

# GUIDELINE FOR THE SUPPLIERASSURANCE PLATFORM

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The masculine form is used throughout the document for better readability of personal names and words referring to persons. These terms apply to all genders.

# 1. REGISTRATION AND LOGIN

The SupplierAssurance platform can be accessed via this link: [SUPPLIERASSURANCE](#).

**SUPPLIERASSURANCE**

[Sign in](#) [Register](#) [Help](#) [Language](#)

## Managing risk and due diligence in global supply chains

SUPPLIERASSURANCE provides a systematic approach to managing risk and due diligence at scale throughout your supply chain.

Get started

Trusted by global brands

**BMW GROUP**

VOLKSWAGEN

**HONDA**  
The Power of Dreams

DAIMLER TRUCK

**Ford**

长城汽车

SAATCHI & SAATCHI

**SCANIA**

**MERCEDES**

**VOLVO**

STELLANTIS

ANTOLIN

KNORR-BREMSE

SCHAEFFLER

LEAR

Hallex

Continental

KONIGSBERG

PIERER MOBILITY AG

It is a global multilingual platform, thus available in a wide range of languages (Chinese Mandarin, Czech, Danish, Dutch, English, French, German, Hindi, Hungarian, Italian, Japanese, Korean, Polish, Portuguese, Russian, Slovenian, Spanish, Turkish, Vietnamese).

Please note that support is only available in the following languages:

- English
- German
- Spanish
- French
- Chinese Mandarin
- Portuguese (Brazilian)

**SUPPLIERASSURANCE**

[Home](#)

### Change language

Language

- English (British)
- Czech - Český
- Danish - Dansk
- German - Deutsch
- English (American)
- English (British)
- Spanish - Español
- French - Français
- Italian - Italiano
- Hungarian - Magyar
- Dutch - Nederlands
- Polish - Polski
- Portuguese - Português
- Slovak - Slovenská
- Finnish - Suomi
- Swedish - Svenska
- Vietnamese - Tiếng Việt
- Turkish - Türk
- Russian - Русский
- Hindi - हिंदी
- Chinese - 中文
- Japanese - 日本語

## 1.1. INVITATION EMAIL

In the first step, you will receive an email asking you to complete the SAQ for a specific location. This email contains an invitation code that is required after registration or login. Therefore, please keep it in a safe place.

The email is sent automatically from the platform by [no-reply@supplierassurance.com](mailto:no-reply@supplierassurance.com) as the sender. Therefore, please check your spam/junk mail folder. Below is an example of such an email:



### Action required for Example Buyer

Dear Supplier,

1 **Example Buyer** requires that you complete a SAQ 5.0 for **SampleSupplier** on NQC's 2  
SUPPLIERASSURANCE platform. Example Buyer asks that you complete this request before **06/04/23** 3

NQC's SUPPLIERASSURANCE platform allows you to easily complete and share information with buyers. To action this request, you will need to register or sign in on the SUPPLIERASSURANCE platform. Get started today to action your buyer's request using invitation code:

4 **84GXA**



You can only use this invitation code once for the request detailed above. If you are asked to complete or share any other questionnaires, you will receive a separate request and invitation code.

This email has been sent to [someone@nqc.com](mailto:someone@nqc.com). Your details have been provided to us either by Example Buyer or by a colleague of yours in accordance with the GDPR. If you believe this email has been sent in error or you need help activating your account, please see our [help pages](#) or contact our Service Centre using the [contact us](#) page.

You can also learn more about how we process your personal data within our [Privacy Policy](#)

- 1: Customer = PIERER Mobility AG
- 2: Requested location of your organization
- 3: Deadline by which a completed SAQ should be available
- 4: Invitation code
- 5: Link to the platform

## 1.2. REGISTRATION

If you do not yet have a user account on the SupplierAssurance platform, you must first register. To do this, use the "Register" option on the home page or the following link: [Register organization - SUPPLIERASSURANCE](#).

## Managing risk and due diligence in global supply chains

SUPPLIERASSURANCE provides a systematic approach to managing risk and due diligence at scale throughout your supply chain.

Get started

If you want to register your organization using the DUNS number, select the "DUNS" option. Then you can enter your DUNS number in the search box, select your organization, and click "Next" to proceed to the next step.

### Register organization

To register on SUPPLIERASSURANCE, please search for your organization using either the name or DUNS.

Organization name  **DUNS** <sup>1</sup>

Search for DUNS\* <sup>2</sup>

<sup>3</sup>

If another user has already registered with the same DUNS number, you cannot register another or new account with this function. In this case, please contact the support service of the platform. He will then contact the user who has already registered and ask him to grant you access to the account. You will find the relevant contact details under 10. Contact.

Another option is registration by organization name. To do this, select the country of your organization's headquarters and enter your organization's name in the search field. After that you can select your organization from the given list and click on "Next".

## SUPPLIERASSURANCE

[Home](#)

Step 1 of 2

### Register organization

To register on SUPPLIERASSURANCE, please search for your organization using either the name or DUNS.

Organization name **1**  DUNS

Headquarters country\* **2**  
Austria - AUT

Search for organization\* **3**  
If you can't find your organization using the search, you can add your organization details manually.

**4**

If your organization's name does not appear, you can also enter the data manually.

Search for organization\*  
If you can't find your organization using the search, you can add your organization details manually.

Next, enter your user data (email address, first and last name, phone number, preferred language), confirm the terms of use, and select "Next". You will then receive an email with an activation link to complete the registration process.

Step 2 of 2

## Register user

Sample

Email address\*  
someone@supplierassurance.com

First name\*

Last name\*

Telephone

Preferred language\*  
English (American)

Terms of use

English (British) / Deutsch

**1. Introduction**

1.1 NQC provides online services relating to assessing a Supplier's capability and compliance across a range of subject areas e.g. business operations, sustainability, cyber etc. and collecting other relevant data from the Supplier such as supply chain relationships, products and locations of operations.

1.2 The Platform needs the User to open an account to access the Service, including SAQ(s) and other related services. The User must complete

I confirm my acceptance of the terms of use

I agree to share my business personal data outside of the EEA and UK

You or your organisation may indicate to us (via our platform) that you/it wishes to share your business contact details (along with a completed assessment) with another entity (such as one of its customers) on the platform. This sharing will be initiated by you or other users on your organisation's account on the platform. The sharing can be removed at any time. Further details on how to manage your sharing can be found within our [FAQs](#).

Where the recipient of your data may hold or use such information outside of the EEA and UK (and grounds for the lawful sharing of it without your consent, as set out in our privacy policy, do not apply) we need your explicit consent to share your data with them.

Please indicate that you consent to such transfers in the circumstances outlined above by ticking the box. Once given, you may withdraw your consent at any time.

Cancel

That's it! Once you click 'Register' you will receive an email containing an activation link that will allow you to set your password and sign in.

Please be aware that other colleagues from your organization may have already registered to join the platform. When you register, they will be notified that you have also joined the same organization account.

Other users on your organization account may have already completed the data that you have been asked to submit. If this is the case, they will need to give you visibility of this data so that you can review and share it with your buyer.

To complete the registration, you need to verify your email address using the activation link. To do this, open the "ACTIVATE NOW" link, create a password, and select a secret question. Finally, select "Save" and you will be redirected to your dashboard on the platform.



## You're almost done!

Dear John Smith,

You've just registered on the SUPPLIERASSURANCE platform. To finish setting up your account, you need to activate it and set up a secret question and answer and a password. It's really easy to do. Please click the 'Activate now' button to finish your account registration and get started on the SUPPLIERASSURANCE platform.

For your security you can only use the activation link once.

You are receiving this email because [someone@nqc.com](mailto:someone@nqc.com) has been used to register for an account on the SUPPLIERASSURANCE platform.

If you believe this email has been sent in error or you need help activating your account, please see the help pages [here](#) or contact our Service Centre using the [contact us](#) page.

If you do not receive the registration activation link email within 10 minutes, please check your spam/junk mail folder. Otherwise, follow the steps from 1.4. [Forgot password](#) to request a new activation link.

If you still haven't received the email or there are other problems with the login details, please contact the platform's support service. Corresponding contact options and further information on this can be found under 10. Contact.

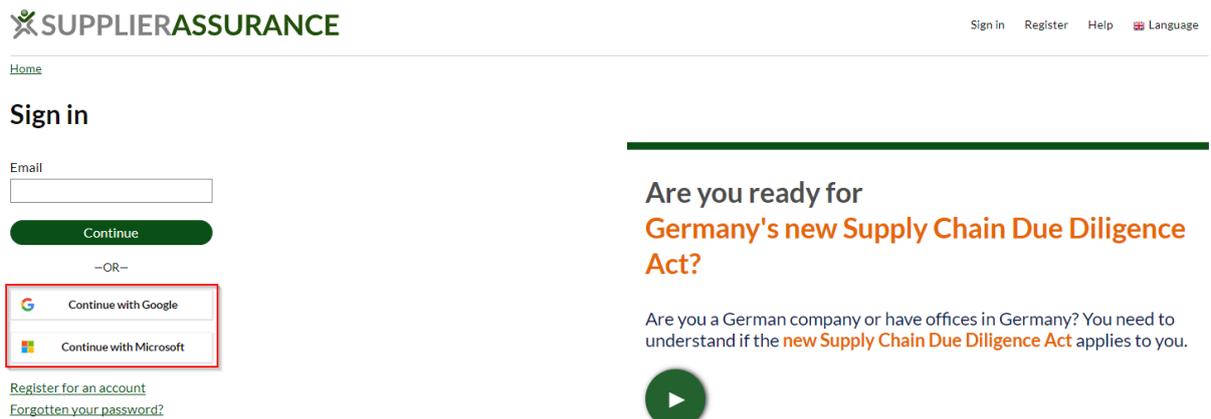
Many organizations and email service providers have implemented restrictions and automated email filtering that could result in automated messages from the SupplierAssurance platform not reaching you. Therefore, it is recommended that you request your IT department to add "@supplierassurance.com" to the whitelist.

### 1.3. LOGIN

If you have already registered on the SupplierAssurance platform, you can sign in with your login details. To do this, use the "Sign in" option.



If you have a Google or Microsoft account, you can also log in using SSO (single sign-on).



### 1.4. FORGOT PASSWORD

If you have forgotten your password, you can use the "Forgotten your password?" option under the Sign in tab or the following link: [Forgotten your password? - SUPPLIERASSURANCE](#).

[Home](#)

## Sign in

Email

Continue

–OR–

 Continue with Google

 Continue with Microsoft

[Register for an account](#)

[Forgotten your password?](#)

## Are you ready for

## Germany's new Supply Chain Due Diligence Act?

Are you a German company or have offices in Germany? You need to understand if the **new Supply Chain Due Diligence Act** applies to you.



Then enter the email address you registered with and click "Send".

[Home](#)

## Forgotten your password?

Email address\*

Send

Cancel

If you have lost or forgotten your password you must reactivate your account.

For security purposes this site requires that you occasionally reactivate your account.

Please enter the email address you used to register on this site then press 'Send'. You will then receive an email with an activation link.

You will then receive an activation link by email, which you can use to create a new password for your account.

The email is sent automatically from the platform by [no-reply@supplierassurance.com](mailto:no-reply@supplierassurance.com) as the sender. Therefore, please check your spam/junk mail folder. It is also recommended that your IT department add messages from the SupplierAssurance platform to the whitelist.

If you still haven't received the email or there are other problems with the login details, please contact the platform's support service. Further information on this and the relevant contact details can be found under 10. Contact.

## 2. DASHBOARD

After logging in, you will be taken to your company dashboard:

**SUPPLIERASSURANCE** Search your suppliers

Home

PIERER Mobility AG  
**Dashboard**  
DUNS 300141744

Questionnaires Suppliers - All

Search  
Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**HQ:PIERER Mobility** RESPONDING SAQ 5.0

Location	
Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

**Get started**  
[Enter invitation code](#)  
[Start a new SAQ 5.0](#)

**Options**  
[Manage data sharing](#)  
[View collaboration](#)

The dashboard offers the following options:

**SUPPLIERASSURANCE** Search your suppliers

Home

PIERER Mobility AG 4

**Dashboard**  
DUNS 300141744

Questionnaires

Search  
Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**HQ:PIERER Mobility** RESPONDING SAQ 5.0

Location	
Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

**Get started**  
[Enter invitation code](#) 8  
[Start a new SAQ 5.0](#) 9

**Options**  
[Manage data sharing](#) 10  
[View collaboration](#) 11

1: Help page – Here you will find frequently asked questions with corresponding answers, video tutorials as well as contact information.

2: Notifications

3: User account – Here you can configure various settings related to your account. For more information, see 9.1. Changing user settings.

4: Your organization or parent company account – Here you can configure various settings related to your organization. For more information, see 9.2. Manage organization.

- 5: Search function
- 6: Filter and sort function
- 7: SAQ of your organization (head) office – This is automatically created by the information from the registration.
- 8: Create a new SAQ with a customer invitation code – For more information on this, see 3.1. With invitation code.
- 9: Create a new SAQ without an invitation code – For more information on this, see 3.2. Without invitation code.
- 10: Manage shared SAQs – For more information on this, see 9.3. Manage data sharing.
- 11: Show the collaboration of your colleagues on SAQs – For more information on this, see 4.4. Invite user to collaborate.

The SAQ provides you with the following information and options in addition to information about your organization (such as address, DUNS number, etc.):

**Sample Company Name**

Location		<b>1</b> RESPONDING
DUNS	123456789	<b>2</b> SAQ 5.0
Address	street number, street, city, state, country, postal code	
Country	sample country	
Headquarters	name HQ / parent company, street number, street, city, state, postal code, country	<b>3</b>
Rating	--	<b>4</b>
Last updated	28/03/23 16:45	
Assigned user	Theresa Belz	<b>5</b> Respond <b>6</b> View <b>7</b> Share (0) <b>8</b> Delete

- 1: Status of the SAQ – For more information on this, see 6. SAQ workflow.
- 2: Version of the SAQ – If you have not yet completed the current version of the SAQ, there is additional information here about which version has been completed. **(Completed SAQ 4.0)** SAQ 5.0  
For more information on this, see 6. SAQ workflow and 8. Update an SAQ.
- 3: Link to the SAQ of your organization's headquarters or parent company
- 4: Rating of the SAQ (if completed) – For more information on this, see 7. Result of the SAQ and rating.
- 5: Answer or process SAQ – For more information on this, see 4. Completing an SAQ. If the SAQ was completed in a previous version, "Update SAQ 4.0" will be displayed here instead of "Respond". For more information on this, see 8. Update an SAQ.
- 6: View SAQ answers to date
- 7: Share SAQ or release for customers. The number in parentheses indicates with how many customers this SAQ was shared – For more information on this, see 5. Sharing an existing SAQ.
- 8: Delete SAQ – For more information on this, see 9.4. Deleting an SAQ.

### 3. STARTING A NEW SAQ

If you have not previously started an SAQ or would like to complete an SAQ for another location, please start a new SAQ.

#### 3.1. WITH INVITATION CODE

Log in to your account on the platform. Select the "Enter invitation code" option on the right side of the dashboard.

The screenshot shows the PIERER Mobility dashboard. On the right side, under the 'Get started' section, the 'Enter invitation code' link is highlighted with a red box. Other options include 'Start a new SAQ 5.0', 'Options', 'Manage data sharing', and 'View collaboration'. The dashboard also displays a 'RESPONDING' status for 'SAQ 5.0' and a table of location details for 'HQ:PIERER Mobility'.

Then enter the invitation code that you received in the invitation email and confirm this.

The screenshot shows a 'Confirm invitation code' dialog box. It contains a text input field with a red box around it, labeled '5 character invitation code\*' with an example 'e.g. X43DM'. Below the input field are two buttons: 'Find' (highlighted with a red box and a red circle with the number 2) and 'Cancel'. A red circle with the number 1 is also present near the input field.

Following this, the new SAQ will be started and you will be guided through the questionnaire. For more information on this, see 4. Completing an SAQ.

Please note that the invitation code can only be used once. In addition, this can often only be used by the person invited by PIERER Mobility onto the platform. If you or another contact need a new invitation code for these reasons, please contact [saq@pierermobility.com](mailto:saq@pierermobility.com).

If you still receive error messages, please contact the platform support. The live chat on the right side of the dashboard is best suited for this purpose. Further contact options can be found under 10. Contact.



#### 3.2. WITHOUT INVITATION CODE

If you have not received a request yet, but would still like to start an SAQ (e.g., for additional locations), you can do so without an invitation code. To do this, select the "Start a new SAQ 5.0" option on the right side of the dashboard.

## Dashboard

DUNS 300141744

Questionnaires

Search

Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**HQ:PIERER Mobility** RESPONDING

Location: SAQ 5.0 Get started

Supplier numbers: -- [Enter invitation code](#)

Address: 1 Edisonstraße, Wels, Oberösterreich, 4600 [Start a new SAQ 5.0](#)

PIERER MOBILITY AG

Headquarters  
1 Edisonstraße, Wels, Oberösterreich, 4600  
Austria  
Joined  
01/03/22

This is followed by a note to check the existing SAQs to avoid duplicates. Select "Yes" here.

8 statuses selected | Most recent updates first

**Start a new SAQ 5.0?**

You only need to start a new SAQ 5.0 if you don't yet have one on your dashboard for the location you want to complete it for.

Check on your dashboard first to avoid creating a duplicate SAQ 5.0.

Are you sure you still want to start a new SAQ 5.0?

Yes  No

Respond View Share (0) Delete

Following this, the new SAQ will be started and you will be guided through the questionnaire. For more information on this, see 4. Completing an SAQ.

Please note that the SAQ will not be evaluated until it has been shared with at least one client. Otherwise, it remains in the "Validating" status until released.

## 4. COMPLETING AN SAQ

The first page of the SAQ serves as an introduction and explains the questionnaire and its process.

In the right margin on most pages, you will find further information and options as well as information on the progress of the processing of the SAQ (1).

SAQ 5.0 **RESPONDING**  
**Introduction**

About SAQ 5.0

An SAQ goes through the following 3 stage process on the SUPPLIERASSURANCE platform before it is completed:

1. **R** Responding

SAQ 5.0 is a Sustainability Assessment questionnaire which covers the sections: Company Management, Human Rights and Working Conditions, Health and Safety, Business Ethics, Environment, Responsible Supply Chain Management and Responsible Sourcing of Raw Materials.

To complete SAQ 5.0, you will be required to answer a number of questions within the sections mentioned above. Some sections will be compulsory depending on your company's industry sector categorised by NACE®. The remaining sections will be optional for your industry but will contribute to the SAQ 5.0 Rating.

As you answer the questions within an SAQ you may be asked to upload evidence to support your response. The evidence you upload must meet the acceptable evidence criteria that is set out against each question and support the answers that you select. Where a question is scored, the maximum score will be shown next to the question.

2. **V** Validating

The Supplier Assurance team will review the evidence that you have uploaded to ensure that the documents meet the acceptable evidence criteria. Where evidence does not meet the criteria or does not cover your selected answers, a gap will be raised. You will be notified by email of any gaps in the evidence that you provide.

3. **R** Results

1 You are 0% through this questionnaire

**Guidance**

2 Drive Sustainability revised the common SAQ in 2022 and it is now SAQ 5.0. You can access an overview of the changes between SAQ 4.0 and SAQ 5.0 [here](#).

3 You can download a pdf of the questionnaire [here](#).

Corporate Social Responsibility (CSR)/Sustainability is a process for companies to integrate environmental, social, and governance (ESG) topics into its corporate strategy, operations and supply chain.

Drive Sustainability has a set of common guidelines - [the Guiding Principles](#) - outlining minimum expectations for Automotive Industry suppliers on key CSR/Sustainability areas. These are based on fundamental principles of social, environmental and governance responsibility that are consistent with applicable laws and international standards, which may include the UN Guiding Principles on Business and Human Rights, ILO Conventions, OECD Guidelines for Multinational Enterprises, the Rio Declaration on Environment and Development, as well as the Paris Agreement.

In line with the Guiding Principles, this Sustainability Assessment Questionnaire (SAQ) is designed to indicate and verify supplier compliance on CSR/Sustainability topics through the assessment and verification of policies, processes, functions, tools and internal controls that help an organization to control its operations, reach objectives and ensure continuous improvement.

Under the "Guidance" tab, you will find a lot of background information on how the SAQ came about, who was involved, etc. As an internationally recognized sustainability standard for the automotive industry, the content of the SAQ is regularly reviewed and adapted to current requirements (e.g., laws such as the German Supply Chain Sourcing Obligations Act, etc.). This last occurred in December 2022, so a change file is available at (2) with the adjustments or updates from the fourth version of the SAQ to the current fifth version.

In addition, the questionnaire under (3) can be downloaded as a PDF file to work on it offline and share it internally. However, a completed PDF questionnaire cannot be uploaded again, but must be filled out directly on the platform. Furthermore, the questionnaire is interactive and based on your answers, which is why, if necessary, further questions are faded in or faded out accordingly. All questions of the SAQ are included in the PDF file and thus questions that you may not need to work on will also appear.

To answer the SAQ, scroll down and click "Next".

Next

On the following pages of the questionnaire, the option "Next question" is provided instead. This will automatically save your previous answers and take you to the next page of the questionnaire. At the bottom right, the alternative option "Save and view answers" is provided. This allows you to easily navigate between the SAQ areas you have completed so far and continue working on the questionnaire at a later time.

Next question Previous question

Save and view answers

For many questions, you can get more information by expanding the green highlighted sections:

2. Does your company publish a Corporate Social Responsibility (CSR)/Sustainability Report? (3.55%) **MS**

▶ CSR Report

There is also information about how each question is weighted and whether it is a mandatory question:

2. Does your company publish a Corporate Social Responsibility (CSR)/Sustainability Report? 3.55% MS

▼ [CSR Report](#)

A CSR/Sustainability report is an organizational report that gives information about economic, environmental, social and ethical performance.

2 1

1: Minimum scope – These questions are mandatory and cannot be skipped. For more information on this, see 7.2. Minimum scope: questions and rating.

2: Maximum score for the question – A breakdown of the scoring method and the corresponding weighting can be found [here](#). Please register on the platform first to be able to use the link.

**4.1. REUSING ANSWERS FROM AN EXISTING SAQ**

If you have already completed an SAQ, you can reuse the answers in a new SAQ. To do this, select the option "Choose an SAQ to re-use answers from" that is located at the bottom of the first page of the SAQ.

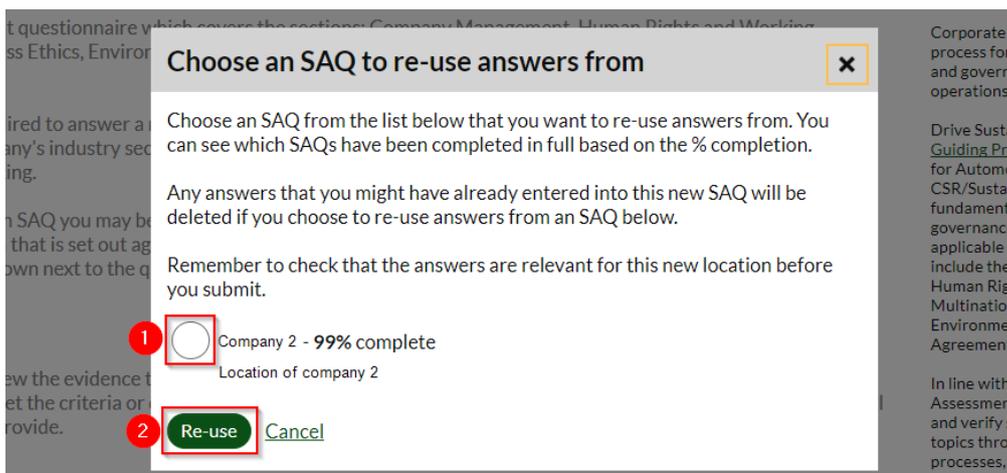
3. **R** Results

Once your SAQ has been validated, you will be notified by email. At this point, you can view the results including scores, gaps that were identified in the evidence that you uploaded and recommendations for improvement. You will then have the option to update your SAQ answers to address gaps or demonstrate improvement in your sustainability performance.

If you have an existing SAQ on your account, you can re-use its answers. This will save you time because you only need to review and change answers specific to this new location before you submit.

Choose an SAQ to re-use answers from

Then select the corresponding SAQ whose answers are to be reused from the suggestions and click on "Re-use".



When reusing an existing SAQ, all answers except question 0a. Profile details are inserted. This must be filled out manually in order to complete the questionnaire.

## Answers

Answers have been re-used from your selected questionnaire

SAQ 5.0 **RESPONDING**

### 0. Profile Details

#### Answers Required

As a result of recent edits to this questionnaire, you must answer this question before you can confirm your answers

All answers can be edited and adjusted even after using the reuse function. Please also note that location-specific answers (e.g. address, DUNS number, certificates, etc.) must be entered.

#### 4.2. PROFILE DETAILS

On the second page of the SAQ, 0. Profile details, information about the location must be filled in. For PIERER Mobility, an SAQ is required for each production and delivery location. Therefore, if more invitation codes are needed for additional locations, please send a message to [saq@pierermobility.com](mailto:saq@pierermobility.com) with the corresponding data of the respective locations (address, DUNS number, contact person).

Find the location address, select it, and then enter the DUNS number.

SAQ 5.0 **RESPONDING**

### 0. Profile Details

0a. Please provide details of the location you are completing this assessment for

Location address  
Geben Sie einen Standort ein. **1**

Location DUNS number  
9 numerical digits **2**

You are 1% through this questionnaire

#### Guidance

If you do not know the DUNS number for your location, you can search via one of the country or region links below.

[Germany](#)

[USA](#)

The DUNS number (= Data Universal Numbering System) is a worldwide and unique identification number, which consists of nine numbers and was introduced by Dun & Bradstreet.

If you do not know your DUNS number and the SAQ's location address matches the registration address, you can find your DUNS number in the Dashboard.

**SUPPLIERASSURANCE**

Search your suppliers

[Home](#)

PIERER Mobility AG

**Dashboard**

DUNS 123456789

If you want to use a different DUNS number or do not know your DUNS number, you can search for it using the links in the margin.

## 0. Profile Details

0a. Please provide details of the location you are completing this assessment for

Location address

Location DUNS number

Purpose  
 Please select all of the purposes that apply to this location.

Administration

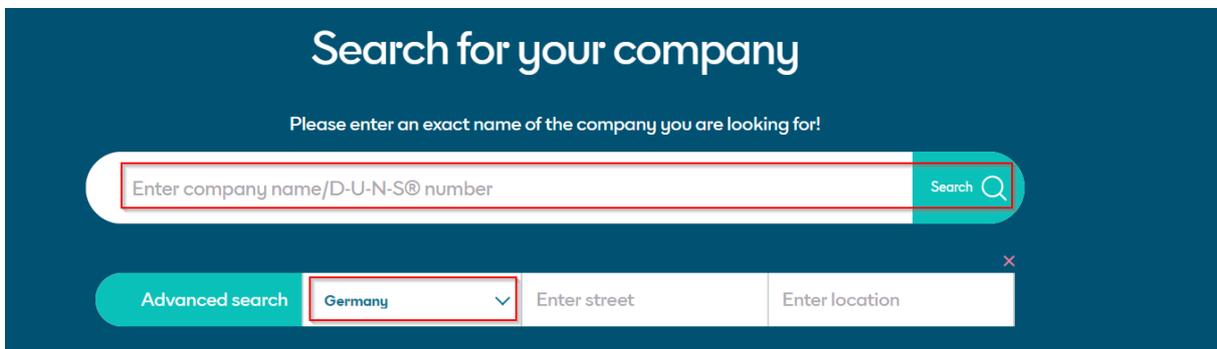
You are 1% through this questionnaire

### Guidance

If you do not know the DUNS number for your location, you can search via one of the country or region links below.

- [Germany](#)
- [USA](#)
- [China](#)
- [Latin America](#)
- [UK](#)
- [Other country or region](#)

Alternatively, use the following link [UPIK® platform - Dun & Bradstreet \(dnb.com\)](#), select the country of the organization's location and use the advanced search function if necessary.



The DUNS number can only be used once on the platform to avoid duplication. If the DUNS number is already in use, an error message will therefore appear.

If your DUNS number is correct and you still see the error message below, there is already another SAQ on the dashboard with the same DUNS number. Click on the "here" link to share the existing SAQ. Please note that in case of multiple SAQs with the same DUNS number, no SAQ can be sent for validation. Therefore, please delete the new SAQ that was started and is not required. For more information on this, see 5. Sharing an existing SAQ and 9.4. Deleting an SAQ.

SAQ 5.0 RESPONDING

## 0. Profile Details

**Invalid Response**

You have 2 invalid answers

[Question '0a' is answered incorrectly](#)

[This field does not match the required format in question '0a'](#)

[This field does not match the required format in question '0a'](#)

0a. Please provide details of the location you are completing this assessment for

Location address  
**You must search and select a valid location**

Location DUNS number  
**There are already answers saved for this number on your organization.**  
**If this number is correct please continue [here](#) or type the correct number for this location.**

If the SAQ for your DUNS number has been answered by someone else, please contact the platform's support to access the existing questionnaire. To do so, use the link provided or the contact information under 10. [Contact](#). Please note that in case of multiple SAQs with the same DUNS number, no SAQ can be sent for validation. Therefore, please delete the new SAQ that was started and is not required. For more information on this, see 9.4. [Deleting an SAQ](#).

SAQ 5.0 **RESPONDING**

## 0. Profile Details

### Invalid Response

You have 2 invalid answers

**Question '0a' is answered incorrectly**

**This field does not match the required format in question '0a'**

**This field does not match the required format in question '0a'**

Oa. Please provide details of the location you are completing this assessment for

Location address

**You must search and select a valid location**

Geben Sie einen Standort ein.

Location DUNS number

**This DUNS is already in use. Please [contact](#) our support centre.**

123456789

If you still receive error messages, remain in doubt, or are uncertain, please contact the platform's support. The live chat on the right side of the dashboard is best suited for this purpose. Further contact options can be found under 10. [Contact](#).

If no (more) error messages appear, answer the other questions and use the "Next question" option to complete the rest of the questionnaire.

[Next question](#) [Previous question](#)

[Save and view answers](#)

### 4.3. UPLOADING EVIDENCE

For many questions, you will be asked to upload evidence to confirm and corroborate your answer. For each question, there are indications as to which documents are accepted by the validation team and whether other things should be taken into account. Since only one document can be uploaded at a time, it is recommended that several documents be merged into one document if necessary. With "Browse previous" you can also reuse documents that you have already uploaded elsewhere as evidence.

Please note that evidence can only be uploaded in one of the supported languages (Chinese Mandarin, English, French, German, Portuguese, Spanish) and documents written in any other language will no longer be accepted. Therefore, please translate any relevant documents and upload these together with the original document. The translation does not have to be professionally translated or notarized.

3. Does your company have a Code of Conduct? (10.03%) **MS**

▶ [Code of conduct](#)

Yes

**Documents we accept**

- Code of Conduct
- Code of Ethics
- Employee Handbook
- Contractual terms and conditions if there is reference to Code of Conduct/Policies
- CSR/Sustainability Policy if there is reference to employees and organizational responsibilities
- ZVEI - Code of Conduct for Social Responsibility

**!** The document you upload must include your company name or logo and it must be in a supported language (English, French, Spanish, German, Chinese Mandarin or Brazilian Portuguese).

Please upload relevant document (pdf, image) (up to 15mb)

Datei auswählen

Keine Datei ausgewählt

Browse previous...

During the validating phase, the answers are compared with the evidence and reviewed by the validation team. Many questions are followed by follow-up questions; the criteria of which are covered in detail by the evidence. Please make sure these are all included in the supporting document. If the criteria are not covered, the document will be at least partially rejected in the validating phase and marked as a gap, which is why a subsequent correction will be necessary. In turn, after the validating phase, you will also be notified if the document covers any criteria that you did not select. Here you can also edit the SAQ afterwards and select the criteria to achieve additional points.

Please also note that even for topics that are regulated by law at the national level, you must provide clear evidence and mention these criteria in your policies or other documents. Documents that rely on national law can unfortunately not be accepted, as each country may have different requirements.

5a. Which of the following areas are covered by this policy? Please tick all that apply. **MS**

**!** If the document you upload does not cover all the policy areas that you select below, gaps will be raised during the validation process. You will not receive a score for policy areas that are not covered in the document.

▶ [Definitions](#)

Child labor and young workers



Wages and benefits

Answers that you provide in your SAQ do not lose their validity. Only uploaded certificates to your management systems may expire according to their specified validity period. In this case, the SAQ will be re-evaluated on the day the certificate expires. The associated answer will then be changed to "No" and the score reduced according to the weighting key. If you still have an SAQ of an outdated version, it will not be re-evaluated. Instead, the status of the SAQ changes from "Completed" to "Expired" on the day a certificate loses its validity. Neither the answers nor the score are affected by this.

#### 4.4. INVITE USER TO COLLABORATE

For each question of the SAQ, you have the option of inviting other users to collaborate and answer individual questions. To do this, open the corresponding page of the SAQ and use the "Invite user to collaborate" function in the right margin.

SAQ 5.0 **RESPONDING**

## D. Business Ethics

9. Does your company have a formal policy covering business ethics? (5.85%) **MS**

► [Business ethics policy](#)

You are 45% through this questionnaire

Other options

[Invite user to collaborate](#)

Then enter the user's email address and a message, and click "Invite user" to grant existing or new users access to the SAQ.

The invited user will then receive an email with a link. This will take him directly to the question for which you have requested assistance.

On the dashboard, you have the option to view the users you have invited to support you. To do this, open the Dashboard and select the "View collaboration" function in the right margin.

## Dashboard

DUNS 300141744

Questionnaires

Search

Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

### HQ:PIERER Mobility

Location	
Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

**RESPONDING**

SAQ 5.0

### Get started

[Enter invitation code](#)  
[Start a new SAQ 5.0](#)

### Options

[Manage data sharing](#)  
[View collaboration](#)

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

You will then get an overview of which users are working on which questionnaires.

## View collaboration

^ Theresa Belz		3 items
SAQ 5.0	--	<b>R</b>
SAQ 5.0	Location 2	<b>R</b>
SAQ 5.0	PIERER Mobility	<b>R</b>
^ Invited user 1		1 item
SAQ 5.0	Location 2	

### 4.5. SUBMIT THE SAQ

Once you have fully completed the SAQ and are satisfied with your answers, you can close it and release it for validating. To do this, click "Submit" at the bottom left of the last page of the questionnaire, I. Sign off.

SAQ 5.0 **RESPONDING**

## I. Sign Off

You have almost reached the end of SAQ 5.0. Please note your questionnaire will not be reviewed and validated until you submit your questionnaire and have shared it with a buyer.

To submit this SAQ for validation click 'Submit' at the bottom of this page. If you need help sharing your SAQ, please use the Live Chat service to contact our Service Centre.

### What happens next?

After you have submitted your SAQ, the SUPPLIERASSURANCE team will review the evidence that you have uploaded to ensure that the documents are acceptable and cover the answers that you have selected.

Once your SAQ answers and evidence have been reviewed, you will be notified by email of the results. You can then view your score, any gaps that may be identified in the evidence that you uploaded or any recommendations for improvement. You will also have the option to update your SAQ to address any gaps or demonstrate improvement in your sustainability performance.

**Submit** [Previous](#)

You will then be taken back to your dashboard where you can see the SAQ with the status "Validating". Then the questionnaire is validated, which can take up to five working days. During this process, you will no longer be able to change your answers. Once the results are in, you will receive an email from SupplierAssurance. For more information on the process, see 66 below. SAQ workflow, and for the result, see 7. Result of the SAQ and rating.

## 5. SHARING AN EXISTING SAQ

If you have already completed an SAQ for the required location, you do not need to start a new SAQ for the same location. Instead, you can share your existing SAQ with PIERER Mobility and other customers.

### 5.1. WITH INVITATION CODE

Log in to your account on the platform. Select your existing SAQ and click the "Share" function at the bottom right.

**Sample Company Name** COMPLETED

Location		SAQ 5.0
DUNS	123456789	
Address	street number, street, city, state, country, postal code	
Country	sample country	
Headquarters	name HQ / parent company, street number, street, city, state, postal code, country	
Rating	--	
Last updated	28/03/23 16:45	
Assigned user	Theresa Belz	

[Respond](#) [View](#) Share (0) [Delete](#)

Select the "With invitation code" tab, and then enter the invitation code that you received in the invitation email and confirm this.

### Share

With invitation code Without invitation code

If you have received an invitation code from a buyer, e.g., F4PPC, enter it in the search to immediately match with your buyer's original request.

Upon confirming, your share request will be automatically accepted and your buyer will be able to view your progress.

Enter invitation code  2

The SAQ will then automatically be shared with and released for your customer. This also increases the number behind the "Share" option by one. For more information, please also refer to 9.3. Manage data sharing.

### 5.2. WITHOUT INVITATION CODE

Log in to your account on the platform. Select your existing SAQ and click the "Share" function at the bottom right.

### Sample Company Name

COMPLETED

Location		SAQ 5.0
DUNS	123456789	
Address	street number, street, city, state, country, postal code	
Country	sample country	
Headquarters	name HQ / parent company, street number, street, city, state, postal code, country	
Rating	--	
Last updated	28/03/23 16:45	
Assigned user	Theresa Belz	

[Respond](#) [View](#) [Share \(0\)](#) [Delete](#)

Select the "Without invitation code" tab, search for "PIERER Mobility AG" and select the "Request" function.

### Share

**With invitation code** **Without invitation code** 1

If you have received an invitation code from a buyer, e.g., F4PPC, we **strongly suggest** you enter it on the With invitation code tab to immediately share your questionnaire.

If you opt to share without entering the invitation code, the request must be approved by the buyer. These requests typically take significantly longer to be accepted and lead to increased workload from your buyer to match your share with their original request.

2

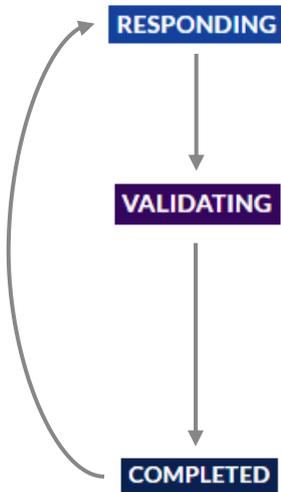
### PIERER Mobility AG

Shared

**Request** 3

The request is then sent to your customer and still needs to be accepted by him. Once the request is accepted, your SAQ will be released and visible to the customer. For more information on this, see 9.3. Manage data sharing.

## 6. SAQ WORKFLOW



When an SAQ is started, it is given the status "Responding". In this status, you can edit the questionnaire and upload relevant evidence. You can save your progress at any time and continue working on the SAQ at a later time.

When you have completed the questionnaire to the best of your ability and in full, release it for validation. Then the SAQ is given the status of "Validating" and the validation team checks whether the uploaded documents can be accepted as evidence for the corresponding questions. This process can take up to five business days, during which time the answers cannot be changed.

As soon as the validation is finished and a result is available, the SAQ receives the status "Completed". You will be informed by email about this and you can view your rating on the platform as well as download it as a PDF report. At the same time, you will receive information about all answers with documents that cannot be accepted, the so-called gaps. In such a case, you are requested to check the answers and evidence promptly, amend them accordingly, and release the questionnaire again for validation. In addition to the gaps, you will also receive recommendations that you can proactively implement.

Thereafter, the answers can be amended in the SAQ at any time, documents can be updated, or new ones uploaded to continuously improve the result. After each edit, the SAQ must be resubmitted and validated, which may identify new gaps and recommendations. As a result, the SupplierAssurance platform offers the possibility of a continuous improvement cycle.

**COMPLETED**  
(Completed SAQ 4.0) SAQ 5.0

If you completed the SAQ using an outdated version, the answers will have migrated with the update to the new version of SAQ 5.0 and will be displayed as "SAQ 4.0 completed" until you update and complete the questionnaire. For more information on this, see 8. [Update an SAQ](#).

**EXPIRED**  
(Completed SAQ 4.0) SAQ 5.0

If you have an SAQ of an outdated version, its status will be changed from "Completed" to "Expired" on the day a certificate loses its validity. This does not affect the answers or the score, as the SAQ is not re-evaluated. Only older version SAQs will be affected, but not SAQ 5.0. This will instead be re-evaluated on the day the certificate expires. The associated answer will then be changed to "No" and the score reduced according to the weighting key.

**NEW**

In rare cases, if you have difficulty starting the SAQ on your own, Support will automatically create an SAQ. This will not contain any answers and can, as described in 4. [Completing an SAQ](#), be completed normally.

## 7. RESULT OF THE SAQ AND RATING

Once your SAQ has been validated, you can view the results on the platform. To do this, log in, select the appropriate SAQ and click "View".

The screenshot shows the SUPPLIERASSURANCE dashboard. At the top, there is a search bar for suppliers. Below it, the user is logged in as PIERER Mobility AG (DUNS 300141744). The main section is titled "Questionnaires" and shows a search bar and filters for "Questionnaire" (16 selected), "Status" (8 selected), and "Sort by" (Most recent updates first). A specific SAQ 5.0 is highlighted as "COMPLETED".

Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

Actions: Respond, **View**, Share (0), Delete

Afterwards you will receive your SAQ dashboard:

The screenshot shows the SAQ 5.0 dashboard. It includes a "Workflow history" table with 41 items, a "SAQ 5.0 Rating" section showing a score of B83, a "Map" of the region, and a "Sustainability Score year-on-year" chart.

Stage	Name	Email	Rating	Date
Responding	Assigned user	user e-mail	--	16/03/23 06:56
Validating	Auto Support	auto.support@nqc.com	--	21/03/23 04:23
Results	Assigned user	user e-mail	C72	24/03/23 17:00
Responding	Assigned user	user e-mail	--	27/03/23 07:47
Validating	Auto Support	auto.support@nqc.com	--	27/03/23 08:53
Results	Assigned user	user e-mail	B83	30/03/23 14:41

**When this SAQ was validated, one or more gaps were identified in the evidence you provided. This has affected your SAQ 5.0 Rating.**

- Q5 - The human rights and working conditions policy evidence was not accepted in full or in part
- Q18 - The supplier sustainability policy evidence was not accepted in full or in part

SAQ 5.0 Rating: B83 (Risk flags 7)

Map: Shows location in Austria.

Sustainability Score year-on-year: Line chart showing a score of approximately 85.

The SAQ dashboard provides you with the following options and information:

SAQ 5.0

**Name of the SAQ / Company / Location** 1

Location

Workflow history 4 41 items

Stage	Name	Email	Rating	Date	
<span style="color: blue;">R</span>	Responding	Assigned user	user e-mail	--	16/03/23 06:56
<span style="color: blue;">V</span>	Validating	Auto Support	auto.support@nqc.com	--	21/03/23 04:23
<span style="color: blue;">R</span>	Results	Assigned user	user e-mail	C72	24/03/23 17:00
<span style="color: blue;">R</span>	Responding	Assigned user	user e-mail	--	27/03/23 07:47
<span style="color: blue;">V</span>	Validating	Auto Support	auto.support@nqc.com	--	27/03/23 08:53
<span style="color: blue;">R</span>	Results	Assigned user	user e-mail	B83	30/03/23 14:41

[View all workflow history](#)

When this SAQ was validated, one or more gaps were identified in the evidence you provided. This has affected your SAQ 5.0 Rating. 5

- 1 Q5 - The human rights and working conditions policy evidence was not accepted in full or in part
- 1 Q18 - The supplier sustainability policy evidence was not accepted in full or in part

DUNS  
123456789 2

Assigned user  
Name  
Expiry  
13/11/23

SAQ 5.0 Rating 6

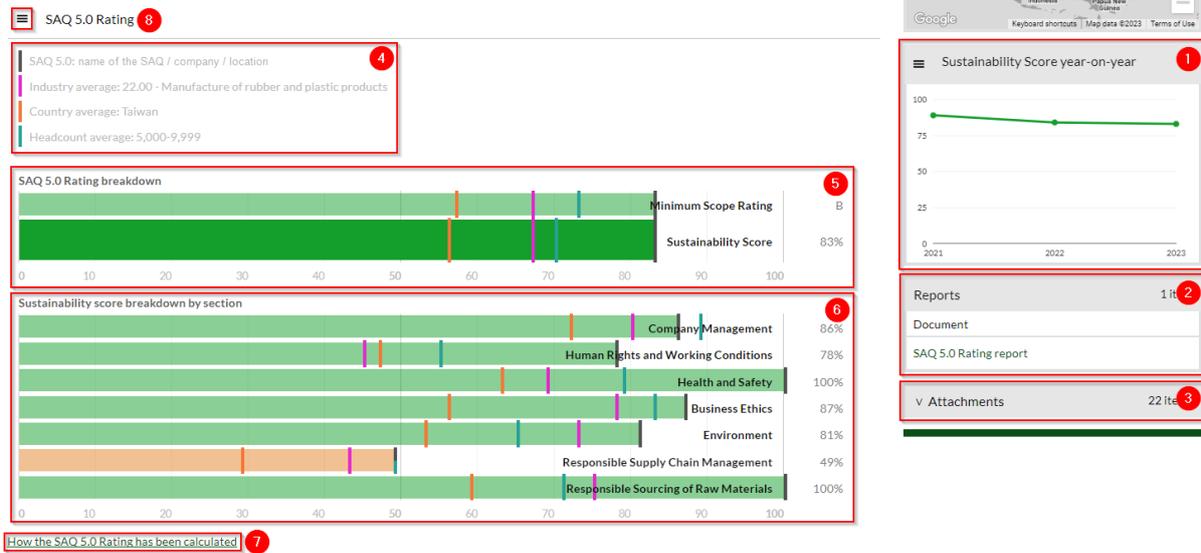
**B83**

[Risk flags \(7\)](#)

Map 3

- 1: SAQ information – Here you will find the version of the SAQ, the name of the SAQ, and the location.
- 2: Additional information – Here you will find the associated DUNS number of the organization, the user who completed the SAQ, and the earliest date that any of the certificates will expire.
- 3: Map function
- 4: Workflow history – Here you will find an overview of the various customizations of the SAQ. The number in front indicates the number of revisions of the SAQ as well as its final rating. Furthermore, you can see the various phases, who performed the activities of the phase and when, as well as their contact details. If you want to view a previous version of the SAQ, you can click on the appropriate phase and you will be shown the state of the SAQ at that time. By means of the "View all workflow history" function, you can view all the stages of revision of your SAQ.
- 5: Overview of gaps – If any gaps (discrepancies) in the uploaded evidence and answers were identified during validating, they are highlighted here. When you click on a gap, you are taken directly to the associated question and are given an explanation as to why the evidence was not accepted.
- 6: Brief overview of the rating with risk flags – Here you get a quick look at the rating, which will be presented in more detail later. Also included is a link to risks, which are flagged automatically by the platform.

If you keep scrolling, you will get the breakdown of the rating:



1: History – Here you can see the history of the sustainability score in a year-on-year comparison. If you click on the three lines, you can view the average values of various benchmarks (industry, country, number of employees) in addition to your rating.

2: SAQ 5.0 rating report – Here you have the option of downloading a PDF report of your questionnaire with the SAQ dashboard information and other details. To do this, click on the link marked in green.

3: Attachments – Here you will find an overview of all the documents you have uploaded as evidence.

4: Key – Here you will find an explanation of how the benchmarking options are labeled, which you can use to compare your results. These are based on your own answers. That is, the country comparison is based on, for example, the country you selected as the location of the SAQ.

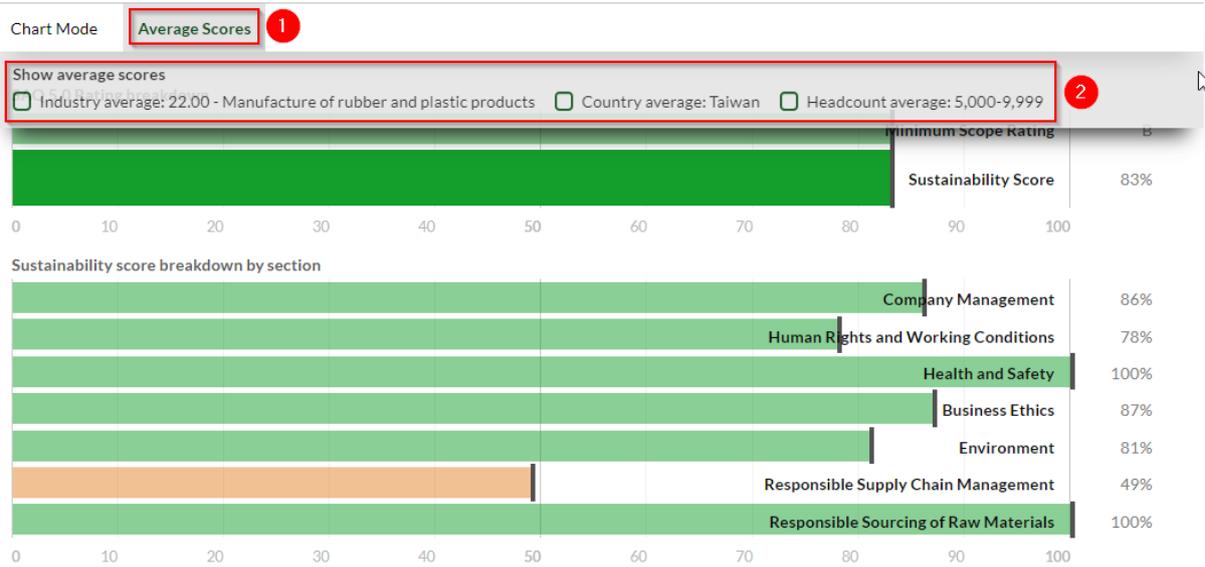
5: SAQ rating – The SAQ rating is composed of two items: the minimum scope rating, which assesses only the mandatory questions (the minimum scope), and the sustainability score, which indicates the overall SAQ rating. For more information on the new rating methodology, see 7.2. Minimum scope: questions and rating.

6: Sustainability score breakdown – In this overview, you can determine exactly how you score in each section and can compare your results using the benchmark options.

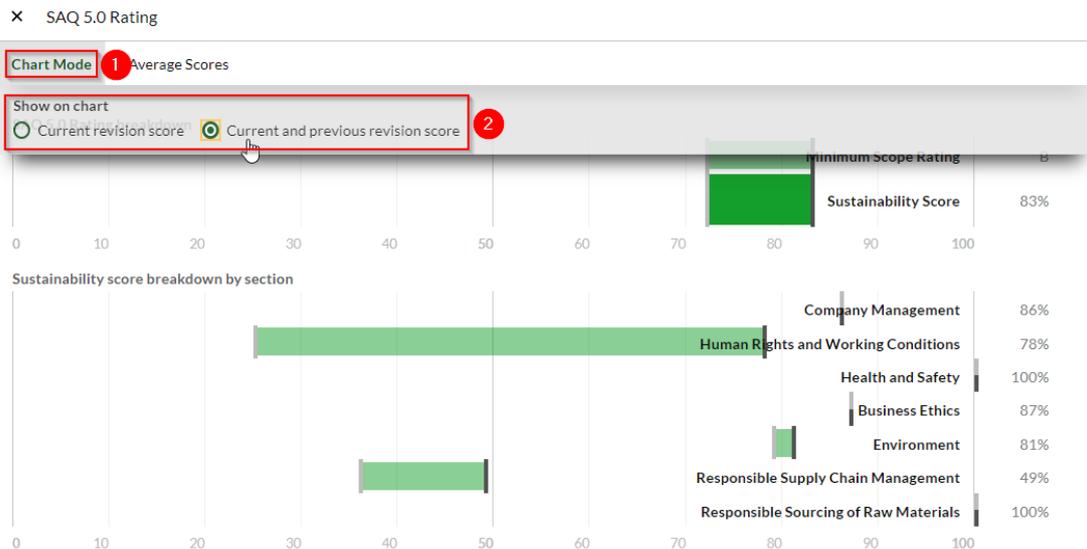
7: SAQ rating calculation – Use this link to get a detailed breakdown of the SAQ 5.0 weighting and rating. This can be used to infer, for example, which questions offer the greatest scope for improvement.

8: Settings – These three lines give you the option of customizing the view of the rating. If you only want to see a specific benchmark value or no comparison at all, select this accordingly via "Average scores".

SAQ 5.0 Rating



If you would like to compare your current rating with the previous rating instead, you can select this via "Chart mode". Both options can also be combined.



If you scroll down to the bottom of the SAQ dashboard, you can view all of the SAQ answers as well as other linked questionnaires. Use the "v" in front of the sections to expand them. In addition, this overview shows which sections are mandatory ("MS") and what percentage of the best possible score you have received.

Answers - Results	Scores
v O. Profile Details	0 of 0%
v A. Company Management MS	21 of 21%
v B. Human Rights and Working Conditions MS	6 of 16%
v C. Health and Safety MS	16 of 16%
v D. Business Ethics MS	6 of 6%
v E. Environment MS	25 of 25%
v F. Responsible Supply Chain Management MS	7 of 10%
v G. Responsible Sourcing of Raw Materials MS	6 of 6%
v H. Additional Information	0 of 0%

In some cases, you will be shown product dependencies after the SAQ answers at the bottom. This is where all other questionnaires, such as CMRT, financial monitoring, CRT, related to the SAQ and your organization are collected.

If you wish to view individual areas or questions, you may receive the following additional information:

^ B. Human Rights and Working Conditions MS 1 9 of 16%

5 Does your company have a formal policy covering human rights and working conditions? MS 2

4 Yes

1 Please upload relevant document (pdf, image) (up to 15mb)

PZB-F-106\_Verhaltenskodex.pdf

No

5a Which of the following areas are covered by this policy? Please tick all that apply. MS

- Child labor and young workers
- Wages and benefits
- Working hours
- 3 Modern slavery (i.e. slavery, servitude and forced or compulsory labor and human trafficking)
- 4 Ethical recruiting
- Freedom of association and collective bargaining
- Non-discrimination and harassment
- Women's Rights
- Diversity, Equity, and Inclusion
- 5 Rights of Minorities and Indigenous Peoples
- Land, Forest and Water Rights and Forced Eviction
- Use of Private or Public Security Forces

4 Gaps

Validation of the human rights and working conditions policy identified that:

- Ethical recruiting policy area not found in the evidence

Recommendation

You have not set any due dates (📅) against this question. [Edit due dates](#)

5 Your company should have a policy that outlines your principles regarding:

- Ethical recruiting
- Land, forest and water rights and forced eviction
- Use of private or public security forces

1: Section rating – This rating shows the maximum rating that can be achieved for this section and how much of it you have achieved.

2: Minimum scope – This label stands for "Minimum Scope" and indicates which sections and questions are mandatory.

3: Changes – You can see which answers have been updated or changed since the last revision by the orange markers. The answers with "+" are new, "!" indicates new evidence, and answers with "-" have been deselected.

4: Gaps – Red marks represent documents that were not accepted during the validating phase. The exclamation mark tells you what the evidence is, and a brief explanation is offered below the answer choices.

5: Recommendations – In the spirit of continuous improvement, you will receive recommendations on how to improve your sustainability performance and thus optimize the rating.

### 7.1. GAPS AND RECOMMENDATIONS

Once the validating phase has been completed and the rating is available, you will receive feedback with gaps and recommendations. These are based on your answers and are designed to help you improve your sustainability performance and rating.

**Recommendations** are suggested actions that you can implement to continuously improve your sustainability performance. If you follow the recommendations and update your SAQ as a result, you can also improve your SAQ rating. This is especially advisable for minimum scope questions.

**Gaps** (in information), on the other hand, occur when the evidence provided does not meet the criteria or answer options and thus represent discrepancies. In this case, the validation team will provide a reason for the rejection to assist you with any missing information that needs to be provided or supplemented. In turn, you will also be notified if the evidence covers an answer choice that you had not selected. If there are any gaps, please review the answers and evidence in a timely manner, adjust accordingly, and resubmit the questionnaire for validation.

Common reasons for rejecting evidence include failing to cover relevant topics adequately in guidelines or a lack of documentation concerning these. In addition, missing translations into accepted languages or documents that cannot be attributed to the respective organization often lead to gaps. This can happen if the organization's logo or organization's name is missing in the evidence, or the scope, which is often stated in documents, does not include the organization's location. The first step in avoiding gaps, therefore, is to follow the guidance and accepted evidence provided next to each question on the SAQ. If you are not sure why the documents were not accepted or would like further information, please contact the platform's support. This can give you clarity on the results. Corresponding contact options can be found under 10. Contact.

To view your gaps, select the appropriate SAQ and click "View".

**Dashboard**  
DUNS 300141744

Questionnaires

Search  
Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**HQ:PIERER Mobility** COMPLETED

Location	SAQ 5.0
Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

Respond View Share (0) Delete

In the red notification box you will find an overview of all gaps in the SAQ. Select a gap to display the rejection reason and the corresponding question. To increase your score and change the evidence, select "Update SAQ to improve your score".

When this SAQ was validated, one or more gaps were identified in the evidence you provided. This has affected your score. [Update SAQ to improve your score.](#)

- ! [Q5 - Your Working conditions and human rights policy document was not accepted](#)
- ! [Q6 - Your Working conditions and human rights management system document was not accepted](#)
- ! [Q7 - Your Health and Safety policy document was not accepted](#)
- ! [Q10 - Your Environmental policy document was not accepted](#)
- ! [Q15 - Your CSR/Sustainability supplier requirements document was not accepted](#)
- ! [Q16a - Your Responsible sourcing of raw materials document was not accepted](#)

Alternatively, you can directly select "Update SAQ 5.0" on the dashboard.

## Dashboard

DUNS 300141744

**Questionnaires**

Search

Search name or description Q

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**HQ:PIERER Mobility** **COMPLETED**

Location: SAQ 5.0

Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

[Update SAQ 5.0](#) [View](#) [Share \(0\)](#) [Delete](#)

**PIERER**  
MOBILITY AG

Headquarters  
1 Edisonstraße, Wels, Oberösterreich, 4600  
Austria  
Joined  
01/03/22

**Get started**

[Enter invitation code](#)

[Start a new SAQ 5.0](#)

**Options**

[Manage data sharing](#)

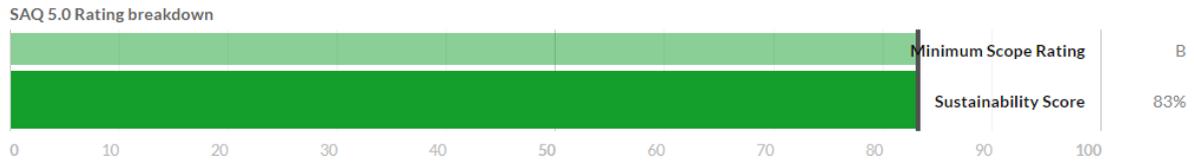
[View collaboration](#)

Now you can adjust the answers accordingly or upload a new document. You must then resubmit the SAQ for validating so that the evidence can be verified and the rating updated. Please keep in mind that if you are unable to upload a valid document, you will need to deselect the answer option or answer "No" to the question, if applicable.

## 7.2. MINIMUM SCOPE: QUESTIONS AND RATING

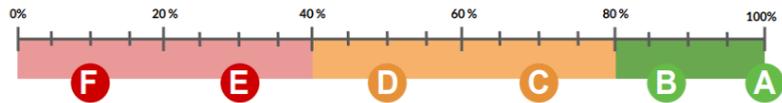
In December 2022, a modularity of the SAQ was introduced. Different minimum requirements have been defined for different industries. These are mainly based on the NACE code, but can also be influenced by the number of employees and the country. The minimum requirements are referred to as the minimum scope and are abbreviated as "MS" (= "Minimum Scope"). Questions that have been defined as minimum scope are marked with an orange "MS" and are mandatory. Otherwise, the SAQ cannot be completed and verified. Currently (as of March 2023), all questions in SAQ 5.0 are still set as minimum scope. Further modularization is planned for 2023. Via question 0g. Profile details, you can view the minimum scope questions based on the industry you specified and proceed to edit the SAQ. You may voluntarily answer additional questions that have not been set as minimum scope. These optional questions will still contribute to the final SAQ rating.

Due to the modularity, the scoring of the questionnaire has also been adjusted so that you now get two scales in the result of the SAQ:



The first result, the minimum scope rating, considers only minimum scope questions and ranks your performance as follows:

- A – 100% – Green
- B – 80 – 99% – Green
- C – 60 – 79% – Yellow
- D – 40 – 59% – Yellow
- E – 20 – 39% – Red
- F – < 20% – Red



The second result, the sustainability score, indicates the overall SAQ score and thus includes optional as well as mandatory questions.

If you completed the SAQ with an outdated version, the rating displayed will be the same as the rating you received in the outdated version. Since there was no minimum scope rating at that time, a "U" is given instead of the rating, which stands for "Unclassified". This letter will not be adjusted until you update your SAQ to the latest version and thereby receive an SAQ 5.0 rating. For more information on this, see 8. Update an SAQ.

### Sample Company Name

Location		<b>COMPLETED</b>
		(Completed SAQ 4.0) SAQ 5.0
DUNS	123456789	
Address	street number, street, city, state, country, postal code	
Country	sample country	
Headquarters	name HQ / parent company, street number, street, city, state, postal code, country	
Rating	U81	
Last updated	28/03/23 16:45	
Assigned user	Theresa Belz	

## 8. UPDATE AN SAQ

You can adjust your SAQ at any time to improve your score, to fill in or correct gaps, to update your answers or documents, or to update the SAQ to the current version.

To do this, locate the SAQ on your dashboard, select "Update SAQ 5.0" and make the desired changes. Don't forget to submit the SAQ at I. Sign off, so it will be reviewed again and you receive a new score and an updated report.

**Dashboard**  
DUNS 300141744

**Questionnaires**

Search  
Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

HQ:PIERER Mobility		COMPLETED
Location		SAQ 5.0
Supplier numbers	--	
Address	1 Edisonstraße, Wels, Oberösterreich, 4600	
Country	Austria	
Rating	--	
Last updated	03/04/23 07:48	
Assigned user	Theresa Belz	

[Update SAQ 5.0](#) [View](#) [Share \(0\)](#) [Delete](#)

The questionnaire is reviewed and updated to a new version at least every two years to meet current (legal) requirements. For this reason, new or adjusted questions may arise if necessary. In this context, we will ask you to update your answers in the SAQ. You do not need to fill out the questionnaire again in this case, as all relevant answers from the previous versions are saved and migrated. Instead, as shown above, choose to update the existing questionnaire and then you will be provided with a mix of the existing and new questions that you can edit in the normal way. If you have not yet answered an SAQ, you can start a new questionnaire as described in 3. [Starting a new SAQ](#). This automatically provides the current version of the SAQ.

## 9. MORE FUNCTIONS

### 9.1. CHANGING USER SETTINGS

You can change various settings in your user account. There you can change the language as well as time zone, customize your contact information, change or reset your password as well as secret question, and set your email preferences, among other things.

To customize the language, time zone as well as date format, scroll to the "Time & language" section and click "Edit".

Time & language	
Preferred language	English (American)
Time zone	Europe/Brussels
Date format	DD/MM/YY e.g. 31/12/85

[Edit](#)

Select your desired language, time zone, and date format from the drop-down menu and click "Save".

### Edit time & language

Preferred language\*

Time zone\*

Date format\*

[Save](#) [Reset defaults](#) [Cancel](#)

If you want to change your contact information or add more information, you can do it in the first "Account" section using the "Edit" function.

Account	
Email address	
First name	Theresa
Last name	Belz
Organization	PIERER Mobility AG
Job title	--
Telephone	--
Extension number	--
Mobile	
Status	Active

[Edit](#)

Make the desired changes and then click "Save". It is highly recommended that you include your phone number, as this will allow the platform's support team to contact you directly for assistance.

### Edit account

First name\*

Last name\*

Job title

Telephone

Extension number

Mobile

Many security measures are taken to protect the data on the platform. As a user, you have the option to check and adjust your security settings at any time, as well as taking additional precautions by using two-factor authentication.

To do this, open the user settings at the top right of the dashboard.



Scroll to the "Security" section. To change your password, follow the link "Edit password".

Security	
Previous login	31/03/23 11:03
Password last changed	
Secret question	
Two-factor authentication	No

[Edit secret question](#)  
[Edit password](#)  
[Enable two-factor authentication](#)

Confirm your current password and choose your new one by following the rules and using the security indicator. At the end, select "Save".

## User password

Password Rules:

Your password **MUST** mix CAPITAL and lowercase letters

Your password **MUST** be greater than 7 characters in length

Your password **MUST** contain at least one number

Your password **MUST** contain at least one special character such as (! \$ % & \* < > ? @ + =, Etc.)

Your password **MUST NOT** use repeating patterns such as (aaabbb)

Your password **MUST** be either OK or Strong to meet the pass criteria (as per the strength indicator below)

Current password\*

Changing password for Theresa.Belz@ktm.com

Password\*

Strength indicator

Confirm password\*

If you want to customize your secret question or enable two-factor authentication, select the respective shortcut and follow the platform's instructions.

To set your email preferences, scroll all the way down to the "Alerts" section and select "Edit".

### Alerts

<input checked="" type="checkbox"/>	Disaster Impact Alert
<input checked="" type="checkbox"/>	Newsletters
<input checked="" type="checkbox"/>	Platform/Service updates
<input checked="" type="checkbox"/>	Questionnaire expiry alerts
<input checked="" type="checkbox"/>	Questionnaire response required
<input checked="" type="checkbox"/>	Sharing alerts
<input checked="" type="checkbox"/>	Sign in reminder
<input checked="" type="checkbox"/>	Training & Events

Then select the purposes for which you would like to be contacted by email, tick the appropriate option and click "Save" at the end.

## Edit alerts

Please select the email types that you would like to receive from us.

Email preferences

<input checked="" type="checkbox"/>	Disaster Impact Alert
<input type="checkbox"/>	Newsletters
<input type="checkbox"/>	Platform/Service updates
<input checked="" type="checkbox"/>	Questionnaire expiry alerts
<input checked="" type="checkbox"/>	Questionnaire response required
<input type="checkbox"/>	Sharing alerts
<input checked="" type="checkbox"/>	Sign in reminder
<input checked="" type="checkbox"/>	Training & Events

[Save](#) [Cancel](#)

## 9.2. MANAGE ORGANIZATION

In addition to your personal user data, you can also manage your organization's information as well as its users. To do this, use the gray gear on the dashboard next to your organization's name.



[Home](#)

PIERER Mobility AG 

### Dashboard

You can then use the "Edit" function to adjust the general information of the organization, such as the commercial register number or number of employees. On the other hand, use "Manage your users" in the right margin to view the existing users, check their permissions as well as invite new users. However, this is only possible if you have "User manager" permission.

Organization

## PIERER Mobility AG

Details	
DUNS	300141744
Registered number	--
Number of 3rd-party suppliers	0
Spend with 3rd-party suppliers	0.00
Number of employees	0
Organization biography	--
Automatically accept data shared wit...	No



Joined  
01/03/22

**Options**

[Manage your users](#)

[Choose logo](#)

[Edit](#)

You will now have an overview of all existing users. Use the filter and search function in the right margin to search for a user group or a specific user, and click on "View" to check and adjust further information, such as their permissions.

## Manage your users

Showing 25 users

### User 1

User	
Email address	user e-mail
Permissions	Responder, Submitter, Viewer, Assessor, Campaign Manager, Supplier Manager, Buyer Manager, User Manager, Exporter, Billing Manager
Status	Disabled
Job title	--
Last active	18/11/22 09:56

[View](#)

### Help

Search

Can include user first/last name or email

[v Statures](#)  
[v Permissions](#)

[Filter](#) [Reset](#)

### User 2

Then you can change the user's contact information in the "Account" section, customize the language setting, date format, and time zone under "Time & language", and edit them in the "Permissions" section. To do this, use the corresponding "Edit" function. If you do not want to grant this user access to the platform anymore, use the "Disable account" option on the right margin. At this point, the account can also be re-activated.

## User account

■ Last logged in 5 months ago

Account	
Email address	
First name	
Last name	
Organization	PIERER Mobility AG
Job title	--
Telephone	--
Extension number	--
Mobile	--
Status	Active

[Edit](#)

Permissions	
Viewer	This permission is needed to view data provided by other users in questionnaires.
Supplier Manager	This permission is needed to view supplier data and manage supplier relationships.
Exporter	This permission is required to export data in bulk from the platform.

[Edit](#)



Headquarters  
1 Edisonstraße, Wels, Oberösterreich, 4600  
Austria  
Joined  
01/03/22

### Help

### Options

[Disable account](#)

[My tickets](#)

The most important permissions are as follows:

- Responder: These can start a questionnaire and edit existing SAQs.
- Submitter: Users with this permission can release the SAQ for validating and complete the SAQ.
- Viewer: These users can view the SAQ and its answers, but cannot edit it.
- Assessor: This permission is needed to create and manage the headquarters template ("HQ template"). It also allows SAQs started by other users to be continued or assigned to other users.
- User Manager: This is used to manage the organization's users.

To add a new user, select "Add user" on the right side.

## Manage your users

Showing 25 users

### User 1

User	
Email address	user e-mail
Permissions	Responder,Submitter,Viewer,Assessor,Campaign Manager,Supplier Manager,Buyer Manager,User Manager,Exporter,Billing Manager
Status	Disabled
Job title	--
Last active	18/11/22 09:56

[View](#)

### User 2

User	
Email address	user e-mail

### Help

Search

Can include user first/last name or email

### Statures

### Permissions

[Filter](#) [Reset](#)

### Options

[Add user](#)

Then enter the necessary contact information and language, and click "Save". Following this, the user will receive an activation link via email and can set up their account. Use the previously described steps to adjust the permissions.

## Add user

Email address\*  
someone@supplierassurance.com

Confirm email address\*  
someone@supplierassurance.com

First name\*

Last name\*

Job title

Telephone

Extension number

Mobile

Language\*  
English (American) ▾

[Save](#) [Cancel](#)

### 9.3. MANAGE DATA SHARING

All SAQs that you have shared with your customers or requested to be shared without an invitation code can be reviewed and customized using the "Manage data sharing" option.

## Dashboard

DUNS 300141744

**Questionnaires**

Search

Search name or description

Questionnaire: 16 questionnaires selected | Status: 8 statuses selected | Sort by: Most recent updates first

**PIERER MOBILITY AG**

Headquarters  
1 Edisonstraße, Wels, Oberösterreich, 4600  
Austria  
Joined  
01/03/22

### HQ:PIERER Mobility

COMPLETED

Location: SAQ 5.0

Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

[Update SAQ 5.0](#) [View](#) [Share \(0\)](#) [Delete](#)

### Get started

[Enter invitation code](#)  
[Start a new SAQ 5.0](#)

### Options

[Manage data sharing](#)  
[View collaboration](#)

You will then get an overview of all the data that you share.\* Use the filter and search function to search for a specific customer or sharing status. If you have shared your SAQ with an invitation code, it is directly shared with the customer and the status is shown as "Accepted". This is done automatically, which is why the data is also identical. If you have shared the questionnaire with the customer manually or without an invitation code, you have requested sharing, which the customer needs to accept. If this is still pending, the status remains as "Requested".

## Manage data sharing

**Data you are sharing** | **Data shared with you**

Customer	SAQ	Supplier numbers	Status	Accepted	Requested
Customer 1			Accepted	03/04/23	03/04/23
Customer 2			Accepted	03/04/23	03/04/23
Customer 3			Accepted	31/03/23	31/03/23
Customer 4			Accepted	31/03/23	31/03/23
Customer 5			Accepted	29/03/23	29/03/23
Customer 6			Requested	--	22/03/23
Customer 7			Accepted	17/03/23	17/03/23

0 items

**Help**

Search

Can include name, organization name, supplier numbers or location DUNS

Type

Status

Initiated by

[Filter](#) [Reset](#)

If you want to get more information or stop sharing the questionnaire with a customer, search for the customer and click on the status. You can then stop sharing by clicking "Deny" in the right margin. In this way, the customer will no longer be able to view your questionnaire, but the SAQ will not be deleted.

## Share

Location		DUNS 123456789
Buyer	PIERER Mobility AG	
Supplier	Your company	
Name	Name of the SAQ	
DUNS	123456789	
Address	Location	
Country	Sample country	
Sharing status		
Sharing status	Accepted	
SAQ 5.0 access expiry	--	
Contact information		
Requested	--	
Email address	Contact information has not been shared	

\* Please note that your view of data sharing is different from ours and thus may vary slightly from the graphics in this chapter.

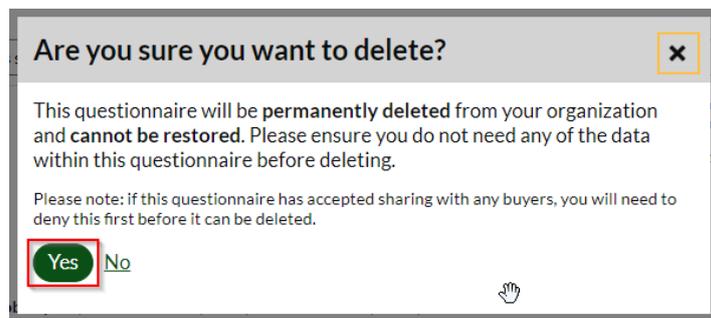
### 9.4. DELETING AN SAQ

If you want to delete a questionnaire, you must first make sure that it is no longer shared with any customer. Therefore, follow the steps in the previous chapter 9.3. *Manage data sharing* to deny all sharing of the SAQ to be deleted. Alternatively, you can select the "Share" option in the corresponding SAQ. All customers with whom you have shared the SAQ are also displayed here. Select "Deny" here for each sharing release with a "Pending" or "Accepted" status and confirm the selection by clicking "Yes". The number behind the "Share" function on the SAQ dashboard should now show zero.

### Sample Company Name

Location		RESPONDING	SAQ 5.0
DUNS	123456789		
Address	street number, street, city, state, country, postal code		
Country	sample country		
Headquarters	name HQ / parent company, street number, street, city, state, postal code, country		
Rating	--		
Last updated	28/03/23 16:45		
Assigned user	Theresa Belz		
		Respond View	Share (0) Delete

Then use the "Delete" function and confirm the operation to permanently delete the questionnaire.



### 9.5. HEADQUARTERS TEMPLATE (HQ TEMPLATE)

The use of an HQ template is intended to allow you to standardize the answers and evidence within your organization for better control. For this purpose, the documents and answers of a completed SAQ, once approved by the validation team, can be set as a headquarters template by users with "Assessor" permission. The same answers are then applied to all of your organization's new and updated SAQs. This means that set answers are displayed as read-only options when answering or revising a questionnaire and cannot be changed. These questions can then be skipped. In addition, the headquarters template also provides you with "suggested answers" that you can use or customize accordingly. Please note that location-specific questions in particular, esp. certificates, need to be checked, as this evidence may need to be replaced by location-specific documents.

1a. Does your company have a management person responsible for Social Sustainability?  
(1.24%) MS

@nqc.com has locked this answer at a headquarter (HQ) level

Yes  No

1a. Does your company have a management person responsible for Social Sustainability?  
(1.24%) MS

@nqc.com has suggested this answer at a headquarter (HQ) level

Yes  No

To create a headquarters template, complete and finalize the SAQ 5.0 for your organization's headquarters. After its validation, select the questionnaire and use the "View" option.

#### HQ:PIERER Mobility

COMPLETED

Location	
Supplier numbers	--
Address	1 Edisonstraße, Wels, Oberösterreich, 4600
Country	Austria
Rating	--
Last updated	03/04/23 07:48
Assigned user	Theresa Belz

SAQ 5.0

Respond **View** Share (0) Delete

Then, as a user with Assessor permission, you can select specific answers to apply in respect of additional SAQ locations within the same organization's account. By default, these answers are locked or set as read-only for other locations, so they cannot be modified by other users. If you want to enable editing and just suggest the answer, select the appropriate question and use the "Share HQ template default answer" option. Then confirm that you want to share the answer and select "Share". Once you have created the HQ template, i.e., set and/or shared the relevant answers, all locked answers will be automatically inserted into all new as well as updated SAQs created by any user of the organization's account.

The screenshot shows a question: "10. Does your company have a formal environmental policy, which includes a commitment to legal compliance, continuous measurement and continuous improvements in environmental performance?" with a "MS" tag. Below the question, there are "Yes" and "No" options. A "Lock HQ template answer" button is highlighted with a red box. A dialog box titled "Lock HQ template answer" is open, asking "Are you sure you would like to lock question 10 as a HQ template answer?" with a checkbox "Allow this question to be editable" and "Lock" and "Cancel" buttons.

## 10. CONTACT

Please contact the support service of the platform regarding:

- Access requests
- DUNS number already in use
- Problems with registration or login
- Invitation code does not work
- Error messages
- Technical difficulties
- Gaps
- Other questions

The following options are available for contacting the platform's support:

- Help pages – These are updated regularly with new posts. Here you can search the topics: [Help – SUPPLIERASSURANCE](#).
- Live Chat – Live chat is available 24/5 in all supported languages (Chinese Mandarin, German, English, French, Portuguese and Spanish), but only works if you are already logged in to the platform. Get [immediate](#) support here!
- By email – [service.delivery@nqc.com](mailto:service.delivery@nqc.com)
- Raise a ticket – Use this function if you have not yet been able to log in to the platform. To do this, select the "None of these questions help – Raise a new ticket" option on the help page. Click here to access the corresponding contact form: [Contact us – SUPPLIERASSURANCE](#). Ticket processing takes up to two business days and is only available Monday to Friday between 9:00 a.m. and 5:30 p.m. (GMT +1).



### Contact us

Select the topic that best describes why you want to contact us

Questionnaires 2

Do any of these questions help?

[How do I start a questionnaire?](#)

[Can I re-use answers from a similar previously completed questionnaire?](#)

[Once I submit my questionnaire, who can see my answers?](#)

[How do I download a questionnaire PDF report?](#)

[I have an existing questionnaire. My colleague received a request to complete an SAQ for another customer. Do we have to complete another questionnaire?](#)

▶ None of these questions help - Raise a new ticket 3

#### Response times

Chat  
Mon-Fri 00:00-23:59 GMT+1  
Immediate

Ticket  
Mon-Fri 09:00-17:30 GMT+1  
2 working days

<p><b>Get in touch</b></p> <p>Help</p> <p><span style="border: 1px solid red; border-radius: 50%; padding: 2px;">Contact us</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1</span></p> <p><a href="#">Join us on LinkedIn</a></p>	<p><b>Terms of Use</b></p> <p><a href="#">Terms of Use</a></p> <p><a href="#">Acceptable use</a></p> <p><a href="#">Accessibility</a></p>
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Support service hours are from 9:00 a.m. to 5:00 p.m. in the following time zones:

- CEST: Central European Time
- CNST: China Standard Time
- EST: Eastern Standard Time
- CST: Central Standard Time
- PST: Pacific Standard Time

As well as from 9:00 a.m. to 5:30 p.m. GMT (Greenwich Mean Time).

Please contact PIERER Mobility ([saq@pierermobility.com](mailto:saq@pierermobility.com)) regarding:

- The sustainability assessment of PIERER Mobility
- New invitation codes for more locations
- Content support
- Other questions regarding the use of the SAQ by PIERER Mobility