



Empowering Responsible Supply Chains

Sedex
Self Assessment Questionnaire
(SAQ) Guidance

Version 1.1, February 2020



The Sedex logo is positioned in the upper left quadrant of the image. It features the word "Sedex" in a bold, white, sans-serif font. To the right of the text is a red circular icon containing a white stylized shape that resembles a lowercase 's' or a similar symbol. A registered trademark symbol (®) is located to the right of the icon. The background of the entire image is a photograph of farmers in a rice paddy field, with one farmer in the foreground wearing a large, traditional conical hat and another in the background. The scene is set in a rural, mountainous area with lush greenery and a small wooden structure in the distance.

Sedex®

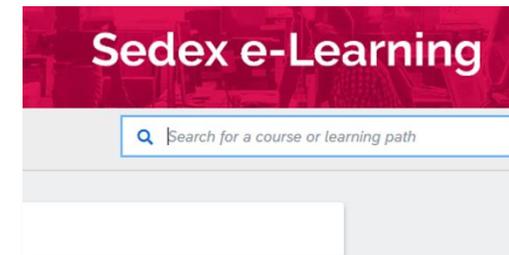
One of the world's leading ethical trade service providers, working to improve working conditions in global supply chains. We provide practical tools, services and a community network to help companies improve their responsible and sustainable business practices, and source responsibly.

What is this document for?

- How to find the SAQ in Sedex Advance
- Useful tips to help you complete the questionnaire
- What information is needed for each section
- How long should it take to complete
- How to submit the SAQ
- What will happen next after submitting

Alternatively, for **step-by-step platform instructions**: Log into Sedex e-Learning and click the **'Training & Resources'** tab, then search for either:

- Completing the SAQ;
- Creating sites; or
- Viewing/editing site details



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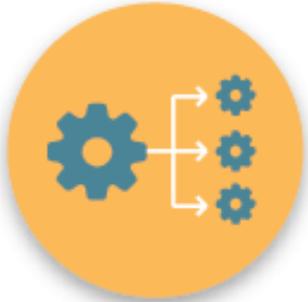
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SAQ Overview

- Set of questions that gathers information about workforce profile and management systems in place
- Opportunity for sites to conduct a gap analysis and make improvements
- Helps sites to prepare for an ethical audit, such as SMETA



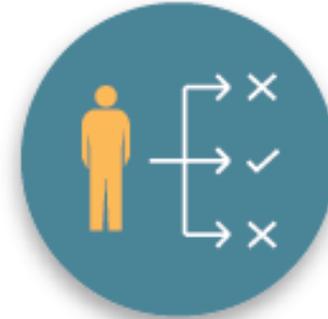
Benefits for Sedex members



Collect and share supply chain data



Reduce duplication and save time and resources



Make better informed business decisions



Store all your data in one place



Drive responsible sourcing improvements globally



Implement measures to protect people, the environment and business

What is contained within the SAQ?

- The SAQ is structured according to a management systems approach.
- Questions are categorised to reflect logical progression from worker profile information, through to data tracking and training and improvement programmes.
- Tooltips are included throughout the SAQ. These include guidance and definitions.

SAQ Structure
1. About your business
2. Policies and resources <i>Staff resources applied, relevant policies in place</i>
3. Processes <i>Human resources policies, business structure, certifications & standards</i>
4. Monitoring and Tracking <i>Collecting data and tracking changes in this over time</i>
5. Training and Improvement
6. Suppliers & Subcontractor Management

SAQ Question Numbers	<u>Goods Provider</u>	<u>Service Provider</u>	<u>Agent</u>	<u>Labour Provider</u>
Maximum	329	318	68	184
Minimum	84	78	16	48

- The amount of questions answered depends on your business type
- Questions will 'trigger' depending on your answers

Where to find the SAQ in Sedex Advance



Step 1: Login

Once you have logged into Sedex, click the **Sedex Advance** icon > **Company** > **My Company**



Step 2: Create or update Site Profile

You will first need to have a site. If you don't know how to create a site then visit Sedex e-Learning or contact helpdesk@sedexglobal.com. Existing users will need to update their Site Profile before completing the new SAQ.

The new Sedex SAQ has been launched! Before you can update your SAQ, you need to complete a couple of extra question below. Once you have confirmed your Primary Site Activity, Business Type and Worker Numbers, you will be able to complete the new questionnaire that has been tailored for businesses like yours.

SITE INFORMATION

Site Reference *	ZS82272520	Business License Number/Identification Number *	<input type="text"/>
Site Name (English) *	HOLD 06 USA	Business License Expiration Date	DD-MM-YYYY
Site Name (Local Language)	<input type="text"/>	Has your site used labour providers/recruitment agents in the past two years? *	- Select an option - This field is required
Address Line 1 *	10561 Ridge Rd Wolcott	Is work seasonal i.e. does the amount of work fluctuate across the year? *	- Select an option - This field is required
Address Line 2	<input type="text"/>		
City *	New York		
Country *	United States		
Post Code *	NY 14590		
What are your site location coordinates? *	<input type="text"/>		
Primary Site Activity *	<input type="text"/>		

Search Select from list +

Where to find the SAQ in Sedex Advance



Step 3: Find Questionnaire

Once your site has been created, in 'Site Information' dropdown select **Site Questionnaire** in the ACTION column.

SITES INFORMATION						
SITE NAME	COUNTRY	LIST OF MODULES	APPLY GLOBAL SAQ	MODIFIED ON	ACTION	
HOLD 06 USA	United States	Core Module, New SAQ Nov 2019	<input type="checkbox"/>	06-12-2019	Site Questionnaire	Initiate an Audit



Step 4: Complete Questionnaire

Click the '**Complete Self-Assessment Questionnaire**' button to get started and work your way through the SAQ sections. Once you have started, you will then see the option to **Submit** your answers once the SAQ is complete.

SAQ progress 0%

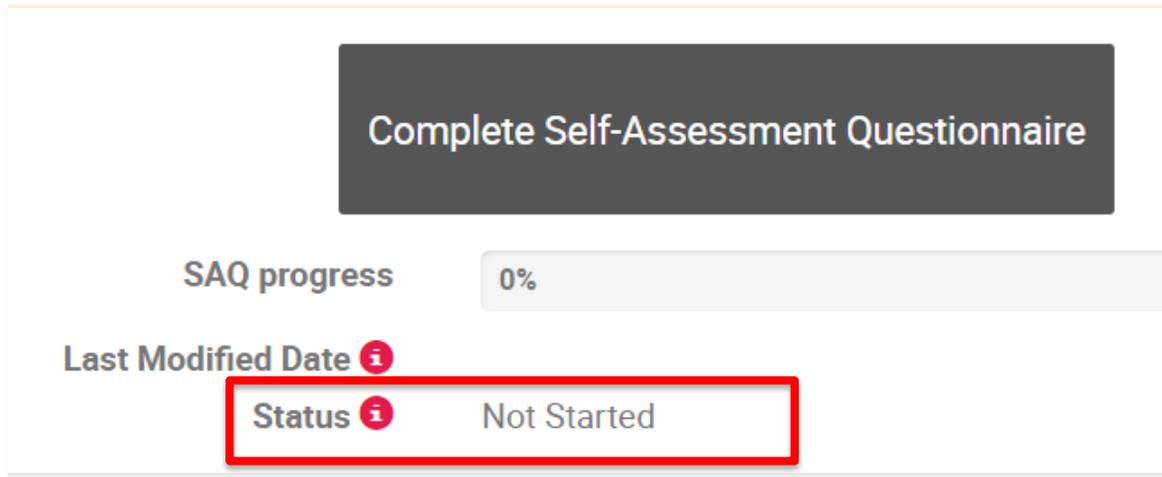
Last Modified Date **1**

Status **1** Not Started

Introduction 1	100%	View Edit
About Your Business 1	80%	View Edit
Policies and resources	86%	View Edit
Processes 1	100%	View Edit
Supply chain management 1	100%	View Edit
Training & Improvement 1	100%	View Edit
Monitoring and Data Capture 1	50%	View Edit
SAQ Completion	100%	View Edit

SAQ Statuses

On the SAQ homepage, there is now a 'Status' button. This indicates to a buyer, whether a supplier has not started the SAQ, is working on it, or has completed it to the best of their ability.



Status 1: Not Started

- SAQ is 0% complete

Status 2: In Progress

- Supplier is editing the SAQ. Could be up to 100% complete but supplier hasn't confirmed those are the "final" answers. The answers should be **saved** by the supplier each time to make changes to the questionnaire.

Status 3: Submitted

- Supplier has submitted a set of answers, confirming to the customer that they have finished the questionnaire. Every time they submit, this set will be saved to allow Sedex to track and demonstrate changes over time.

How to complete the SAQ

There are six different answer types in the SAQ:

Single Choice = Select one of the available options.

Multiple Choice = Select all applicable options.

Free text = Write a description of the situation at site. Selecting 'Other' will always require a free text explanation.

Number Entry = Enter numerical values for questions such as wages, working hours and percentages.

Uploading Documents = Upload files to provide supporting evidence of your answer.

Tables = Complete the data point in the format of a table.



How many questions are in the SAQ?

The amount of questions depends on your business type. Additional questions may be triggered depending on your answers. For example, if you provide accommodation to workers, additional questions will ask about what you provide and to which workers.

Who should complete the SAQ?

You may need help from different departments within your business to answer the SAQ. You will need input from people who manage human resources, health & safety, finance, sustainability and procurement activities. You can always save your progress whilst you obtain answers from colleagues.

Answer options within the SAQ

Answering 'I don't know'

- This option is include to avoid questions being left blank. Answering 'I don't know' will indicate to any linked customers that further support and/or follow-up may be needed in this area.
- If you are answering a question which doesn't have an I don't know option, we advise you to attempt answering to the best of your ability. If you cannot find an appropriate answer then this question can be left blank.
- We recommend only selecting this option when it is impossible to provide any other answer.

Answering 'Other'

- The "Other" option is listed to allow you to provide details to your customers in the event that the answer options are not applicable.

Answering '0'

- When entering worker numbers (e.g. how many workers have been trained on health and safety?), you must enter '0' if no workers have been trained. Do not leave the answer blank.

What information is needed to complete the SAQ

Understanding Site Details

Why ask this? Understand how the site is setup, how the building is being used, what facilities are available and what type of accommodation is provided to workers.

What's included? Building Information, Facilities, Accommodation, Policies, Certifications

Preparation: You may need to speak with building/facilities management and human resources (HR) department. You'll need access to policies and certifications and have copies to upload as supporting evidence, information on what accommodation is provided to workers and an understanding of how the building is being used.

Human Resources Records

Why ask this? Understand how workers are paid, if they're receiving a fair wage, where workers are migrating from, if agency workers are being used to support production and if any worker has paid a recruitment fee in order to work at the site.

What's included? Wages, Working Hours, Use of Labour Providers, Worker Nationalities, Staff Resources, Contracts, Recruitment Fees

Preparation: You will need to work closely with your human resources department in this section to get access to payroll records, timesheets, records of contracts and nationalities as well as the recruitment process.

What information is needed to complete the SAQ

Gender data

Why ask this? Companies' abilities to identify and address gender issues is limited by the lack of gender-disaggregated workforce information.

We recognise that businesses face increasing pressure from their customers and external stakeholders to understand circumstances of female workers and challenges they might face.

Collecting sex-disaggregated workforce data will inform you of the different situations of men and women within your workforce. This enables greater understanding of business needs and more effective planning for the future. Collecting, analysing and making informed decisions based on gender data shows your customers your ability to report on, analyse and tackle issues.

What's included? Worker turnover, absenteeism, wages, parental leave, training, job role, promotions, grievances and accidents.

Preparation: Gather data split by male and female in the above areas. If you do not yet have this information, then complete the 'Total' column only.

How do I set up sex-disaggregated data collection?

1. Identify which questions you cannot answer in the SAQ.
2. Modify current human resource data systems so you can account for men and women separately.
3. Train staff on new systems and sensitive issues.

Click [here](#) to find out more about how, what and why certain workforce records should be split by gender.

How long should it take to complete the SAQ?

The SAQ requires you to fill in data applicable to your site/company. The amount of data entered and how long the SAQ will take varies based on your site's activity.



If it is your first attempt at completing the SAQ it will take you longer to answer each section and to get hold of all required data.

When you update the SAQ, the completion time will become much quicker as you become more familiar with the questions and information required.

Percentage Completion

- As you complete the questionnaire, you will see your percentage completion bar increase.
- Sedex does not set requirements for completing the SAQ, but many Sedex members make completion compulsory for their suppliers. You should also contact your customer to see if they have an alternative requirement.
- When answers are left blank, this will impact your completion rate.

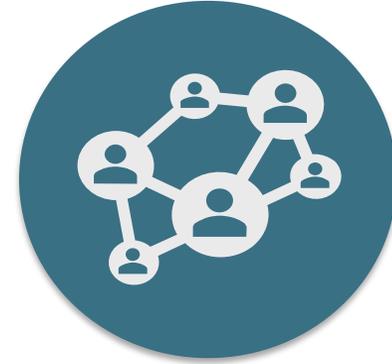
How to finish and submit the SAQ



Remember to Save

Click "Save" regularly to save your progress. This will store your answers if you need to leave and return to the questionnaire at a different time.

Note: Clicking 'Next' automatically saves your answers.



Submitting your answers

Once you have finished the SAQ, click the 'Submit Answers' button to confirm that the questionnaire is completed or updated. A record of your answers will be logged. You can edit and resubmit your responses when any changes occur.

What happens next?

Management Controls Report

- 1 day after completing the questionnaire, you will see a Management Controls Report in Sedex Analytics. The report will highlight key focus areas according to how you have answered each section of the SAQ.
- The report will take each SMETA pillar (*Labour Standards/Health & Safety/Business Ethics/Environment*) and Supply Chain Management and cross-reference them against each management system (*Policy & Resource/Processes/Monitoring & Tracking/Training & Improvement*), providing a score for each.
- This report will also link you to relevant chapters of the Sedex Supplier Workbook. This provides practical guidance on standards, health and safety, business ethics and the environment and tips on how to make improvements using a management systems approach.



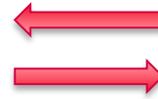
Risk Assessment

- Many buying organisations will use information from the SAQ as part of their supply chain due diligence. This includes using SAQ information in Sedex's risk assessment tool, Radar, which highlights where the characteristics of a site may indicate increased exposure to social and environmental risks. Buyers will also be able to see your Management Controls score within Radar.
- The risk assessment tool is only available to Sedex A and A/B members who have attended training on how to understand and interpret the risk information including within the tool



Updating the SAQ

We recommend to update the SAQ whenever there are changes at your site e.g. worker numbers have changed, new policies published, new training programme initiated.



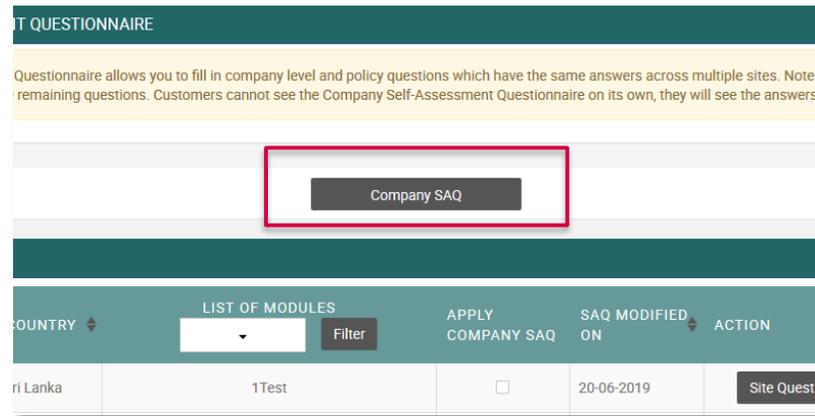
Every time the SAQ is updated, the previous answers will be saved and Sedex will store this data. This will help generate reports showing **change over time**



Sedex advises that the SAQ is reviewed every **6 months** to ensure all information is up to date.

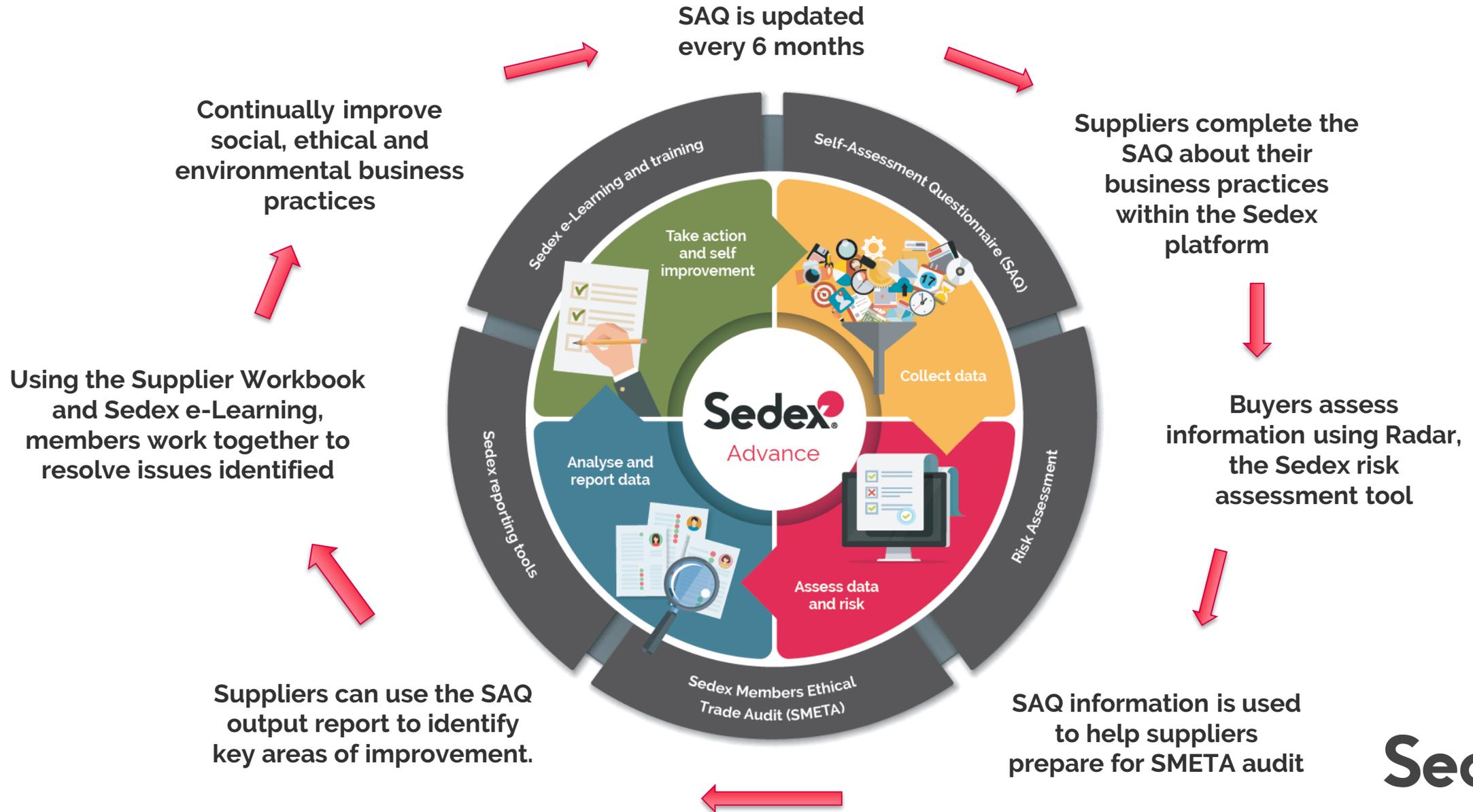
Useful tips when completing the SAQ

- Companies with multiple sites can complete the 'Company SAQ'. This contains several questions which are also found in the core SAQ, but the answers you select can be applied to all of your sites, prepopulating each site's question set. You can find this functionality available within the 'My Company' page.



- Each time you update the SAQ, remember to check your Site Profile and update the information e.g. worker numbers, use of labour providers
- If you want to revisit a certain question or section, click save and you can move to another section at any point.
- Ensure you look at the guidance and information points which will help you answer questions. → 
- The SAQ is available in 12 different languages.
- Ensure you login to Sedex Analytics after completing the SAQ to view your Management Controls Report. (Available one month after launch of SAQ)

The SAQ is a part of a responsible business journey



A woman with dark hair in a ponytail, wearing a dark green and black plaid shirt, stands in a greenhouse. She is holding a tablet computer and looking towards the right. The background is filled with rows of tomato plants, some with green and some with red fruit. A white text box is overlaid on the left side of the image, containing a list of resources. A red circle is partially visible at the top of the white box.

Additional Resources

1. [Step-by-step user guidance](#)
2. [SAQ Briefing Note](#)
3. [SAQ Frequently Asked Questions \(FAQs\)](#)
4. [Guidance for collecting and monitoring gender information](#)
5. [Glossary of key terms](#)

For more information contact us at
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