



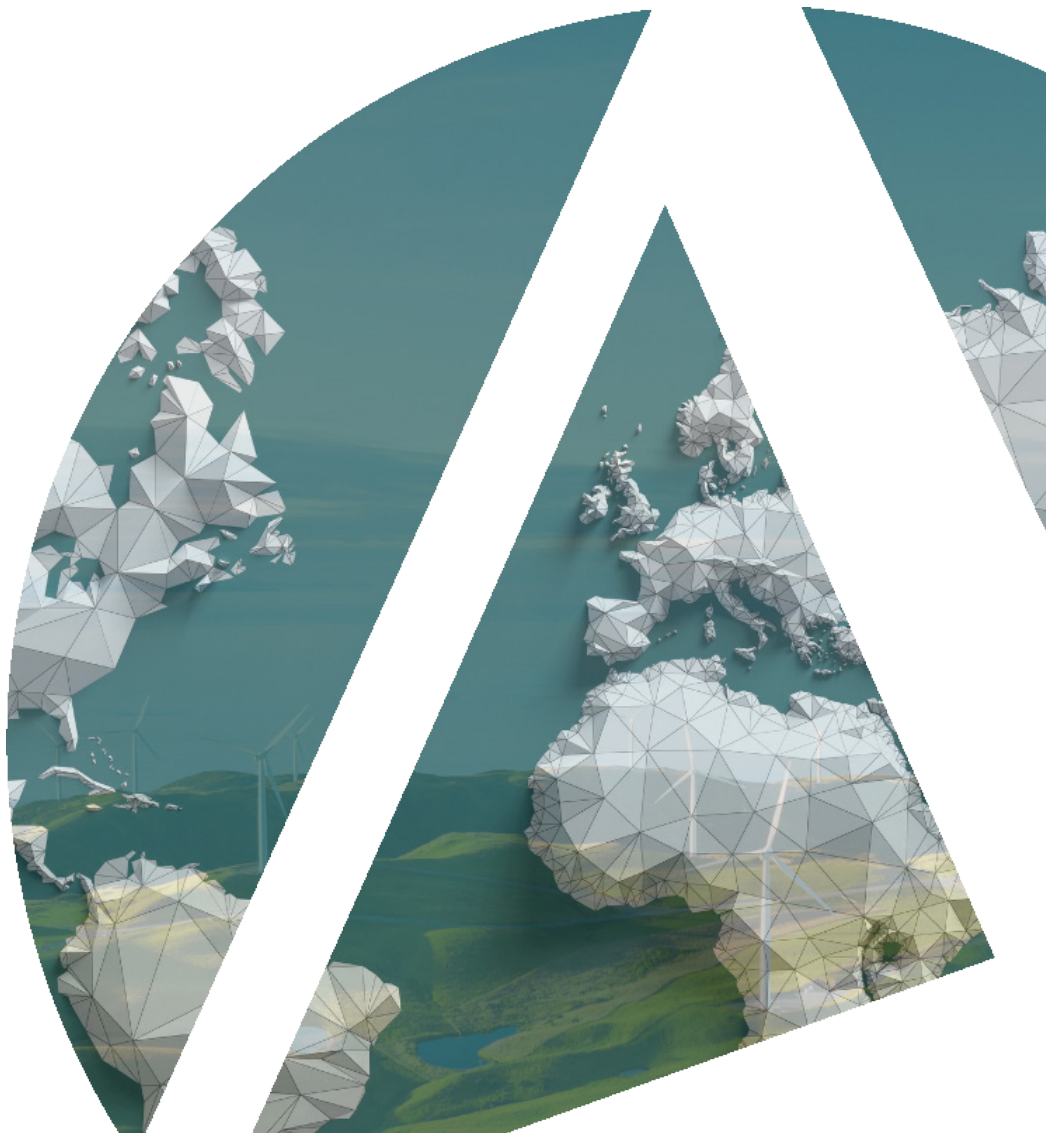
Crown
Commercial
Service



Supplier Risk Management Assurance Frequently Asked Questions (FAQs)

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Sustainable Supply Chain

All Contracting Authorities in the UK have a responsibility to continually risk assess the suppliers that are part of their procurement frameworks both at the point of approval and on an ongoing basis.

To strengthen the current process the Crown Commercial Service (CCS) is working with Achilles to trial the collection of supplier data which can be collected once and shared across multiple teams. The trial is limited to suppliers who are of particular importance and is part of a national pilot with CCS. Several UK contracting authorities are also working with CCS to engage their suppliers as part of this risk management activity.





Who is Achilles, and why has CCS partnered with Achilles?

There is a requirement for buying organisations across the public sector to report on the performance of their services and supply chain at a national and local level. The reporting and assessment of supply chain risk and performance is a continual process.

To support this purpose, CCS is working with an expert in this area, Achilles. The aim of the pilot is to create learnings on the value add for buying organisations and suppliers through improved risk management information and actionable insight.

Achilles is one of the world's largest service providers of global supply chain risk management solutions, employing more than 500 people in 17 countries. Working on behalf of more than 550 buying organisations worldwide, operating in 11 different sectors including energy, infrastructure, utilities and construction Achilles collects, validates and maintains essential data about more than 100,000 suppliers through an online questionnaire and physical audits.

Why should I complete the supplier assurance?

Supplier assurance forms an integral part of supply chain due diligence and sustainability commitments. The Achilles registration will replace the requirement to undertake the previous supplier assurance process and provides a simple way of assuring and then maintaining your status as an approved supplier.

Whilst CCS already holds supplier information, submission via the MyAchilles platform will enable a full assessment of collection of data and the auto population of up-to-date financial data. We would encourage our supply chain partners to take part to enable us to have the fullest evaluation.

Suppliers will only be required to input data once, and then it will be visible not only to all the relevant teams within CCS but also to any of the contracting authorities taking part, increasing transparency and removing duplication for customers and suppliers.

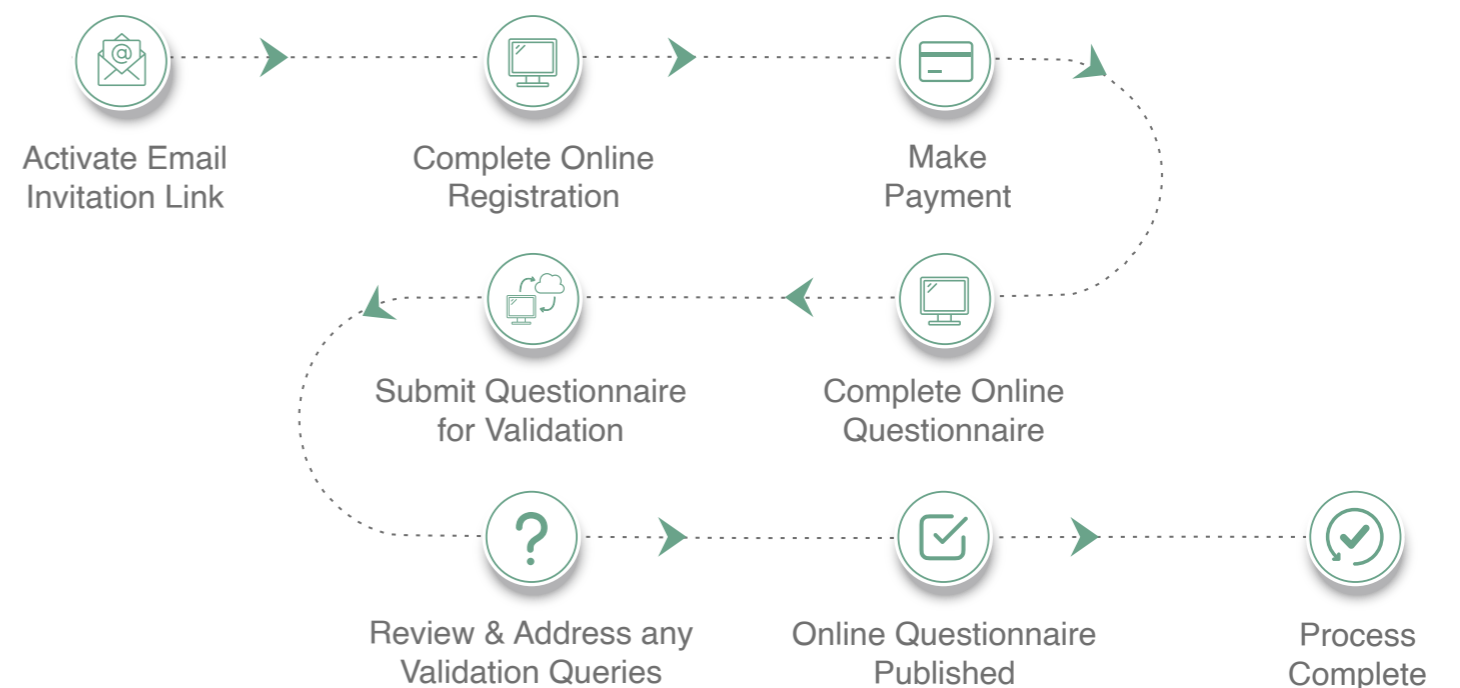
How will joining Achilles benefit my organisation?

- Achilles will support you to provide required data in a simplified process, allowing you to reduce time spent completing paper-based assurances.
- Online process provides capability to update company information quickly, easily and in a secure online environment.
- Environment, Social, Governance (ESG), and Financial scorecard specific to your business, demonstrating how your sustainability credentials compare to others, for your internal use or sharing with your customers, to drive continuous improvement.
- Detailed Cyber risk assessment report and recommendations for improvement.
- Understand your carbon footprint in a simple and efficient way.
- Automatic alerts to remind you when an important certification is due to expire.
- 24/7 access to your data.
- Ensure the right team is completing the relevant section with unlimited users.
- A single data access point to submit information efficiently and increase visibility across the businesses you are working with and CCS.



What is the supplier assurance process?

1. An Achilles representative will contact you directly to answer any questions and to help you through the registration process. Following this they will send you an invitation link.
2. You will complete a short registration form which requires you to provide basic information about your organisation by identifying what products and services your business provides and by completing details such as company geographic location, turnover and number of employees.
3. You will proceed by making payment for your subscription. There are a limited number of paid for subscriptions open to Micro, Small and VCSE organisations.
4. Once payment is received you will be able to start completing the online questionnaire and provide information about your company relating to areas such as management systems, carbon management and financial performance.
5. Achilles will validate the data provided and advise you of any further requirements regarding missing or unclear information.
6. Achilles will support you in ensuring that your information is regularly maintained and kept up to date.



Frequently Asked Questions

DATA SECURITY

1. Will the data we provide be visible only to the Crown Commercial Service (CCS)?

Your data will be held securely and be available to CCS and over 100 buying organisations who use the Achilles Network to identify suppliers to work with. This approach is designed to reduce duplication of effort for suppliers. Non-CCS buying organisations who also subscribe to Achilles will have access to the standard supplier data within the network, however they will not be able to view any supplier data that is specific to CCS.

2. Can we get a list of the other customers subscribed to the Achilles Network?

A list is available and can be requested from public.sector@achilles.com

3. Can competitors see our data?

Data is only available to subscribing customers to the Achilles Network and not to other suppliers.

4. Are Achilles ISO27001 accredited and is all data held securely?

Yes, Achilles holds multiple ISO certifications including 9001, 27001 and 14064-1.

SUBSCRIPTION FEE

5. What is the cost to suppliers of completing this process?

Access to the MyAchilles platform is provided on an annual subscription basis. If you are already subscribed to MyAchilles and your subscription meets the minimum level required by CCS your data will be made available to CSS at no extra cost.

Package level and subscriptions are defined in the table below:

Company size	Subscription level	Annual cost (excl. VAT)
Micro, Small or VCSE	Achilles Network Member + and Carbon Module	£250. A limited number of paid for subscriptions are available.
Medium, Large	Achilles Network Silver	£480

Suppliers holding a silver level or above tier of subscription in UVDB, LinkUp, BuildingConfidence or Global Energy will not need to join Achilles Network Silver and therefore will not pay an additional fee.

6. What does the annual subscription fee cover?

The annual fee covers collection, validation and management of your data. You will receive dedicated telephone and email support from Achilles throughout your subscription. Other benefits include:

- Online process provides capability to update company information quickly, easily and in a secure online environment.
- Environmental, Social Governance (ESG) and Financial scorecard specific to your business, demonstrating how your sustainability credentials compare to others, for your internal use or sharing with your customers, to drive continuous improvement.
- Cyber risk assessment report and recommendations for improvement.
- Understand your carbon footprint in a simple and efficient way.
- Automatic alerts to remind you when an important certification is due to expire.
- 24/7 access to your data.
- Ensure the right team is completing the relevant section with unlimited users.
- A single data access point to submit information efficiently and increase visibility across the businesses you're working with and the whole CCS group.

7. If my organisation already subscribes to another Achilles network can my data be transferred?

Yes, if you have an existing Achilles account on the MyAchilles platform your data will be pre-populated, saving you time.

8. If my organisation already subscribes to another Achilles network, do we have to pay an additional fee?

If you are an existing supplier subscribing to Achilles and your subscription is below the minimum required level required by CCS you will be required to upgrade. If you already hold an equivalent subscription, you will not be required to pay again.

Frequently Asked Questions (continued)

COMPLETING THE PROCESS

9. Can multiple users have access to the questionnaire?

Yes, you can have unlimited users at no additional cost.

10. Can we save our progress and complete the questionnaire in stages?

Yes, you can also complete the questionnaire sections in any order and have multiple users working on different sections at the same time.

11. Can we download the questionnaire in Excel format?

Yes, the questionnaire can be extracted in both Excel and PDF format. All answers must, however, be submitted through the Achilles platform.

12. Can we select multiple Commodity Codes?

Yes, there is no limit to the number of Commodity or Codes you can select. You should, however, only select codes that are relevant to your business.

13. Will Achilles send the system invitation to one person per organisation, or can it be sent to multiple people?

The initial invitation email will be sent to one contact, but that individual can then add additional people to the account.

14. How can we get in contact with the Achilles Team?

Please feel free to contact public.sector@achilles.com or speak to one of the support team at 01235 861118.

15. Do we need to complete this process for multiple business divisions?

No, you can complete one questionnaire for all business divisions. However, you will need to ensure that the commodity codes selected cover all the services/goods that the relevant business divisions cover.

16. How long do we have to complete this process?

CCS is asking that you complete the process within 30 days of receiving the invitation.

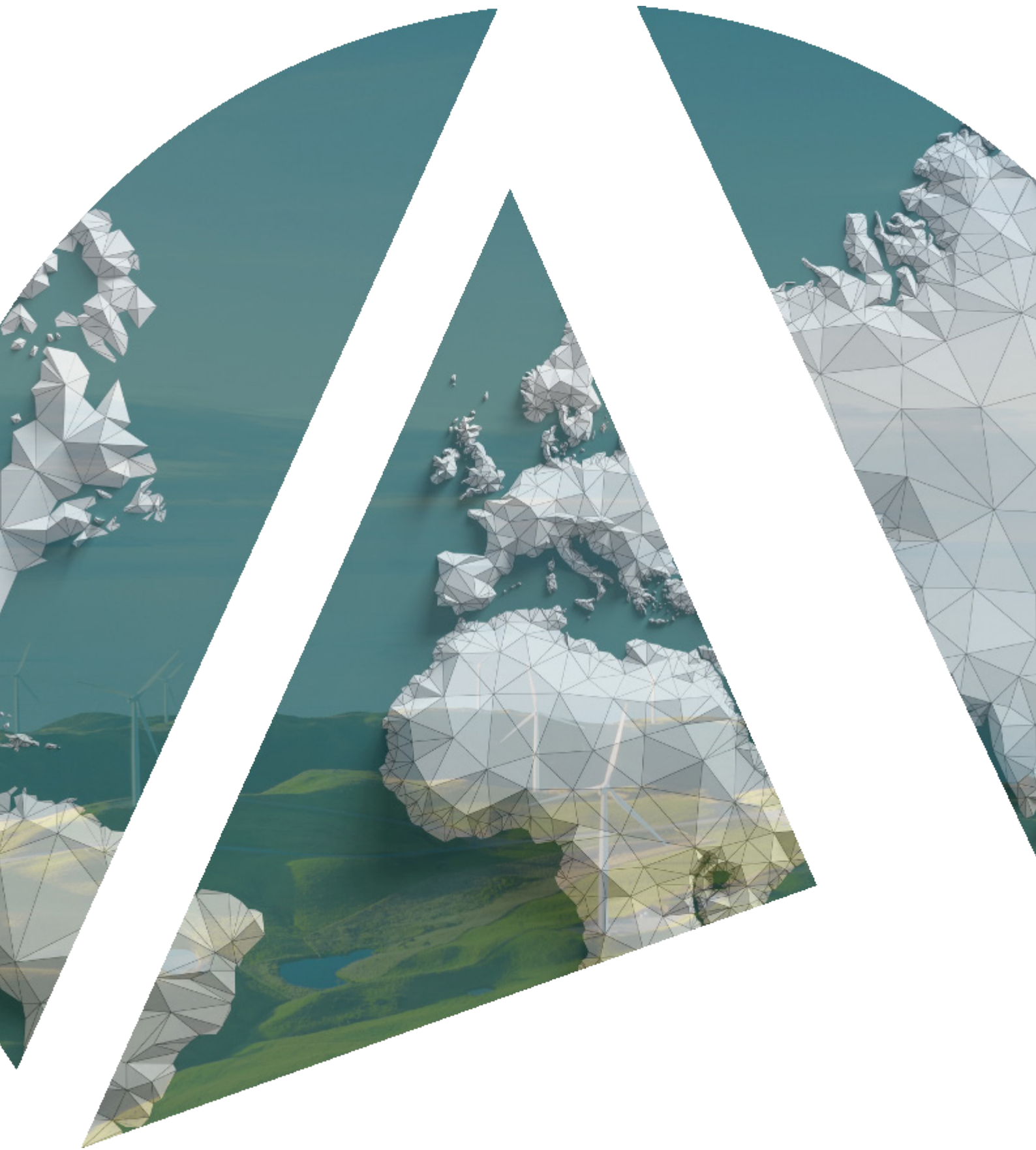
17. Is this process mandatory?

In general, suppliers are required to provide assurance information to CCS as part of the terms and conditions of respective framework or DPS agreements, over the lifetime of the framework agreement. Whilst participation in this pilot is not mandatory, the CCS would ask suppliers to take part in the pilot so that a robust assessment of the data collection and insight provided can be undertaken.

Failure to register with Achilles and non-participation in the pilot does not exempt a supplier from providing all required information to CCS and to regularly maintain it. Also, it should be noted that failure to participate in the pilot will not negatively impact your position in CCS in any way.

18. Will this be required on an annual basis?

The registration in Achilles platform and filling in the Questionnaire is one-off activity, however, to maintain the status of registered supplier, suppliers are expected to maintain their annual subscription in the platform as well as to keep their information accurate and up to date, which also aligns with the contractual obligations you are used to.



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 **Achilles**
Supply Chain Sustainability