amfori BSCI for members

Guide for the amfori Sustainability Platform
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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 a 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:

Please take the following steps:
1. Click on 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 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:

**Sustainability profile of**

Business partner sustainability profile is not yet available. The business partner did not complete its classification yet. Please contact and ask the business partner to complete this information.

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)
4. If you require further assistance, please check the guide [How to do self-classification](https://www.msci.com/gics) from the amfori Academy > Platform Training

**amfori members are represented in four main sectors:**
1. Energy
2. Materials
3. Industrials
4. Consumer Discretionary
5. Consumer Staples
6. Healthcare
7. Financials
8. Information Technology
9. Communication Services
10. Utilities
11. Real Estate

**If you do not complete the classification:**
- Your profile will not be active
- Your business partners will not be migrated
- You will not be able to conduct any activity on the new platform
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 (December 2020)

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 alerts and notifications.
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. If included in the role, access is automatically granted for the amfori Academy.
B. Modify user permissions

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**

![User interface showing Modify user permissions]

3. Select the user you wish to modify
4. Add or remove permissions under **additional roles**

**Delete users:** if you wish to remove access, you can remove all permissions from the checkbox list.

**Suspend user button**

*Note: as of December 2020, it is not yet possible to delete users. This will come with future feature releases. If necessary, to suspend a user, you can notify amfori head office, who can suspend the user.*
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

Main notifications:
- Monitoring: confirmation of semi-announced or fully announced audit requests; notification of submitted audit reports
- RSP management: RSP releases, RSP requests
- Supply chain: business relationship accepted by member
- Zero Tolerance: new zero tolerance cases raised for your business partners
PART II  BASIC USER – Getting started with amfori

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 will cease to exist in the first quarter of 2021, as soon as all amfori members are migrated to the new amfori Sustainability Platform.

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, starting on page 11.

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](mailto: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**. 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
C. amfori website

The administrator of your company received the username and password to access the 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.

Sorry, it seems you are not authorised to view this page

If you would like to get access to the 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/
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/).

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](mailto: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. 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!

Before mapping a new business relationship, please ask your business partner if they already have a profile with amfori and ask them for their profile details, especially their main contact person’s name and email address. In December 2020, it is not yet possible to filter by the amfori-ID on the sustainability platform (known as DBID number under the legacy platform, a unique identifier within the amfori system) to add a new business partner. Depending on whether your producer has already migrated to the new platform, whether they are still part of the legacy platform or whether they are completely new to amfori, please do the following:

1) Your producer already has access to the amfori Sustainability Platform (amfori-ID):
   - Verify that your producer is already active on the amfori Sustainability Platform
   - Make sure that you have received the correct name and email address of the business partner
   - Once you have sent the invitation email, ask your business partner to log in with their existing login information, to avoid the creation of a duplicate account

2) Your producer has access to the legacy platform (DBID), but no amfori-ID:
   - Your business partner provided you with a DBID number from the legacy platform
   - Your business partner does not have an amfori-ID, thus they have not yet migrated to the new amfori Sustainability Platform
   - Only invite the business partner 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, and
     - The business partner has the Status Orphan (no RSP holder) or Idle (no linked members) on the legacy platform, and
     - 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) You have a new business partner (neither DBID number, nor amfori-ID):
   - You have a new producer to add to the amfori system
   - Producer does not have a DBID number (legacy platform) nor an amfori ID
   - You can invite the business partner to the sustainability platform
   - Make sure that you have the correct email address and name of the producer
   - The business partner must create a new account on the sustainability platform
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
3. Click on Map Business Relation
4. Fill out the form
5. Add a personal message and insert your email address
6. Click Send.

An invitation email is sent out to your business partner.

**B. View of the Business Partner**

Your business partner has **45 days** to accept the invitation, which will be sent in English and in Chinese. They must click **I accept** and either log in with their existing credentials or they must create a new account (see next page for details).
1) If your business partner is not yet registered on the amfori Sustainability Platform

The business partner has to register as a new company if they do not have an account on the amfori Sustainability Platform (even if the producer had a DBID number on the legacy platform).

You might want to forward the onboarding 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.

The training guides for producers are available in the following languages: Bangla, English, Chinese, Malay, Tamil, Thai, Turkish, Spanish, Urdu and Vietnamese.

As a new user, the producer has to complete the classification before they can confirm the business relation. The business partner has to:
- Fill out the product or service slot
- Click on the + button and fill out the category
- Click on Confirm Business Relation
2) If your business partner already has an account on the amfori Sustainability Platform:

In this case the business partner can simply accept your invitation to connect and log in with their existing login information, with which they have already registered on the amfori Sustainability Platform. The business partner should not register as a new company to avoid a duplication of the producer profile.

If your producer had several DBIDs on the legacy platform, they can merge them together under one amfori ID on the sustainability platform, where business partners can have **multiple sites** with different addresses. Each site (by site we mean the physical location where the audit/monitoring takes place) can be managed separately by the business partner, who is responsible for updating their own data, e.g. if the address of a site changes.

Once your producer has accepted the invitation, you will see that their status reads **accepted** under *Supply Chain Mapping*.

If your business partner requires assistance with the GICS (Global Industry Classification Standards) classification, they can refer to the **GICS guide**, available on the amfori Academy.

**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](https://www.amfori.org/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, select the business partner again, and select **resend**:
   - Edit contact details, if applicable
   - Check that the e-mail address is complete and spelled correctly
   - Check that the contact person is an active user at the receiver’s end
5. Send the invitation

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**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**
10. 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
• **Other’s RSP claimable**: you are able to take RSP from other linked members

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**)
7. A green message will appear on top of the screen to confirm your RSP status

**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.
11. 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 businesses with a workforce of maximum 35 people. Please check Template 11 of the amfori BSCI System Manual for further information

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. 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 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 different types of monitoring and the 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. For requesting a follow-up audit, please visit the continuous improvement section 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

5. Request information
   - Initiative: amfori BSCI or amfori BEPI (the BEPI initiative will be included in the Sustainability platform a future stage)
   - Monitoring activity: amfori BSCI social audit or Small Producer Assessment (< 35 workers)
   - 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 unavailable 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:

![Monitoring status](image)

**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.
- **Waiting for unavailable days:** if a semi-announced audit was requested, the business partner must declare up to four days on which they are unavailable on the sustainability platform during the defined audit window (min. two weeks), otherwise the audit will expire.
- **To confirm:** the monitoring needs to confirm the receipt of the request within five days.
- **To plan:** the audit is confirmed and scheduled.
- **In process:** the audit is currently ongoing.
- **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 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

**Site:** It displays the data related to the site
- The amfori ID
- The site name
- The site address
- The site classification

**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-critical questions)

5. To download a one-page summary of the monitoring result as PDF, click on Export results on the top right.

6. To view further details for each performance area, click on Report Details on the top right.

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

   **Section Ratings & Findings**

<table>
<thead>
<tr>
<th>Interferred</th>
<th>PL 1: Social Management System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings</td>
<td>View Findings</td>
</tr>
<tr>
<td></td>
<td>The facility does not maintain the monitoring records of its suppliers and subcontractors. It violated BSCI requirements.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interferred</th>
<th>PL 2: Workers Involvement and Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings</td>
<td>View Findings</td>
</tr>
<tr>
<td></td>
<td>(Decent WMR, Non-Decent WMR)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interferred</th>
<th>PL 6: Fair Remuneration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings</td>
<td>View Findings</td>
</tr>
<tr>
<td></td>
<td>(Decent WMR, Non-Decent WMR)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interferred</th>
<th>PL 10: No Precarious Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings</td>
<td>View Findings</td>
</tr>
<tr>
<td></td>
<td>(Decent WMR, Non-Decent WMR)</td>
</tr>
</tbody>
</table>

5. For further details click on the **Report** tab on the top
12. 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:

<table>
<thead>
<tr>
<th>Measure Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internal Policies</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>Any training activity whether delivered to workers or received by company management</td>
</tr>
<tr>
<td><strong>Consultancy Services</strong></td>
<td>Any contract with an expert to provide advice or drive a change process in the company</td>
</tr>
<tr>
<td><strong>Compensation or Restoration</strong></td>
<td>Reimbursement, payments or restoration of victims’ rights (e.g. reintegration of children with their family, compensation of unpaid overtime)</td>
</tr>
<tr>
<td><strong>Investments</strong></td>
<td>Investment in machinery or hardware</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>Anything not covered before</td>
</tr>
</tbody>
</table>
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

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 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.

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 and remediation. 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