Frequently Asked Questions on the Integrated Sustainability Platform

25 February 2020

This FAQ is divided into three sections, featuring the most commonly asked questions on the following areas the amfori integrated sustainability platform:

1. Process and Roll-out
2. Features
3. Actions and Support

1. Process and Roll-out

1. Why are we creating a new platform?

amfori prioritised developing a new user-friendly platform that can evolve with business requirements. The reasons behind this decision are multiple: increasingly complex supply chains, expanding services, and a growing membership base in terms of quantity and type of business.

Members will be able to have one common platform from which they can access information on their supply chain, compare and gather insights as well as improve their performance.

2. How is it being developed?

Given the complexity of merging several individual platforms into one we started the process by mapping the existing features and requirements of both systems with input from different experts on social and environmental aspects at amfori. We wanted to ensure this integrated system was compatible with the needs of both initiatives: amfori BSCI and amfori BEPI, for example, supply chain mapping
We also created a project group to work on user-experience, inviting members who have in this area to work on ensuring how you navigate and interact with the platform is user-friendly, simple and efficient. In addition, technical experts from or members will start shortly on defining a way we exchange data with their IT systems.

3. What has been done and developed in the past months since the last update?

Key actions included:

- **Building the different sections within the platform.** This will include the profiles to monitor and store your company information, as well as those in your supply chain. You will be able to better visualise the different actions taken, planned, and results.

- In addition, we are preparing the roll-out of the training sessions for 2020, including face to face workshops and webinars, to better support you in navigating the new features.

- We are also working on the migration of data from one platform to the next.

4. How will the platform be launched?

The platform will be launched towards members and their producers via a phased approach. Members will be divided into smaller segments with common denominators (for example where they source from and their sector) and given access exponentially between Q1 and Q2 of 2020.

This will enable to:

1. Mitigate risks
   - Roll back to old system would cause data loss and substantial down time.
   - Not scalable towards support organization.
   - Impact of problems immediately would affect the whole membership.

2. Build up of functionality over time possible.

3. Training and onboarding in smaller groups

5. Which segments will go first?

We are currently assessing the member segmentation and how it will be carried out. The goal is to have minimal disruption and allow us to have optimum results for all members, on a stage by stage basis.

Once these phases and segments have been identified, all relevant members will be duly notified well in advance with a timeline and plan of action.
6. In what sequence will amfori initiatives be migrated?

The first migration will be amfori BSCI, focussed on those businesses which have mainly amfori BSCI Industrial audits and Small Producer audits.

7. How will my data be migrated?

Once your company is in the defined segment, you will receive an onboarding package in advance to prepare. If you are the main contact at your company you will receive an email invitation. You will have to validate your data and activate your profile. After you have been onboarded as a member, your current supply chain will be invited.

Lists of business partners will be available in the overview of proposed business relations. As a member here you need to follow-up your relations as they come onboard. In case data is not correct, you are able to adapt and re-invite the proposed business relations as well. Every business partner needs to accept the relationship with you as a member. After this confirmation the business partner should administer his own data which leads to the migration of the past audit results. As a last step in the migration, the producer’s advice to bring in his remediation plan, which will be differently organised.

8. 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.

9. How will the move to the new platform be managed? Will we have cut-off day in which the old platform will become inactive?

Once you receive and invitation to join the new platform, you will need to start working on it as your profile in the old platform will be deactivated eventually.

Given that data will be transferred there should not be any business interruption.
If you are the main contact in the platform you will receive an invitation to create your username (see example). 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 allows you to have access to other amfori systems as well (Academy, New BI platform, restricted parts on the website).

Once accessing the platform, you will have to classify your company. Please note 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

11. How do I get started if I am not the main contact?
If you are not the main contact, your colleague who has that role will have to invite you to join. When your company is selected to be migrated, we will send a communication to all the active users.

Please contact the main user in order for them to send you a request to join. Only main contacts can add users.

12. How will my business partners get started?

When a member has been onboarded and classified his company, an invitation to join the platform will be automatically be sent out, to the main contact person.

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

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

13. What is an amfori ID?

The amfori ID replaces the prior DBID. The creation of this amfori ID will enable us to delete duplicates currently in the platform. They are all unique and based on standardised codes.

You will also be able to search the former DBID numbers in the new platform.

14. What new terms should I be familiar with when talking about business partners?

Here are a few terms which are frequently used in the new platform when talking about business partners:
**Business partner:** umbrella term for all producers, farms and suppliers an amfori member can have.

**Site:** the production location on which monitoring activities take place. One business partner can have multiple sites.

**Business relation:** the linkage between you as a member and a business partner, or between business partners.

**Monitoring:** any type of assessment taking place at the site of a business partner. It can be an assessment or an audit.

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**15. What happens if one of my business partner 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 are synced on a daily basis.

2. The business partner and the RSP are migrated, activities might happen on the new platform. Results will be made visible to members which were not yet migrated.

**16. What happens if my business partner classifies themselves incorrectly?**

Your business partner is able to edit their data at any time. They own their own data. If you are concerned there has been an incorrect classification, please contact their main contact as to be able to discuss what should be changed.

**17. Which business partners will be migrated?**

All business partners with an RSP will be migrated. All orphan producers with no rsp but linked to a member will also be migrated.

Producers with no relation to any member will not be migrated.

**18. What happens with ongoing audit and assessment activities?**

Current audit requests will still be conducted in the old platform. Their results will automatically be uploaded in the new platform from the moment when you as a member are migrated.
From the moment you are migrated all new audit requests need to be handled with the new platform.

2. Features

15. What is the classification system in the platform?

In order to provide the most transversal system as possible, members will be classified

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 To allow better consistent reporting, data analytics and data exchange.

We will use the following classifications:

- sector/industry classification: GICS
- product classification: GS1
- Manufacturing process classification: we will develop a curated list given that there is no industry standard available.

Below is an example of product classification

16. Will I need to map my supply chain again?

Your supply chain information will be transferred to the new platform. However, you will need to validate this information, which can be done upfront in the legacy platform. The migration progress you can follow-up via the new platform.

Please note all data on activities, such as scheduled audits and audit results will be transferred.
17. How far along the supply chain is it possible to map?

There is no limitation to the tiers you can map.

18. Does the Platform allow to migrate and map business partners beyond tier 1?

The new Platform will enable members to map business partners over several tiers and to map the business relations between those business partners. This is the case also for farms. This functionality will not be part of the first go-live. It will be introduced with the next releases.

19. What roles can be attributed to member users?

The member Admin can invite users and assign them 3 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 Academy but it has no visibility over the activities of the company.

There is no role with view only rights.

20. When do members see data on business partners?

Members can invite business partners by proposing a new business relation. After the business partner has accepted the invitation, the member gets visibility over full profile and monitoring results of the business partner.

21. What is the single-sign on (SSO)?
With the introduction of the new Platform, the different operational environments as part of the amfori ecosystem online will become interconnected, which means that you will only need one set of credentials to login. In addition it means that when data is changed in one environment it is automatically changed in the other.

Today, our digital work consists of 4 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.

While we are building this integrated infrastructure, we are also striving to **align processes** across our products amfori BSCI and amfori BEPI over the entire due diligence cycle. 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.

### 22. 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.

### 23. Will the New Platform affect how interfaces are working today?

The Platform offers an opportunity for amfori to redesign and integrate a **flow for all due diligence processes** that are required by amfori BSCI and amfori BEPI.
Yes, Interfaces will be different as Today, we are aware that members need to have time for change. In the running month (Feb 2020), the first clarification will be started, and information will be draft up.

(will the new Platform affect how interfaces are working today? Yes. Will members have sufficient preparation time to adapt their interfaces? What can members do to prepare for the change?)

24. Is the RSP functionality part of the new Platform?

Yes, members will be able to have RSP. The RSP concept has been reviewed and changes will be explained in dedicated resources.

25. How will my audit certificates be presented?

Audit reports will no longer be done in paper form and available as a pdf, but will be available through the platform. Those reports will be easily accessible and we have also developed a feature where all-up results will also be easier to visualise via aggregated data. Not having the paper format of reports will also help prevent to a much greater extent the risk of fraud/fake audit reports.

26. Will the new Integrated Sustainability Platform have a shorter response time?

One of the reasons to move to a new platform is the lack of responsiveness of the current amfori BSCI platform. The new architecture will ensure good performance and scalability towards the future. On a regular basis during the development phase, we will do stress tests, to simulate high usage and to see if we stay within the agreed performance parameters.

27. Will the Platform and the Academy merge?

Due to the nature of the Academy as an independent product, we cannot merge the systems together but both will be used for their intended purpose. With this in mind, users follow trainings, webinars and surveys on the amfori Academy. Data from the Academy will be merged in our analytical environment to have the necessary reports about capacity topics in your supply chain. By this new way full data view per producer and member becomes possible. With the single sign-on solution, which will be rolled out at the same time, users will also be able to shuttle navigate easily and simply between each applications.

28. Will possibilities for reporting on the Academy be improved?
We are building a better data warehouse that will integrate the data captured by our different services, which will lead to more possibilities on the reporting level.

29. Will the amfori BEPI audits be included in the new Integrated Sustainability Platform?

All sustainability services (amfori BSCI and amfori BEPI) will run on the same platform and information will be integrated. We will use the same look and feel and the same lean processes to deliver a more streamlined service for members. An integrated view about performance, impact will also be available.

30. Will there be one account for amfori BEPI and amfori BSCI on the new platform? What about for producers?

Each individual member, producer, monitoring and capacity building partners will be given only one account for all of the applications including amfori World, the Academy, dashboards and analytics as well as platforms. This will allow members to sign-in with the same password to all of these platforms, this concept is known as single sign-on.

3. Actions & Support

31. What kind of support will I receive to help my company transition to the new Integrated Sustainability Platform?

We will have a series of training sessions and webinars as from 2020. You will receive an onboarding package before being invited to use the platform.

Our support team will of course be available via info@amfori.org and over the phone as usual. They will specifically be trained on the new platform and its functionalities.

32. How can I already prepare best for migrating to the new platform? What can I do now to ensure a smooth transition?
Members are strongly encouraged to take the following steps and ensure all the data they currently hold on the platform is ‘clean’, 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 the producer main contact details are correct at the time of transition!**

When the email addresses for producers are not correct, this will delay the transition as the member has to contact the producer to find out the correct address, correct it and resent the invitation. When the email address is correct this can be done in one go and means faster transition. No data will be lost during transition.

**33. Where can I find more information?**

This [dedicated webpage](#) consolidates all prior webinars and articles on the platform. It also include the FAQ document which is constantly updated as to reflect the latest developments.

The amfori membership team remains available for any questions regarding the transition. Do not hesitate to contact us at [info@amfori.org](mailto:info@amfori.org) and we will respond to you as soon as possible.