amfori Sustainability Platform

Frequently Asked Questions (FAQ)

Updated 1 October 2020

amfori
Trade with purpose

FAQs before migration

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2. When will my company migrate?
3. In what sequence will amfori initiatives be migrated?
4. Will branches be migrated to the new Platform?
5. How do I get started if I am the main contact?
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7. What happened if one of my business partners is already in the new platform and I am not?
8. What is the classification system in the new platform?
9. How will my audit results be presented?
10. How can I best prepare for migrating to the new platform?

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FAQs after migration

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2. What is the single-sign on (SSO)?
3. What does the member journey look like in the new platform?
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5. What can I do if I want to invite a business partner that exists on the BSCI platform but was not in my supply chain?
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7. I sent the invitation for to my business partner and they accepted. But in Supply Chain Mapping their status is still "pending". What should I do?
8. I sent the invitation to my business partner but I cannot find them on the new amfori platform, what should I do?
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amfori Sustainability Platform

3

FAQs before migration

1. Why have you developed a new platform?

In June 2020, amfori launched the amfori sustainability platform. With this new digital solution amfori aims to enhance service quality, user experience and data security.

Once the transition to the new platfrom is complete, amfori members will benefit from a single platform to access both amfori BSCI and amfori BEPI.

Any future development of our services can be integrated into the new platform. amfori considers this a key asset to support complex supply chains, expanding services, and a growing membership base.

2. When will my company migrate?

The list of segments in published on the amfori website with an estimated date of migration.

Members in each segment are notified four weeks prior to their migration date. The notification is sent via email to the main contact of the member as registered in the amfori BSCI Platform.

A few days before the migration takes place, members receive another notification and guidance on how to successfully complete the migration process.

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FAQs before migration

3. In what sequence will amfori initiatives be migrated?

The first migration will be amfori BSCI. amfori BEPI continues to operate on its current platform until the corresponding functionalities become available in the amfori sustainability platform.

4. Will branches be migrated to the new Platform?

The new Platform will support the processes and levels of visibility that correspond to the concept of Branches. Branches will be migrated.

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FAQs before migration

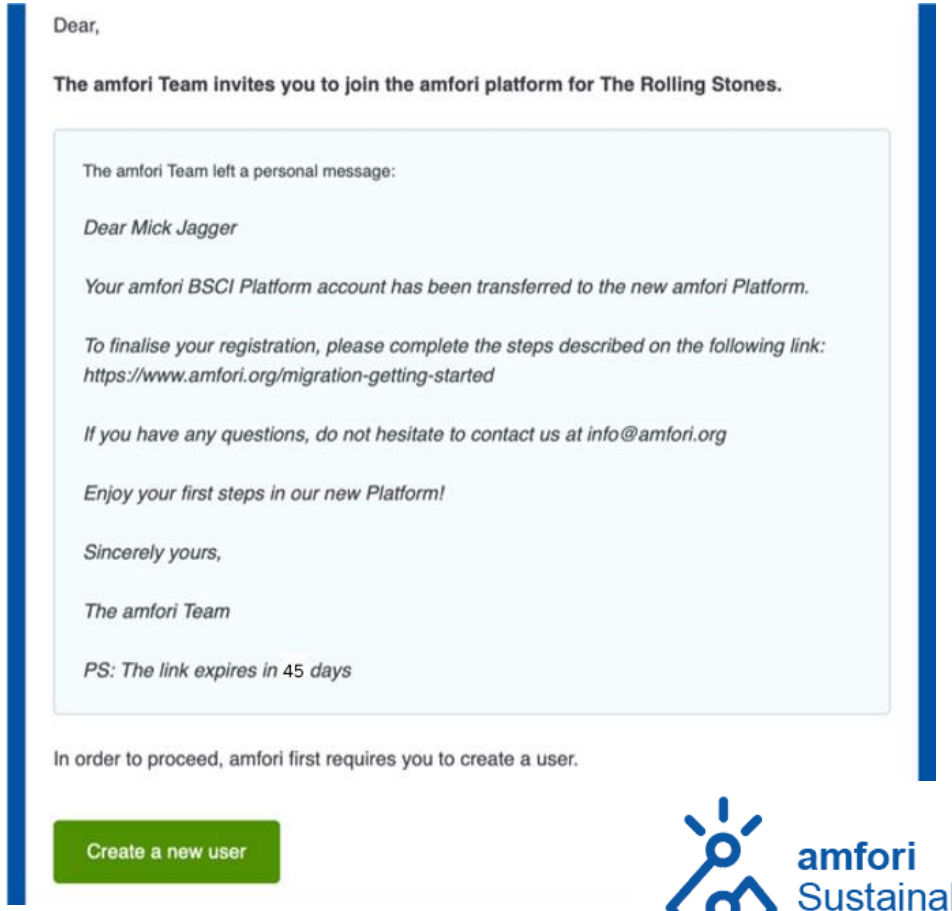
5. How do I get started if I am the main contact?

If you are the main contact in the platform you will receive an invitation to create your username. Please do so and follow the steps provided through the link. You will then have access to the platform.

This user will be your Single-Sign-On (SSO) user, which will eventually allow you to have access to other amfori systems as well (amfori Academy, BI platform, members only content on the website).

When you access the platform, you will have to classify your company. Note that you will not be able to proceed with any other aspects of the platform until you do this.

Afterwards you can invite other colleagues to join, via **admin** > **add users**.



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FAQs before migration

6. How will my business partners get started? (1/3)

When a member is migrated, an invitation to join the platform is **automatically** sent out, to the main contact person.

Your Business Partners will receive a welcome email. The display is not contractual and can be changed in the future.

As a member, you can always follow the state of the invited business relation on the platform. Do not forget that the member must log the business relations initially for this process to occur.

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- 中文版请见下方 -

Dear Guitars R Us,

Your customer Hikvision invites you to share your sustainability data (e.g. BSCI results) using the amfori Sustainability Platform. Your data will then be visible to Hikvision on the platform. It is important that you accept this invitation. **If you do not accept this invitation within 14 days (by 2020-10-07), your business relationship with Hikvision might be impacted. You may lose the records of previous sustainability activities (e.g. BSCI results) with Hikvision.**

Your Company details

Guitars R Us
Fakestraat 543
3620 Lanaken
Antwerpen Belgium

Your customer's details

Hikvision
Industrielaan 45
2250 Olen
Bruxelles-Capitale, Région de Belgium

Do you accept the invitation of Hikvision to the amfori Sustainability Platform?

I Accept | I Reject

Yours sincerely,

amfori Sustainability Platform on behalf of Hikvision

Need help signing up to the new platform? Click here. Questions? Reach out to us at info@amfori.org

- Chinese version -

邀请 Guitars R Us 请马上与客户：Hikvision 分享贵司的BSCI数据

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FAQs before migration

6. How will my business partners get started? (2/3)

The following states can occur:

Invited: Your business relation has been invited to join the Platform. The invitation mail contains a link, which can only be executed once and has an expiration period.

Expired: The link in the invitation e-mail was not executed and has been expired.

Rejected: Your invited business relation has rejected your invitation.

Accepted: Your invited business relation accepted your invitation and joined the platform. When the business partner classified his main activity, the results (legacy-audits) will be migrated.

The first time a business partner has been invited, he/she has to create and classify his company and user. When another member invites the same business partner, the business partner can accept the relation with logging on to the platform. There is no need for them to create a and classify their company again.

Once business partners classify their company, this will automatically migrate their past audit performance information to the new platform . The business partner will also get automatically an amfori ID.

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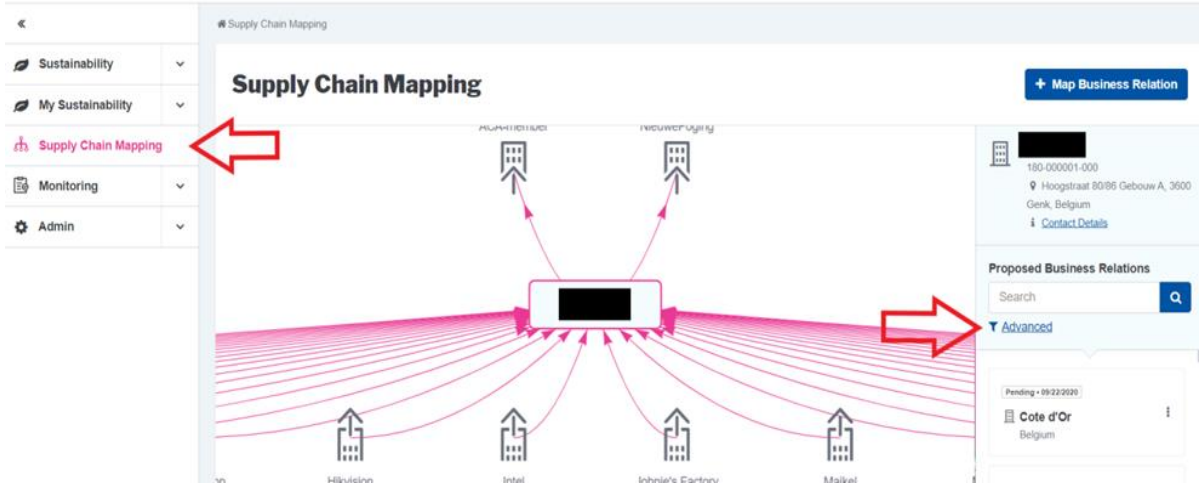
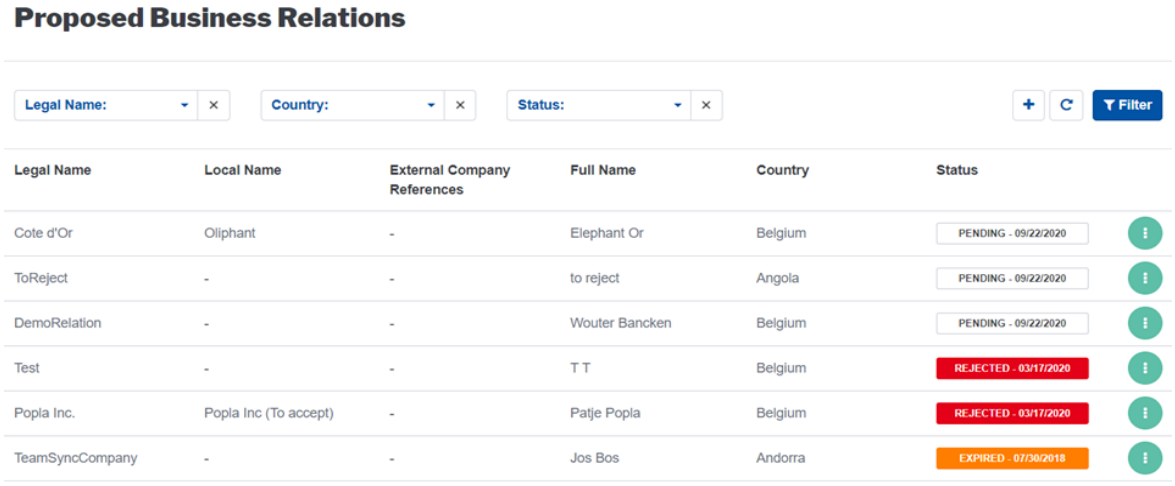
FAQs before migration

6. How will my business partners get started? (3/3)

In the Supply Chain Mapping tab, on the right hand of your screen, you will see the list of business partner invitations, but also the 'Advanced' button:



With this button you will access a clear overview of all the invitations sent by your company (= proposed business relationships) and will allow you to filter them by status or country:



FAQs before migration

7. What happened if one of my business partners is already in the new platform and I am not?

Two cases can occur:

1. The business partner is migrated but the RSP is not yet. Activities will still be handled in the old platform and results will be synced daily.

2. The business partner and the RSP are migrated, activities might happen on the new platform. Overall results will be made visible to members which are not yet migrated through the Migration Dashboard.

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FAQs before migration

8. What is the classification system in the new platform?

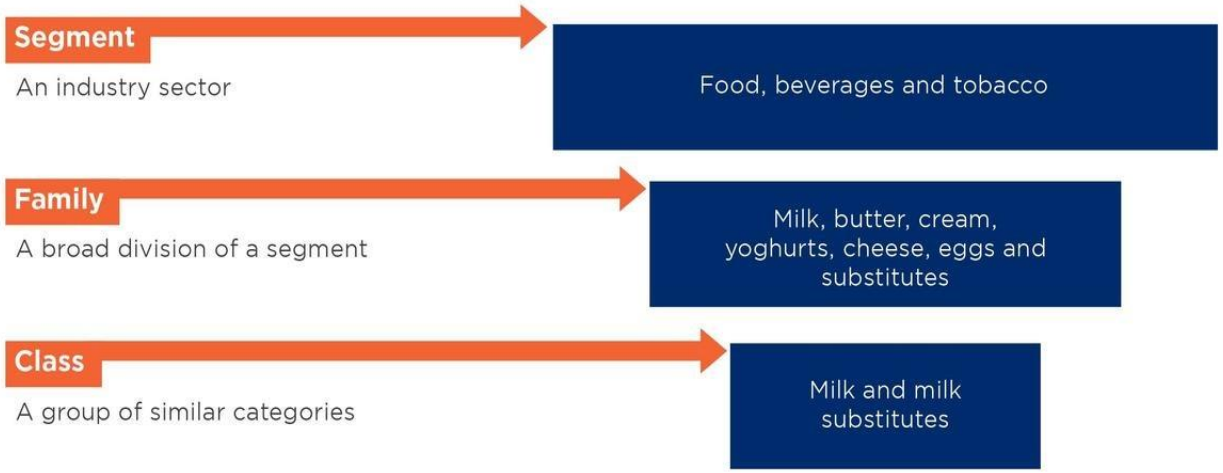
The classification system is a taxonomy to identify the main business activity of a member and its business partners.

Previously the different platforms had their individual classification, we have now arrived at an integrated one in order to be transversal and consistent. This will also allow better consistent reporting, data analytics and data exchange.

We will use the following classifications:

- sector/industry classification: GICS - mandatory
- product classification: GS1 - voluntary

Example classification:



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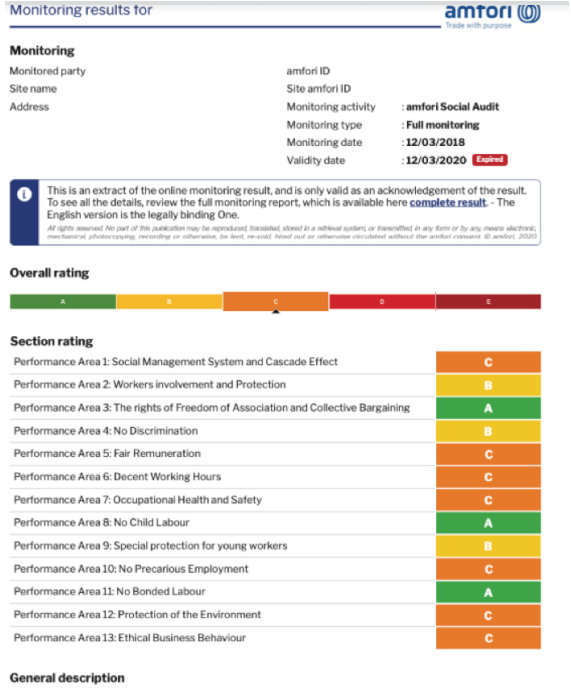
FAQs before migration

9. How will my audit results be presented?

Audit reports will be available through the platform. These reports will be easily accessible, and we have developed a feature where all-up results will be easier to visualise via aggregated data.

The export of a PDF report will be available for both Business Partners and members.

1. For expired monitoring (this layout is not contractual and may be updated)



Monitoring results for amfori

Monitoring

Monitored party	amfori ID	
Site name	Site amfori ID	
Address	Monitoring activity	: amfori Social Audit
	Monitoring type	: Full monitoring
	Monitoring date	: 12/03/2018
	Validity date	: 12/03/2020 Expired

This is an extract of the online monitoring result, and is only valid as an acknowledgement of the result. To see all the details, review the full monitoring report, which is available here complete result. - The English version is the legally binding One.

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Overall rating

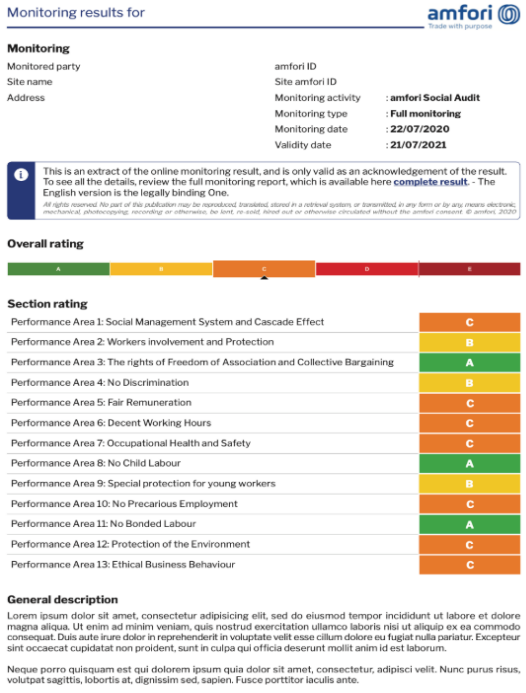
A B C D E

Section rating

Performance Area 1: Social Management System and Cascade Effect	C
Performance Area 2: Workers involvement and Protection	B
Performance Area 3: The rights of Freedom of Association and Collective Bargaining	A
Performance Area 4: No Discrimination	B
Performance Area 5: Fair Remuneration	C
Performance Area 6: Decent Working Hours	C
Performance Area 7: Occupational Health and Safety	C
Performance Area 8: No Child Labour	A
Performance Area 9: Special protection for young workers	B
Performance Area 10: No Precarious Employment	C
Performance Area 11: No Bonded Labour	A
Performance Area 12: Protection of the Environment	C
Performance Area 13: Ethical Business Behaviour	C

General description

2. For expired monitoring (this layout is not contractual and may be updated)



Monitoring results for amfori

Monitoring

Monitored party	amfori ID	
Site name	Site amfori ID	
Address	Monitoring activity	: amfori Social Audit
	Monitoring type	: Full monitoring
	Monitoring date	: 22/07/2020
	Validity date	: 21/07/2021

This is an extract of the online monitoring result, and is only valid as an acknowledgement of the result. To see all the details, review the full monitoring report, which is available here complete result. - The English version is the legally binding One.

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Performance Area 9: Special protection for young workers	B
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Performance Area 11: No Bonded Labour	A
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General description

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FAQs before migration

10. How can I best prepare for migrating to the new platform?

Members are strongly encouraged to take the following steps and ensure all the data they currently hold on the platform is accurate, valid and up to date. This includes:

- Their own data and user lists
- Their branches' data and user lists
- Their supplier lists
- Their producer lists, and the producer data.

It is vital that producer main contact details are correct at the time of migration! Incorrect email addresses will delay the migration as the member has to contact the producer to gain the correct email address, update it and resend the invitation. When the email address is correct this can be done in one step enabling a faster transition. No data will be lost during transition.

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FAQs after migration

1. What roles can be attributed to member users?

The member Admin can invite users and assign them 4 roles:

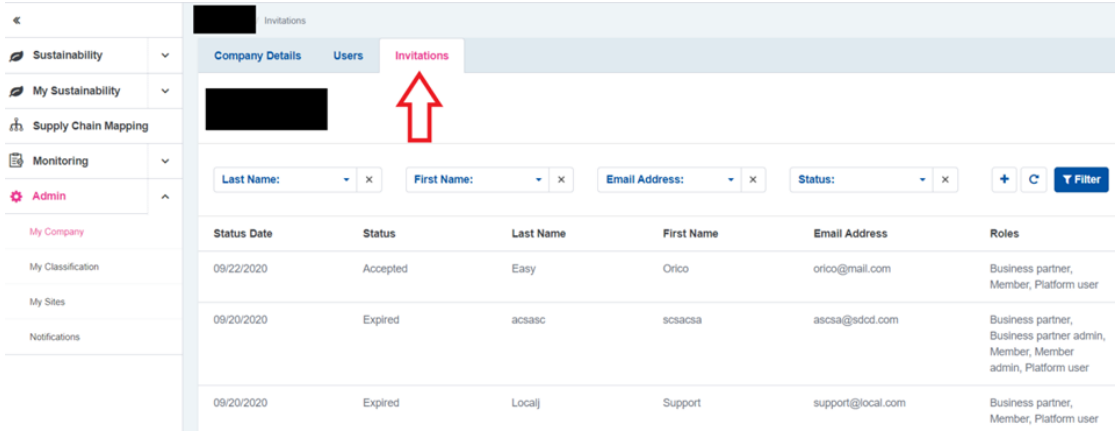
Member Admin: this role has the highest level of permissions. It can edit the company details, invite other users and conduct monitoring and improvement activities.

Member: this role can conduct monitoring and improvement activities but cannot edit company details and invite users.

Trainee: this role can access activities on the amfori Academy, but it has no visibility over the activities of the company.

Member buyer: this role can access the sustainability profiles of the linked business partners and the continuous improvement.

By navigating to the 'Admin' section then 'Invitations' tab, you can see the status of sent invitations. If an invitation has expired, you will have to go back to the 'Users' tab and resend the invitation.



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FAQs after migration

2. What is the single sign on (SSO)?

With the introduction of the amfori Sustainability platform, the different online services of amfori become connected. This means that you only need one set of credentials to log in to access any amfori environment. Additionally, it means that when data is changed in one environment it is automatically changed in the other.

Today, our digital work consists of four separate environments: the platform(s), the dashboard(s), the Academy and the website. Access to each environment occurs through separate log-in processes and with different credentials. In addition, each environment operates separately.

Whilst building this integrated infrastructure, we are also striving to **align processes** across amfori BSCI and amfori BEPI over the entire due diligence cycle. amfori Sustainability Platform users will now have the same or very similar sets of steps to invite business partners, request monitoring and promote remediation whether they operate in amfori BSCI or in amfori BEPI.

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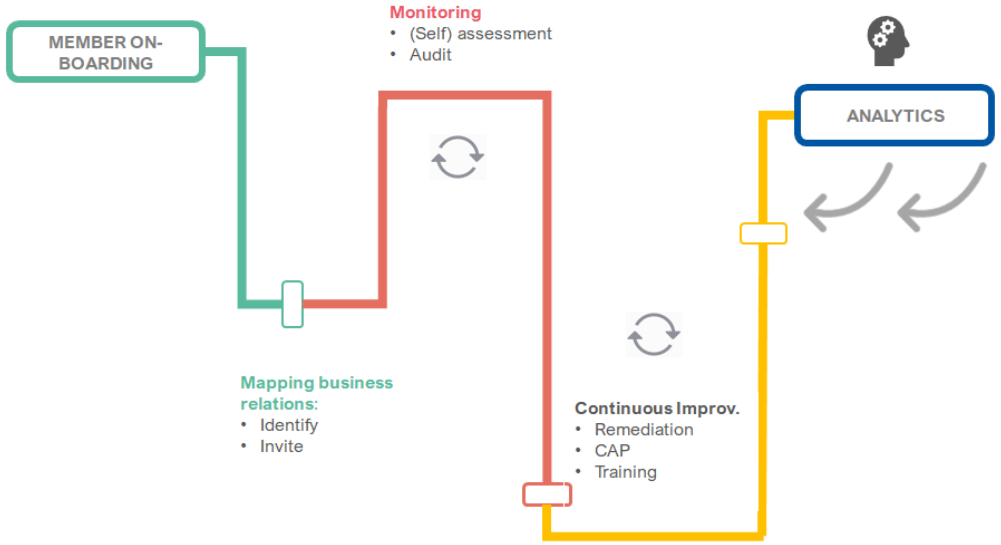
FAQs after migration

3. What does the member journey look like in the new platform?

The development of the Platform has been an opportunity for amfori to design and integrate a flow for all due diligence processes that are required by amfori BSCI and amfori BEPI.

This means that you will be able to complete in the platform your entire due diligence journey, from the on-boarding of business partners, through monitoring to remediation within the Platform itself and move past the use of Excel sheets and alternative databases that you might be using today.

In addition, the platform will integrate a first level of analytics within the Platform. This will consist of aggregated data on the social and environmental due diligence activities that you are conducting in the Platform.



amfori Sustainability Platform

FAQs after migration

4. Will the amfori Sustainability Platform and the amfori Academy merge?

Due to the nature of the amfori Academy as an independent product, we cannot merge the systems together, but both will be used for their intended purpose.

Data from the amfori Academy will be merged in our analytical environment to have the necessary reports about capacity topics in your supply chain. This allows a full data view per business partner and member.

A link to the amfori Academy will be present in the sustainability platform, to allow users to navigate easily.

5. What can I do if I want to invite a business partner that exists on the BSCI platform but was not in my supply chain?

We would advise that you wait until this business partner is invited to migrate to the new platform and then add them to your supply chain.

If you cannot wait, you can invite them via the 'Supply Chain Mapping' tab. However, please note that you won't see any audit history in their profile until they're migrated.

When adding them, please make sure you invite the same admin person as noted on the amfori BSCI platform. Otherwise, this action will create a duplicate profile and the audit history will not be synced.

amfori Sustainability Platform

FAQs after migration

6. I did not receive the amfori Sustainability platform invitation email, what can I do?

The invitation email is sent from the following email address: noreply@amfori.org.

If you cannot find this email in your inbox, please check your spam or junk folder. If it not there it could mean that your company's firewall is blocking emails from this email address. Therefore, we recommend that you ask your IT team to investigate the issue and unblock noreply@amfori.org.

Once that's done, please contact info@amfori.org and we will re-send you the invitation.

amfori Sustainability Platform

FAQs after migration

7. I sent an invitation for the amfori Sustainability Platform to my business partner and they accepted. However, in Supply Chain Mapping their status is still "pending". What should I do? (1/2)

The ‘pending’ status means that you have sent the invitation to your business partner, however, they haven’t accepted it *yet*. They might have clicked on ‘accepted’ but not completed the necessary steps afterwards, therefore, you will still see the business partner as ‘pending’.

We would advise that you contact your business partner outside the platform to encourage them to accept the invitation and complete all the necessary steps.

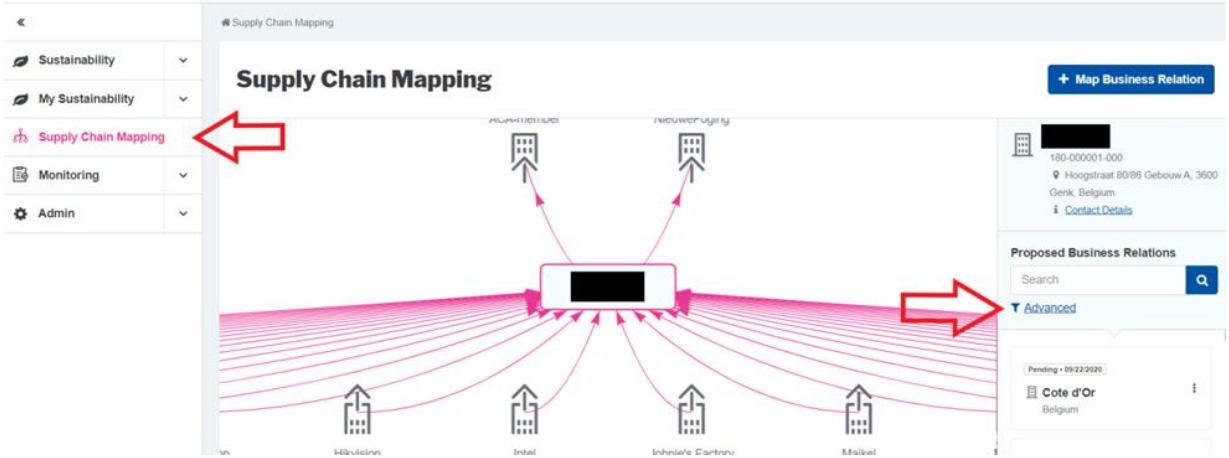
If they cannot locate the invitation email, you can resend the invitation through the ‘Supply Chain Mapping’ tab in the Platform. In this tab, locate the invitation that was sent previous (*right side of your screen*) and click on it.

amfori Sustainability Platform

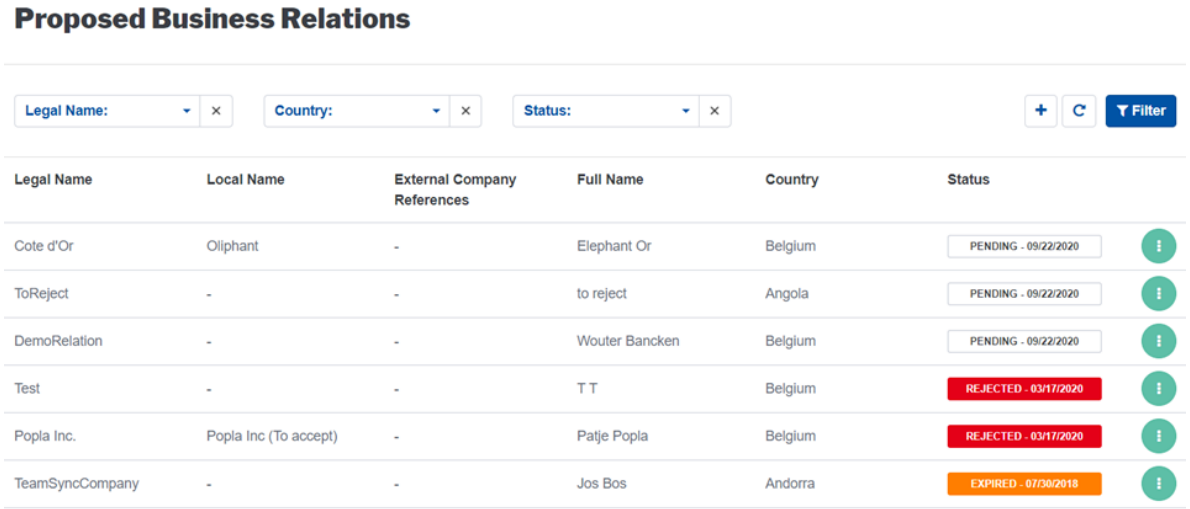
FAQs after migration

7. I sent an invitation for the amfori Sustainability Platform to my business partner and they accepted. However, in Supply Chain Mapping their status is still "pending". What should I do? (2/2)

In the Supply Chain Mapping tab, on the right hand of your screen, you will see the list of business partner invitations, but also the 'Advanced' button:



With this button you will access a clear overview of all the invitations sent by your company (= proposed business relationships) and will allow you to filter them by company, status or country:



Legal Name	Local Name	External Company References	Full Name	Country	Status
Cote d'Or	Oliphant	-	Elephant Or	Belgium	PENDING - 09/22/2020
ToReject	-	-	to reject	Angola	PENDING - 09/22/2020
DemoRelation	-	-	Wouter Bancken	Belgium	PENDING - 09/22/2020
Test	-	-	T T	Belgium	REJECTED - 03/17/2020
Popla Inc.	Popla Inc (To accept)	-	Patje Popla	Belgium	REJECTED - 03/17/2020
TeamSyncCompany	-	-	Jos Bos	Andorra	EXPIRED - 07/30/2018

FAQs after migration

8. I sent the invitation to my business partner but I cannot find them on the new amfori platform, what should I do?

Not seeing the business partner in your supply chain means that your business partner hasn't accepted the invitation yet.

We would advise you to contact your business partner outside the platform to inform them that they should have received an email from noreply@amfori.org. You should encourage them to accept the invitation and complete all the necessary steps.

If they need a new invitation email, you can resend the invitation by going to your 'Supply Chain Mapping' tab, finding the invitation the invitation that was already sent (right side of your screen) and clicking on it.

9. I sent the invitation to my business partner but their profile is still not accessible (appears as grey and cursive), what should I do?

This means that your business partner has accepted your invitation and created their user profile but has not yet classified their company.

You can inform your business partner that they now need to log in to the Sustainability Platform and classify their company according to the GICS Classification. They need to go to 'Admin -> My Classification'

Once this step is completed, their audit results will be migrated and you will be able to access their profile and audit history.

amfori Sustainability Platform

For full training and guidance on the amfori Sustainability Platform visit the amfori Academy:

For non-migrated users:

Members: https://academy.amfori.org/course/view.php?id=169
Producers: https://academy.amfori.org/course/view.php?id=178

For migrated users:

Members: https://amfori-academy.amfori.org/course/view.php?id=221
Producers: https://amfori-academy.amfori.org/course/view.php?id=223

If you would like to speak to someone regarding the new platform contact info@amfori.org