



FAQ –

SUPPLIER SUSTAINABILITY

SELF-ASSESSMENT

QUESTIONNAIRE (SAQ)

Contents

1	Why is there a common Self-Assessment Questionnaire on Sustainability?	2
2	How does the SAQ relate to the S-Rating?.....	2
3	What is NQC Ltd.?.....	2
4	Why is supplierassurance.com used to request SAQs from suppliers?.....	2
5	What is the purpose of the SAQ and why is it important to the Scania	3
6	Which suppliers have to complete the SAQ?.....	4
7	Do suppliers have to pay for completing the SAQ on supplierassurance.com?.....	4
8	How much time do suppliers have to complete the SAQ?	4
9	In which languages is the SAQ available?.....	4
10	Is the validity of the SAQ restricted to a specific timeframe?	4
11	Do questions in the SAQ change over time?.....	5
12	How can suppliers use one SAQ for multiple locations?	5
13	How can suppliers update, edit or continue working on the SAQ?	5
14	What do the different statuses mean?	5
15	What can suppliers do if a document has been rejected during the validation?.....	6
16	How can suppliers delete a SAQ?	6
17	Who can suppliers contact in case of technical problems and questions?.....	6
18	Who can suppliers contact in case of content related questions?.....	7
19	Where do I find further information and instructions on the SAQ?	7



1 Why is there a common Self-Assessment Questionnaire on Sustainability?

The Self-Assessment Questionnaire (SAQ) on Sustainability in the supply chain is a common questionnaire, created by the initiative [Drive Sustainability](#). The initiative is coordinated by [CSR Europe](#) and consists of 11 OEMs working together to improve sustainability in automotive supply chains.

The SAQ includes questions on the following areas: sustainability management, environment, human rights and working conditions, ethics and compliance, as well as responsible sourcing of raw materials. It is based on the joint standard for the automotive industry, the so called [“Automotive Industry Guiding Principles to Enhance Sustainability Performance in the Supply Chain”](#) and was created as a common standard tool for performance measurement in the automotive industry. Suppliers can fill out one questionnaire for different customers and do not have to respond to multiple sustainability questionnaires from different OEMs. In this way, the effort dedicated to the completion of questionnaires should be kept as low as possible.

2 How does the SAQ relate to the S-Rating?

The SAQ is an essential component of the Sustainability Rating (S-Rating). Without SAQ, the sustainability performance and thus the S-Rating cannot be determined. Suppliers without S-Rating cannot be awarded a contract. Further information about the S-Rating can be found in the FAQ for S-rating on [Scania supplier portal](#).

3 What is NQC Ltd.?

NQC Ltd. is an external service provider hosting the platform [supplierassurance.com](#), where the SAQ can be completed. NQC Ltd. is also the service provider that are performing the validation of your SAQ. If there is no open points after the validation of the SAQ, your SAQ will get a score between 0%-100%.

Currently, BMW, Daimler, Ford, Honda, Scania, Toyota, the Volkswagen Group and Volvo Cars are using the platform.

4 Why is [supplierassurance.com](#) used to request SAQs from suppliers?

The platform [supplierassurance.com](#) is used by Scania, Volkswagen and the aforementioned OEMS in order to give suppliers the opportunity to complete the SAQ once and then share their completed SAQs with multiple buyers. Suppliers obtain a simple overview of the OEMs they have shared their data with. It is hereby assured that the platform works according to



anti-trust legislation. No OEM can at any point see whether a supplier has shared its SAQ with another OEM.

Certificates that are requested in the SAQ and other supporting documents can be uploaded on the platform. These are then subsequently validated by NQC Ltd. Based on this validation, suppliers receive recommendations on how to improve their sustainability performance. After implementing recommended measures, suppliers can adjust their answers in the SAQ accordingly and thereby directly report any improvements in their sustainability performance to the OEMs with whom they have shared their SAQ.

5 What is the purpose of the SAQ and why is it important to the Scania

The SAQ's aim is to demonstrate whether and to what extent suppliers meet Scania sustainability requirements in its relationships with supplier ([Scania supplier Code of Conduct](#)). These requirements are available on Scania's supplier portal and also connected to an illustration video on [youtube.com](#).

The requirements are contractually binding and valid for all suppliers of Scania regardless of whether the supplier provides products, parts or services. They are based on national and international laws, regulations and conventions, as well as on internal values and standards.

Scania is working together with its suppliers to improve supply chain sustainability. It is of great importance to Scania to ensure good working conditions in its supply chain, to minimize environmental impacts and to provide transparency in the supply chain as well as fair market behavior.

If suppliers cannot meet our sustainability requirements, Scania will work with them to improve their sustainability performance. The completion of the SAQ in this context is a first step to identify potential fields of action.

Sustainability performance of suppliers plays a significant role in Scania and Volkswagen Group nomination process. In this context, the SAQ is a central component in the assessment of suppliers' sustainability performance. Only suppliers that clearly demonstrate positive sustainability performance can be taken into account when awarding new contracts.

If you have questions what a Policy or a Management System is please look into to supportive documents on [Scania supplier Portal](#).



6 Which suppliers have to complete the SAQ?

All suppliers who have a production site must complete the SAQ. In addition, suppliers from the areas of logistics, chemicals and recycling services must complete the SAQ. The request to fill out the SAQ will be sent via e-mail from supplier.sustainability@scania.com or by individual employees from Scania/Volkswagen Group to our suppliers.

7 Do suppliers have to pay for completing the SAQ on supplierassurance.com?

No, the SAQ is free of charge for suppliers that have received a request to complete the SAQ.

8 How much time do suppliers have to complete the SAQ?

The deadline for completing the SAQ is provided in the invitation email sent out to suppliers. Normally, this deadline is set around 2-4 weeks after sending out the request to complete an SAQ.

9 In which languages is the SAQ available?

The SAQ is available (in .PDF version) on the [DRIVE Sustainability website](#) in the following languages: German, English, French, Italian, Japanese, Mandarin, Polish, Portuguese, Russian, Spanish, Czech, Turkish and Hungarian. On the platform [supplierassurance.com](#), the SAQ can be completed in the following languages: English, French, German, Hindi, Japanese, Korean, Mandarin, and Spanish. We are continuously working towards including further languages on the platform.

10 Is the validity of the SAQ restricted to a specific timeframe?

Suppliers' answers in the SAQ are generally valid for an unlimited period of time. Only uploaded documents such as certificates (e.g. ISO14001) can expire according to the period of validity provided on the certificate. In such cases, a supplier's SAQ status will change to "expired". As soon as the expired certificate is renewed by the supplier, uploaded and validated, the SAQ status will revert to "completed". We therefore highly recommend that expired certificates are updated as soon as possible. Please note: a SAQ with expired documents is considered invalid.



11 Do questions in the SAQ change over time?

[Drive Sustainability](#) revises the SAQ every second year and publishes an updated version, which is also implemented on [supplierassurance.com](#). In this context, OEMs may ask their suppliers to update their SAQs. Suppliers may then find new or adapted questions in the SAQ.

In the bi-annual SAQ revision, feedback from suppliers is always welcome and can be provided via email to supplier.sustainability@scania.com. Scania together with the Volkswagen Group will try to ensure that supplier's feedback is considered in the revision process of the SAQ. In addition, feedback can be directly provided to Drive Sustainability via the [contact us form](#).

12 How can suppliers use one SAQ for multiple locations?

Suppliers can use a completed SAQ as a template for other locations by selecting to create a new location on your dash board and then selecting "re-use an existing SAQ". After necessary adjustments are made in the existing SAQ, it can be shared with an OEM. In case of any problems, NQC's technical support can be contacted (see question 17).

13 How can suppliers update, edit or continue working on the SAQ?

In order to do this suppliers need to select "location" in the upper tab of the dashboard. Then by selecting Status "Any" you will find all SAQs you have worked with on your account. Once the SAQ is found, click on the option "update SAQ 3.0" on the location. Then go into the SAQ and update/edit the relevant answers and documents. Once done, click on "submit" to complete the SAQ. If you have many SAQs on your account, it could be help full to search with the DUNS number to find the exact location you want to update.

Keep in mind! When selecting the option "Start SAQ 3.0" on the right hand side of the dashboard a new SAQ is created instead of working on a existing SAQ. Suppliers should therefore ensure that "Start SAQ 3.0 is only selected if a new location is to be answered for which no SAQ is yet available.

14 What do the different statuses mean?

When starting the self-assessment the questionnaire is in status "responding". The supplier can work on the SAQ and upload relevant documents. Having fully answered all questions as best possible, the SAQ must then be submitted.

The SAQ then moves into the status "Validation". In this phase, the responses of the SAQ are validated by NQC, which means that NQC checks if uploaded documents can be accepted as proof or evidence for the declared responses to each question. This process normally takes up to 5 working days. During this time, suppliers cannot work on the SAQ.



If all uploaded documents have been accepted, the SAQ receives the status “improving”. The supplier can make further changes in the SAQ. After 24 hours the SAQ status automatically progresses to “completed”, which means that the self- assessment is completed and the score is available and visible.

If certain review gaps are identified in the SAQ it moves from status “validating” back into status “Responding”. This means that certain documents have been determined invalid as proof. The supplier is expected to review the uploaded documents. After working on the SAQ it must be resubmitted and validated again.

15 What can suppliers do if a document has been rejected during the validation?

If certain documents have not been accepted suppliers will be informed by email. On the platform supplierassurance.com suppliers have the opportunity to see the reasons for rejection. In order to do so, suppliers can select the SAQ and click the option “View”. In the overview of the SAQ questions users can select the option “workflow” and then select the last validation in the dropdown menu. Suppliers can see the validation team’s comments and adjust their documents accordingly.

Frequent reasons for rejecting a document are insufficient coverage of relevant topics in the guidelines or the lack of documentation of the prevailing management systems. Furthermore, documents often cannot be assigned to the respective companies if the company logo is missing on the documents or if the scope of application does not **cover** the company.

16 How can suppliers delete a SAQ?

Suppliers are not able to delete a SAQ on their own but have to make this request to NQC. To do so, suppliers are kindly asked to contact NQC via the contact form on the platform supplierassurance.com.

17 Who can suppliers contact in case of technical problems and questions?

The NQC support team is happy to help with technical questions or problems. The support team can be contacted via email auto.support@nqc.com or via phone +44 845 299 2996 (for locations in the US +44 (0)1614137983).

In addition suppliers can use the live chat function of the platform once they are logged onto the platform.



18 Who can suppliers contact in case of content related questions?

Content related questions can be sent to supplier.sustainability@scania.com or sustainability@vwgroupsupply.com. We will try to respond to suppliers' requests as soon as possible.

19 Where do I find further information and instructions on the SAQ?

For further information regarding the SAQ, please visit our sustainability page on the [Scania supplier portal](#). Or [VW B2B Portal](#) if you are registered, on the VW B2B Portal can you as well find a short SAQ training video.

Additional information regarding the SAQ is also available through the [supplier handbook](#).