000 certificate cannot be removed.
14. Continuous Improvement

A. Continuous improvement of the Business Partner

The overall reason for continuous improvement is to identify and implement actions that will have an impact on the sustainability performance of the Business Partners, who are expected to engage in the continuous improvement process and take action to improve conditions for their workers. Members can also work on continuous improvement for their own company and define improvement activities.

The monitoring report might identify some issues that require corrective measures. The continuous improvement process can be completed outside of the monitoring process, after an internal audit or self-assessment, or after an audit from a different scheme.

The Business Partner is responsible for updating their continuous improvement process. They can add measures per site. However, it is recommended that members and Business Partners work together on continuous improvement. Each Sustainability Impact must be supported by one or more measures, which can be defined as follows:

**Sustainability Impact:** A desired outcome of an improvement activity, e.g. overall improvement of Occupational Health and Safety (OHS) Standards in the factory.

**Measures:** The activities that must be completed to achieve the Sustainability Impact, e.g. investment in new safety equipment, OHS training from amfori for the Business Partner.

Corrective measures can be:

- **Internal Policies**
  Any activity that involves changing or introducing new policies/procedures, (e.g. new recruitment policy, new procedure to record working hours etc.) in own company or in Business Partners or service providers

- **Training**
  Any training activity whether delivered to workers or received by company management

- **Consultancy Services**
  Any contract with an expert to provide advice or drive a change process in the company

- **Compensation or Restoration**
  Reimbursement, payments or restoration of victims’ rights (e.g. reintegration of children with their family, compensation of unpaid overtime)

- **Investments**
  Investment in machinery or hardware

- **Other**
  Anything not covered before
Members can view and track the progress of the sustainability impacts, including the measures of their linked Business Partners by completing the following steps:

1. Go to **Sustainability** tab > **Continuous Improvement**

You can now see the list of Business Partners and the number of findings from monitoring activities (this is only visible if the Business Partner was audited):

- **Covered:** Whether these findings have been covered by a Sustainability Impact
- **Not Covered:** Whether a finding has not been included in a Sustainability Impact
- **Completed:** Whether a Sustainability Impact has been completed or is still active

![Continuous Improvement Image]

2. Select a **Business Partner** from the list
3. Select the **site** you would like to review

You can see the Sustainability Impacts and measures for that site. Both Sustainability Impacts and their corresponding measures have **end dates** and can be marked as completed when done.
B. Requesting a follow-up audit

Once the Business Partner has provided sufficient information on improvement measures, a follow-up audit or follow-up Small Producer Assessment (SPA) can be requested. Ideally, the RSP holder of the Business Partner verifies that Sustainability Impacts and measures were completed before requesting a follow-up audit. In general, amfori recommends that the follow-up audit takes place approximately two to three months after the full audit to allow some time for the Business Partner to improve.

The follow-up monitoring only covers performance areas if there was a finding in the previous monitoring. Contrary to the full monitoring, where all Performance Areas are looked at, the auditor will only investigate some performance areas in the follow-up monitoring.

Attention! You can only request a follow-up monitoring if there is full monitoring saved on the site.

To book a follow-up audit for your producer, please complete the following steps:

1. Go to Sustainability > Continuous Improvement
2. Select your Business Partner
3. Select the site of the Business Partner for the follow-up audit
4. Click on Request follow-up in the top right corner
5. Select a monitoring company
6. Confirm the follow-up monitoring request

The status of the follow-up monitoring request can be checked under Monitoring > Requested. The follow-up audit ID is a version of the full audit, e.g. Full Monitoring ID: 20-00001 and Follow-up Monitoring ID is then: 20-00001-01
C. Zero tolerance protocol

A zero tolerance is raised by the auditor when an unacceptable situation is discovered during an audit. A zero tolerance differs from a normal finding in that the situation is a flagrant violation which requires immediate attention andremediation. It requires collaborative efforts from all linked members under the coordination of the amfori secretariat.

The possible types of a zero tolerance cases are: Child labour, Bonded Labour, Forced labour, Inhumane Treatment, Occupational Health & Safety and Unethical behaviour.

A zero tolerance must be raised by a lead monitoring person within 24 hours of the monitoring person being on site. The audit can be finished as usual, including submitting and calculating the audit result. However, the audit result will be blocked until the zero tolerance is lifted. The amfori secretariat will investigate the alert and will decide whether it is valid.

All linked members of the Business Partner will receive a notification of the zero tolerance alert. The amfori secretariat will send an invitation for a conference call that will take place within 72 hours of the alert being triggered. During the conference call, members should discuss necessary actions for remediation and whether the Business Partner should be informed of the zero tolerance alert.

There are two possible ways a zero tolerance can be lifted from a Business Partner:
- **Cancel**: a zero tolerance can only be cancelled by the amfori secretariat
- **Resolved**: a zero tolerance is resolved when the linked members have enough confidence that the situation that led to a zero tolerance alert has been resolved

**When you receive a notification for a zero tolerance:**

1. Go to Sustainability > Zero Tolerance
2. Select the zero tolerance case that was raised
3. Review the information, including the justification given by the auditor
4. Accept and attend the conference call with linked members. You will receive the invitation within 72 hours of the alert being triggered

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**Note**

You are receiving this notification because your business has a profile on the amfori Platform.

If notifications in this category are no longer relevant for you, please request the administrator to change your user settings in the amfori Platform.
15. amfori Insights (Dashboards)

The Insights dashboards can be found from the main menu on the Sustainability Platform.

It is available to all users linked to a member account and you can log in with your sustainability platform credentials (SSO).

The KYSC dashboards are divided into three different sections: ‘Overview of my Supply Chain’, ‘My amfori BSCI activities’ and ‘Sustainability Performance’. You only have access to data you can also access on the platform.

Overview of your Supply Chain

- Number of Business Partners

You can see the number of all your Business Partners, whereas they are 1) in your supply chain, 2) migrated producers with a pending invitations and 3) migrated producers with an expired invitation. If you click on the number, you can download a list containing the amfori ID of your Business Partners.

You can also see the percentual change over time compared to the number of BPs six months ago.

Number of sites

You can see the number of sites belonging to your Business Partners. If you click on the number, you can download a list containing the amfori ID of your Business Partners.

You can also see the percentage change over time compared to the number of sites six months ago.
RSP Management

You can see four different visuals.

If you click on the numbers, you’ll be able to access the list of the respective Business Partners.

The first one is showing the number of Business Partners over which you have the RSP.

The second one is showing the number of BPs over which you have the RSP that will become claimable within the next 30 days.

The third one is showing the number of BPs over which you do NOT have the RSP (other members have the RSP) that will become claimable within the next 30 days.

The fourth one is showing the number of BPs who do not have a RSP holder.
Overview of proposed Business Partner Relations

The pie chart contains the accepted, pending and expired invitations.

Below, you can see the number of cancelled and rejected invitations. If you click on the number, you’ll access further information on the invitations and will be able to download the list of BPs.

Sustainability Performance: The Evolution of my Monitoring Results by Performance Area / Evolution of Performance Area over time.

On this graph, you can see the evolution of the average rating per performance area over time for all your Business Partner. The value is expressed in percentages.
Monitoring Results by Performance Area

On this graph, you can see an overview of ratings by performance area.

For each PA, the bar is equal to 100% of valid audit results. They are divided in 5 sections, for the 5 grades we give out.

A and B are displayed as positive ratings, while C, D and E are displayed as negative ratings. While this is not to be taken literally, it should give you an overview of which performance areas are to be improved.
Monitoring Partners Directory

Available for members only by clicking on Insights then Monitoring Partners directory

On the right side the Monitoring partners section displays the list of Monitoring Partners entitled to conduct amfori BSCI audits

1) Filtering by Monitoring Partner

By clicking on a Monitoring Partner name, the world map will display the countries where this MP has activity

2) Filtering by country

If you click on a country in the World Map, you will see how many Monitoring partners are available for the selected country
Academy Statistics

To view your Academy statistics:

Click on *Know your supply* then click on the TAB *Overview of My Supply chain*

There you will find 2 metrics:

4) **Academy Courses Completed** = the number of Academy courses completed by Business Partners in your supply chain

5) **Business Partners Academy adoption** = the number of Business partners with a least one employee with one Academy course completed
When clicking on the figure you will reach the list of Business partners fulfilling the above requirements
On the right end side of your screen the *Download* Button will enable you to extract the list

The Graphs Views will be available in future releases