PIERER Mobility AG
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saq@pierermobility.com

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.

CREATOR Theresa Belz
DATE OF CREATION April 3, 2023
VERSION 01

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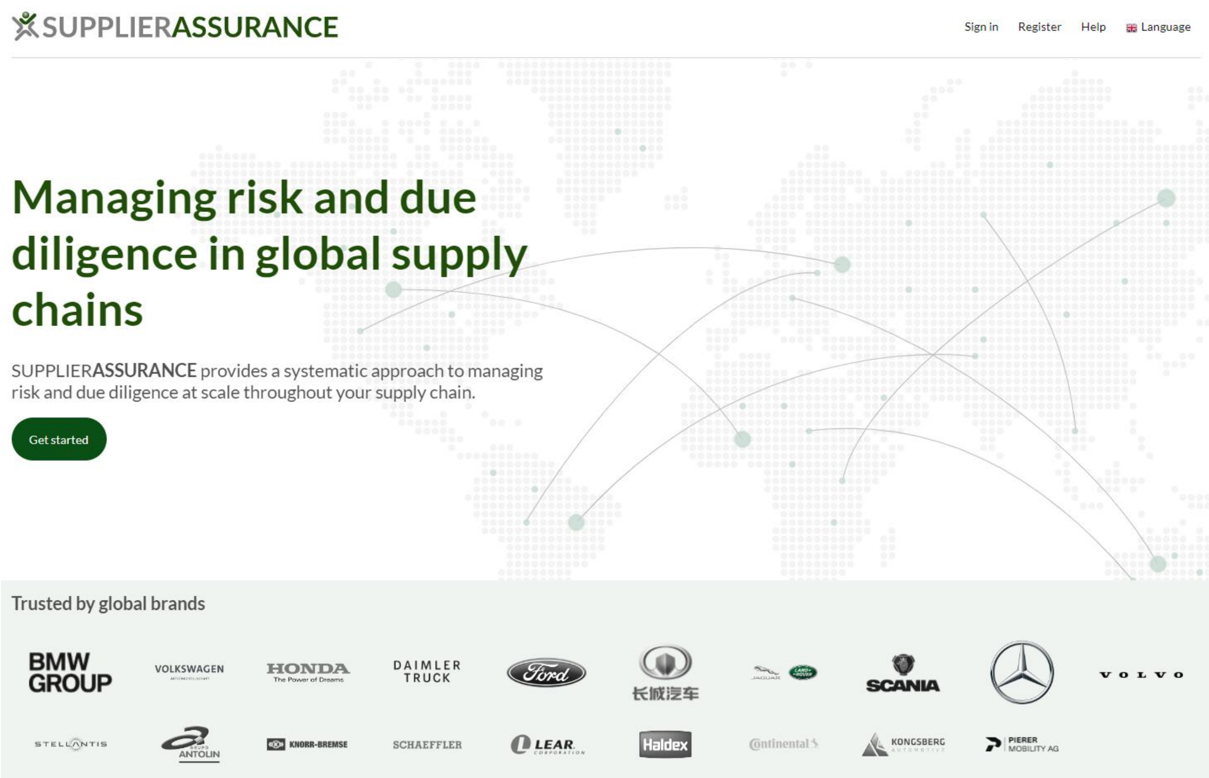
saq@pierermobility.com

1. REGISTRATION AND LOGIN

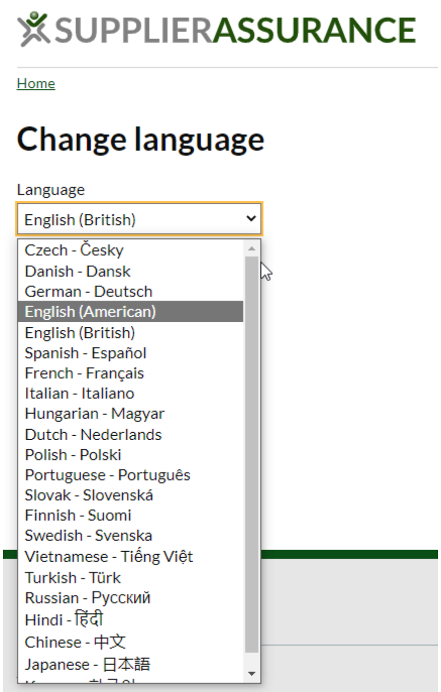
The SupplierAssurance platform can be accessed via this link: SUPPLIERASSURANCE.



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)



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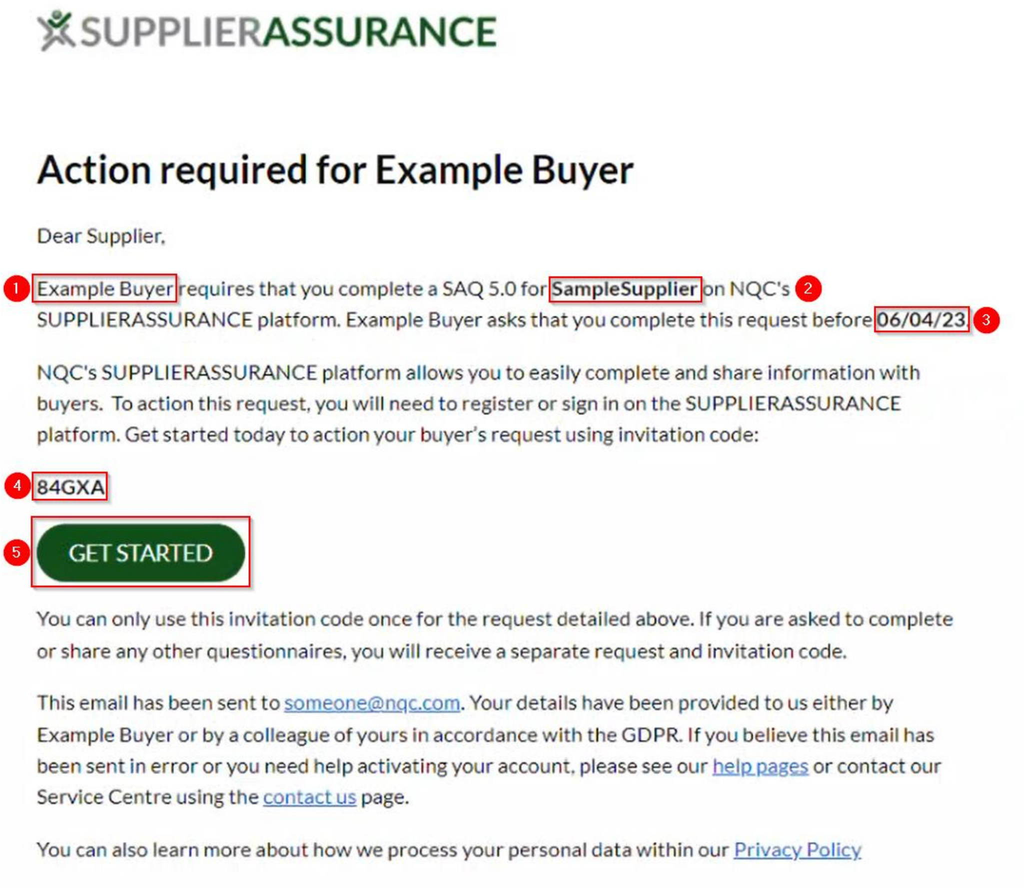
1.1. INVITATION EMAIL

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 as the sender. Therefore, please check your spam/junk mail folder. Below is an example of such an email:



SUPPLIERASSURANCE

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

5 GET STARTED

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. 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.

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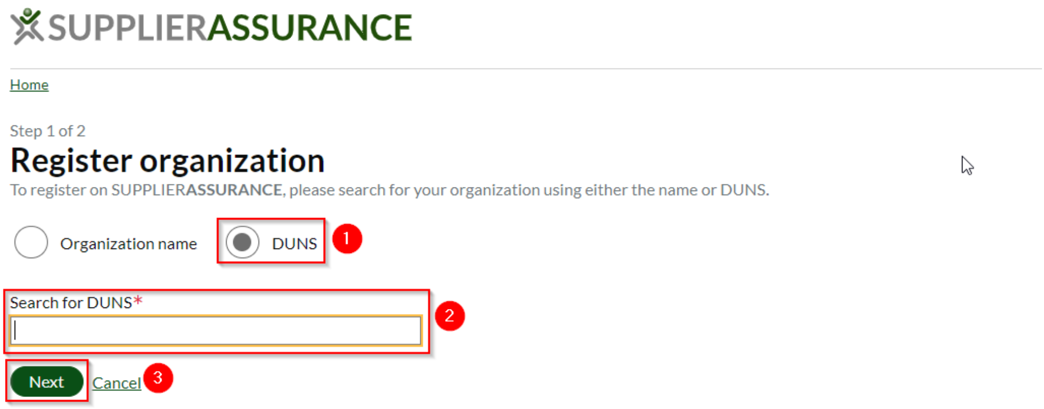
If you want to register your organization using the DUNS number, select the "DUNS" option. Then you can enter your DUNS number in the search box, select your organization, and click "Next" to proceed to the next step.



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".

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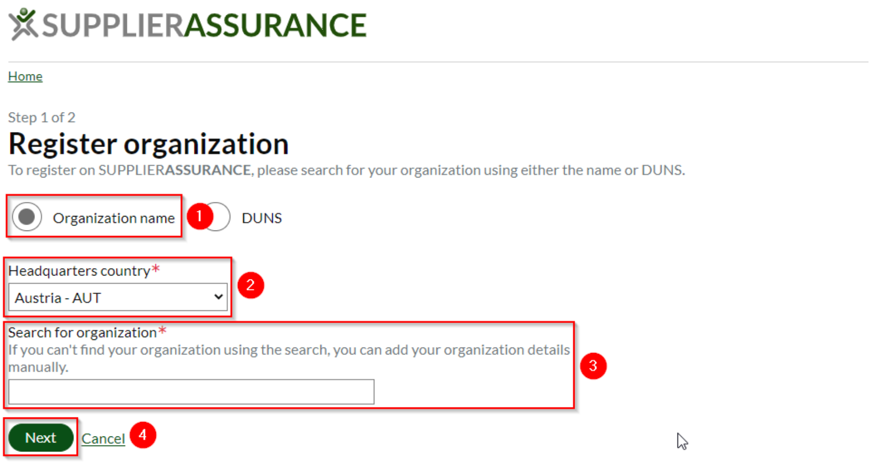
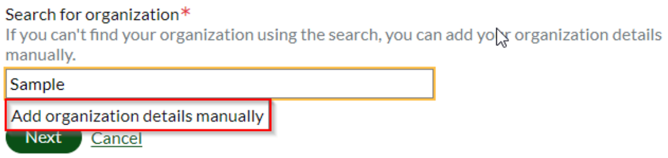


If your organization's name does not appear, you can also enter the data manually.



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.

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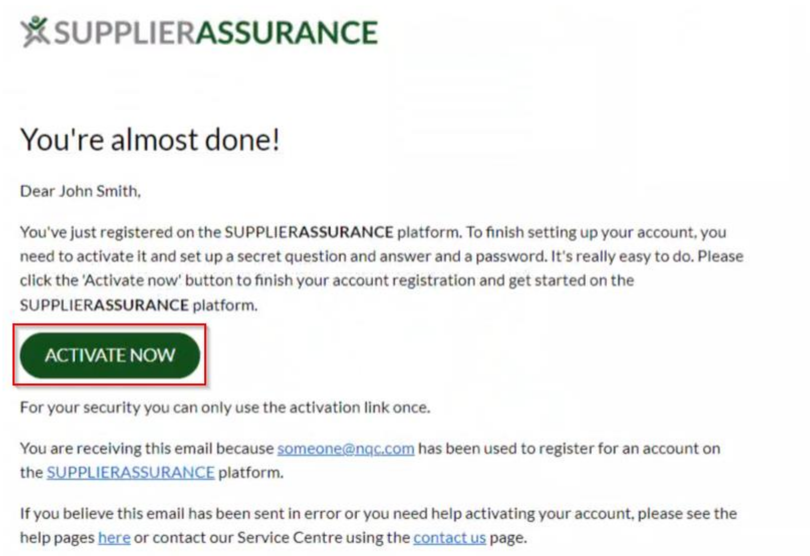
To complete the registration, you need to verify your email address using the activation link. To do this, open the "ACTIVATE NOW" link, create a password, and select a secret question. Finally, select "Save" and you will be redirected to your dashboard on the platform.



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.

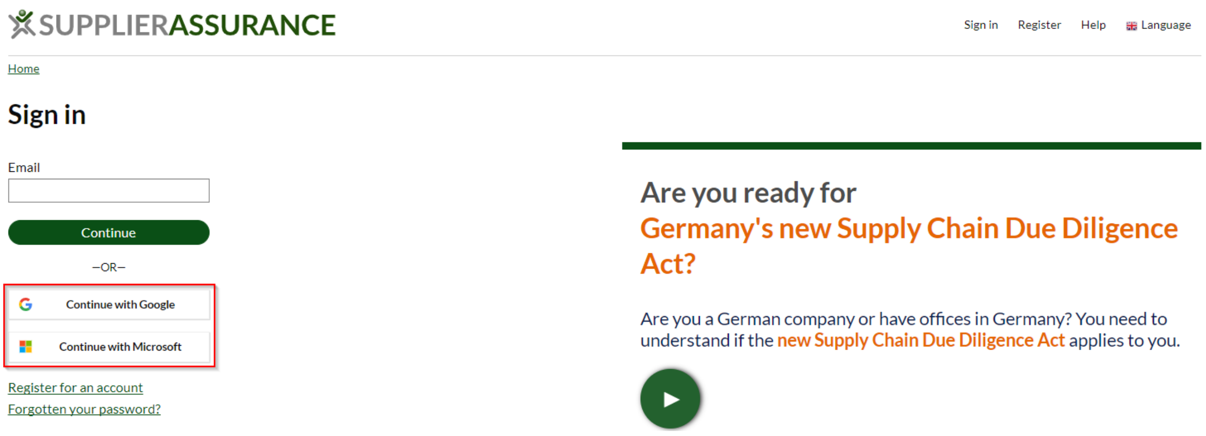
If you still haven't received the email or there are other problems with the login details, please contact the platform's support service. Corresponding contact options and further information on this can be found under 10. Contact.

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.

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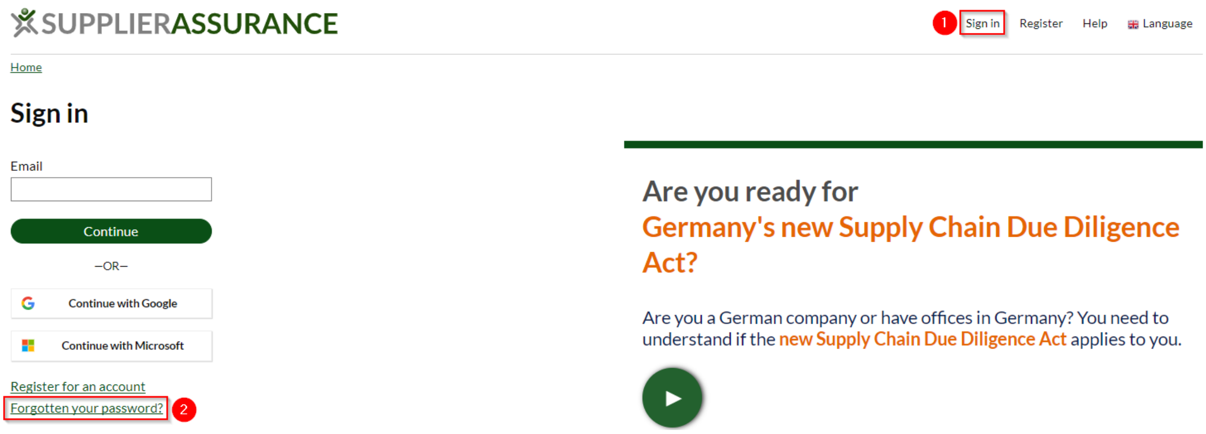
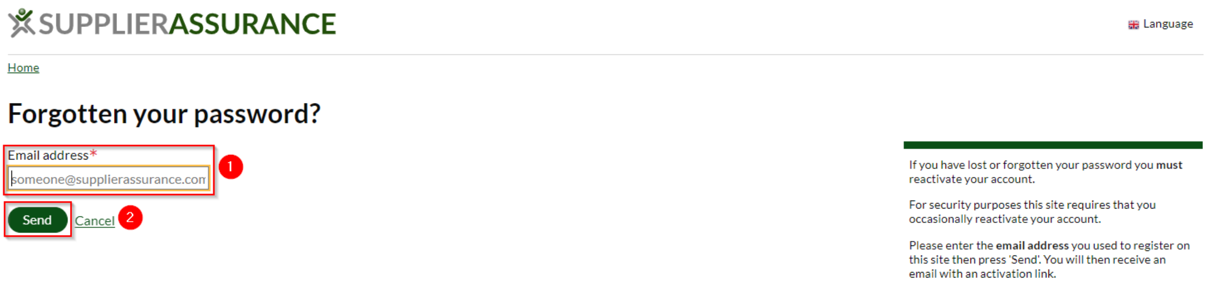


Then enter the email address you registered with and click "Send".



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 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.

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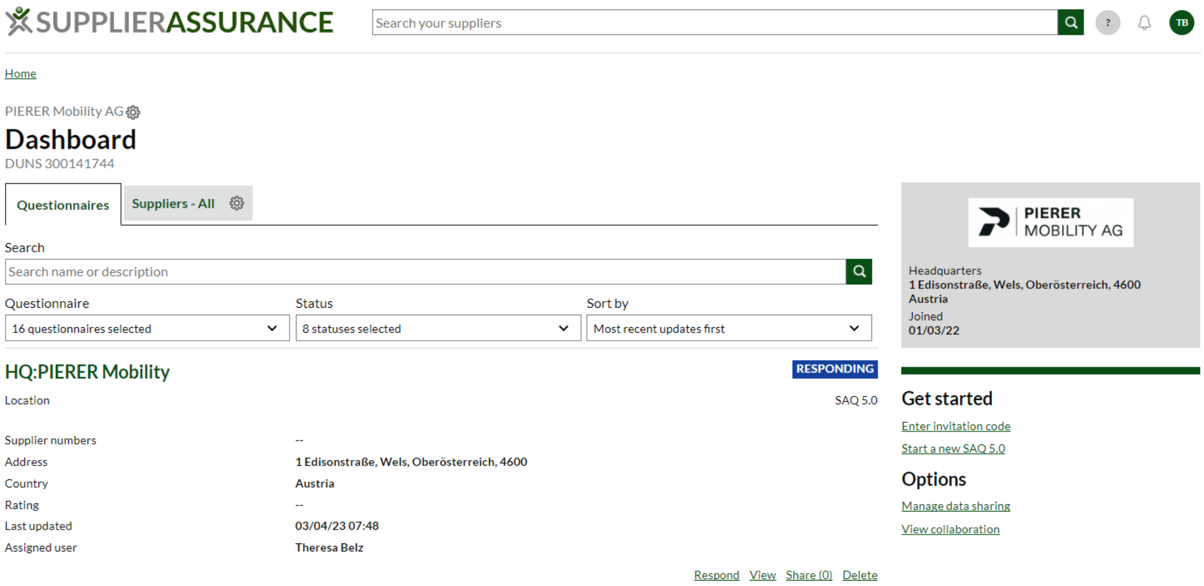
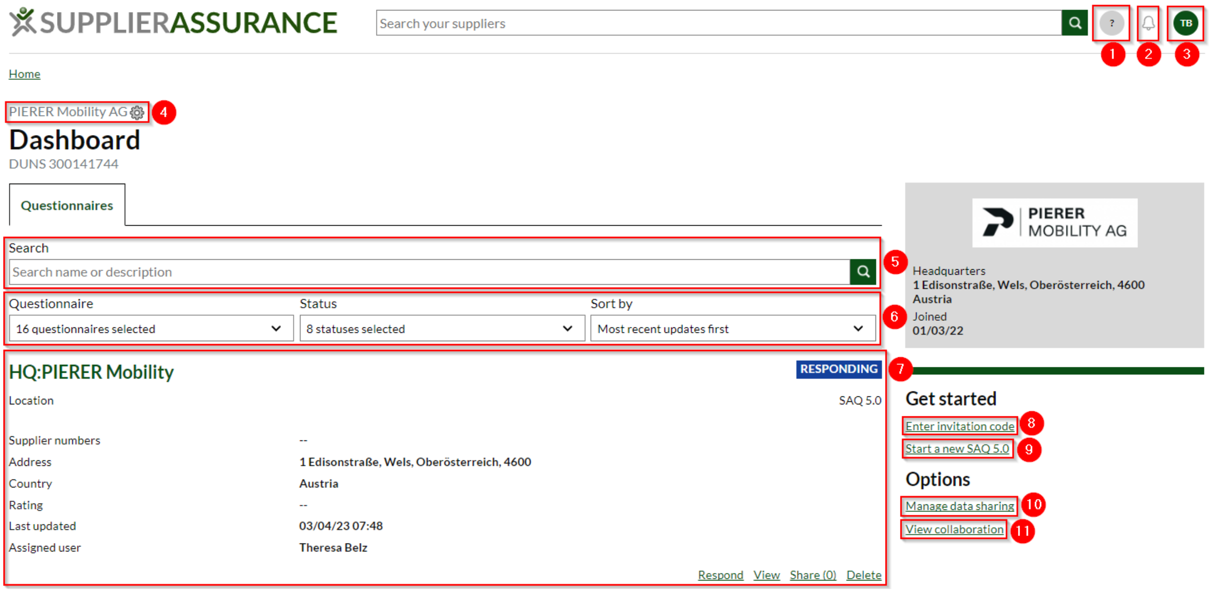
2. DASHBOARD

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



The dashboard offers the following options:



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.):

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.

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.

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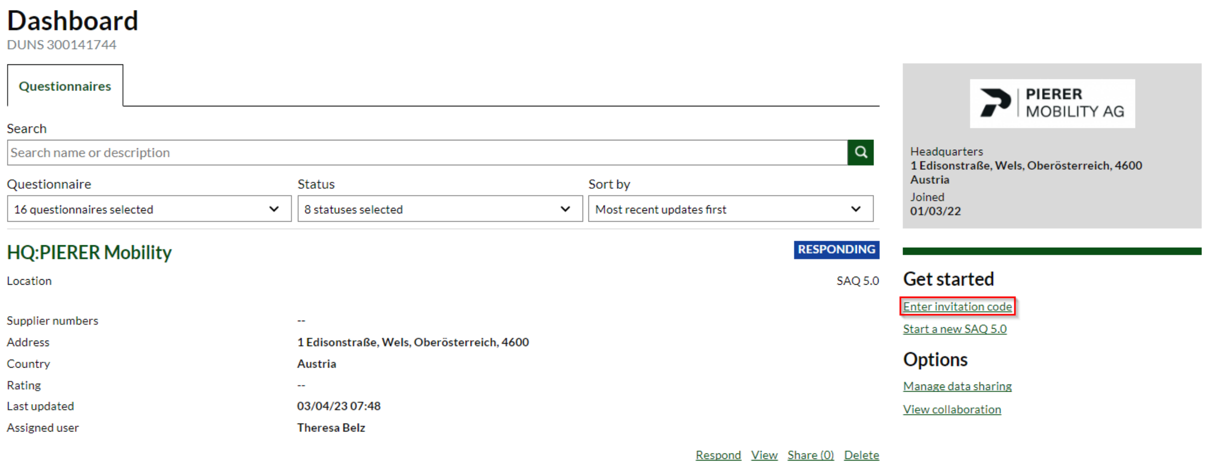
3. STARTING A NEW SAQ

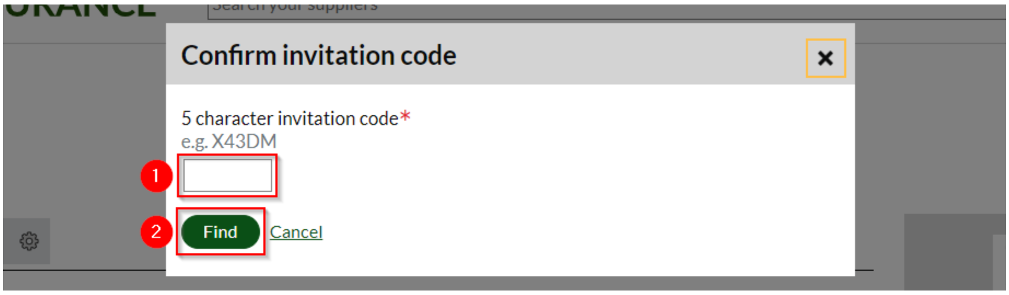
If you have not previously started an SAQ or would like to complete an SAQ for another location, please start a new SAQ.

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.



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



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.

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.

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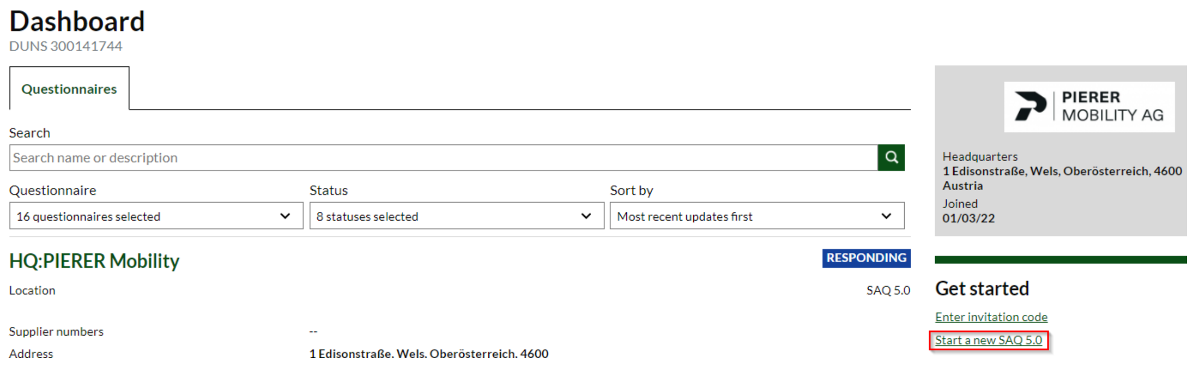
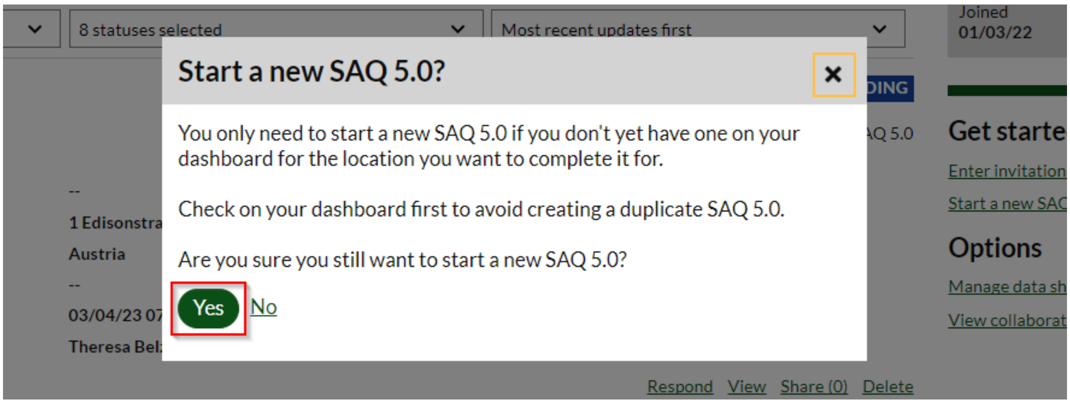


This is followed by a note to check the existing SAQs to avoid duplicates. Select "Yes" here.



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.

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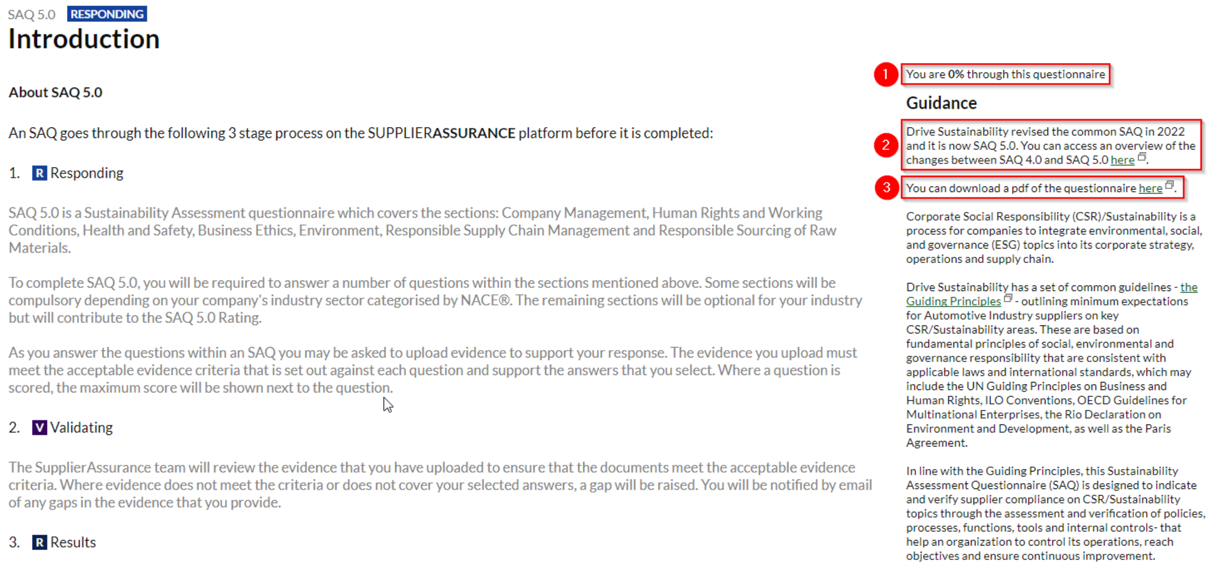
4. COMPLETING AN SAQ

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).



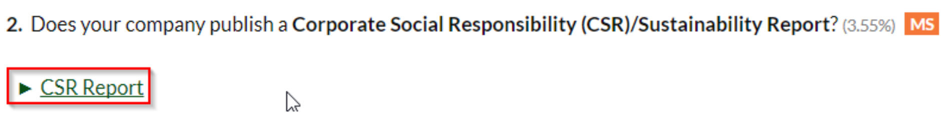
Under the "Guidance" tab, you will find a lot of background information on how the SAQ came about, who was involved, etc. As an internationally recognized sustainability standard for the automotive industry, the content of the SAQ is regularly reviewed and adapted to current requirements (e.g., laws 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". 

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.

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



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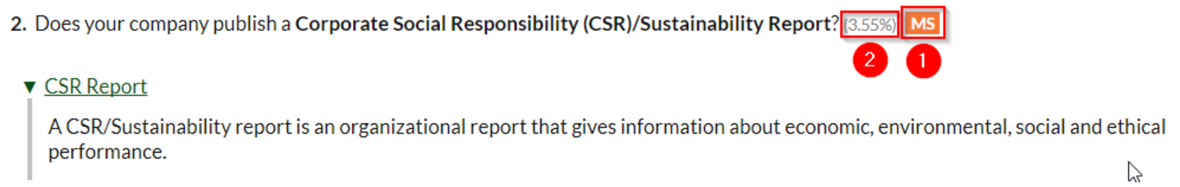
There is also information about how each question is weighted and whether it is a mandatory question:

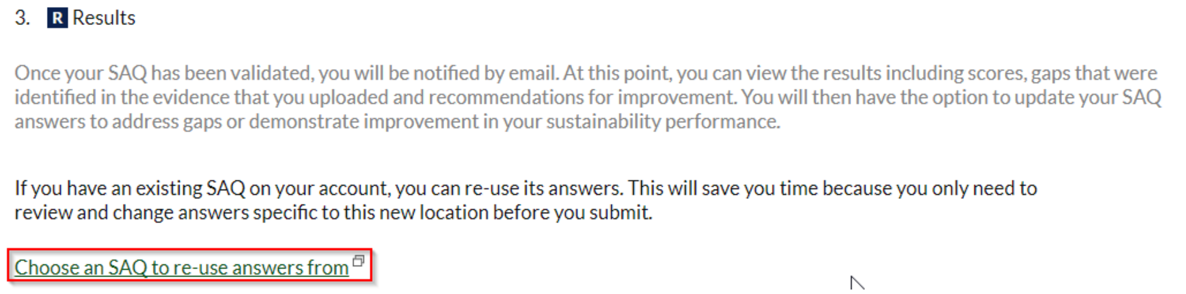


1: Minimum scope – These questions are mandatory and cannot be skipped. For more information on this, see 7.2. Minimum scope: questions and rating.

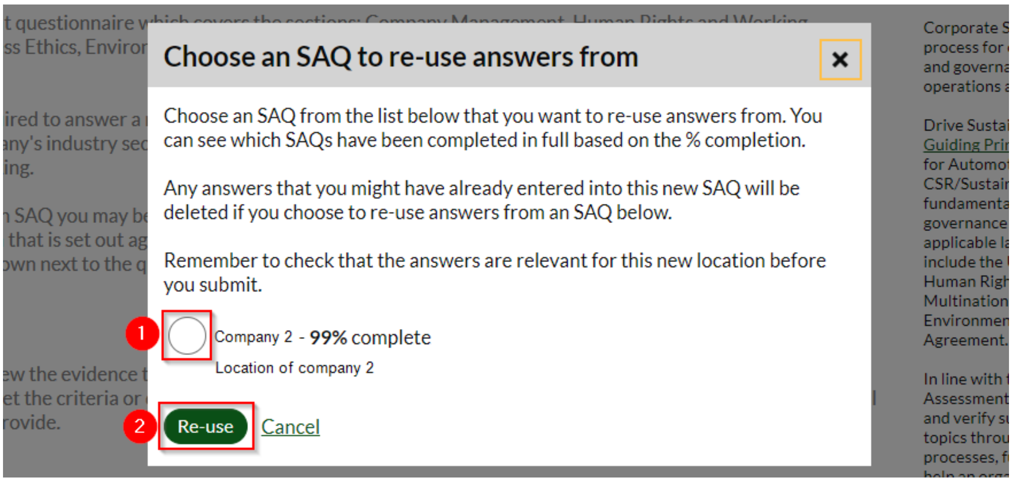
2: Maximum score for the question – A breakdown of the scoring method and the corresponding weighting can be found here. Please register on the platform first to be able to use the link.

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.



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.

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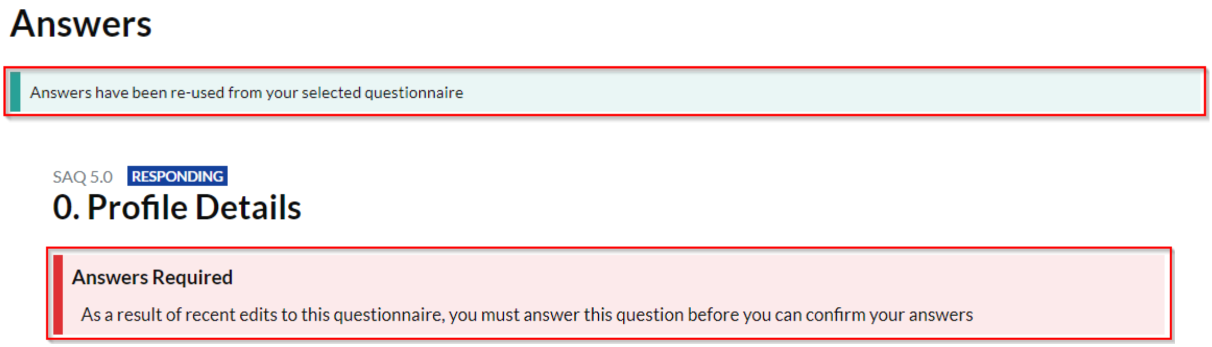


All answers can be edited and adjusted even after using the reuse function. Please also note that location-specific answers (e.g. address, DUNS number, certificates, etc.) must be entered.

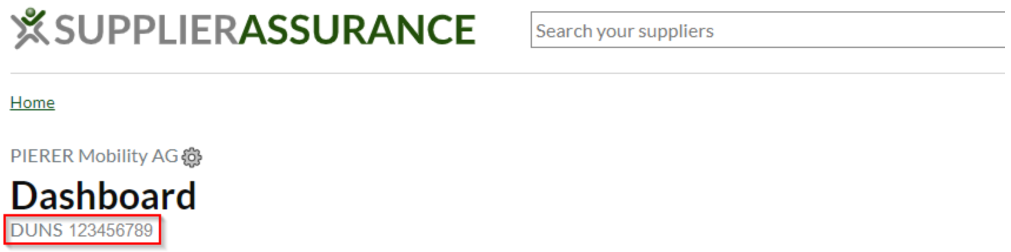
4.2. PROFILE DETAILS

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 with the corresponding data of the respective locations (address, DUNS number, contact person).

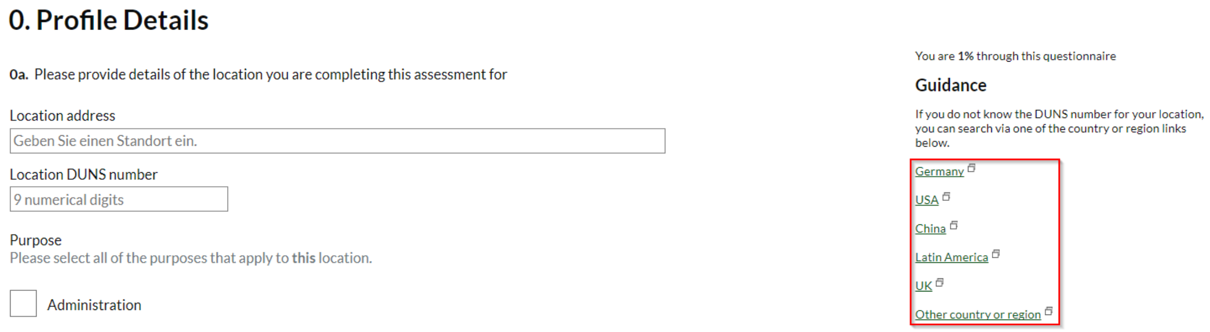
Find the location address, select it, and then enter the DUNS number.

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.

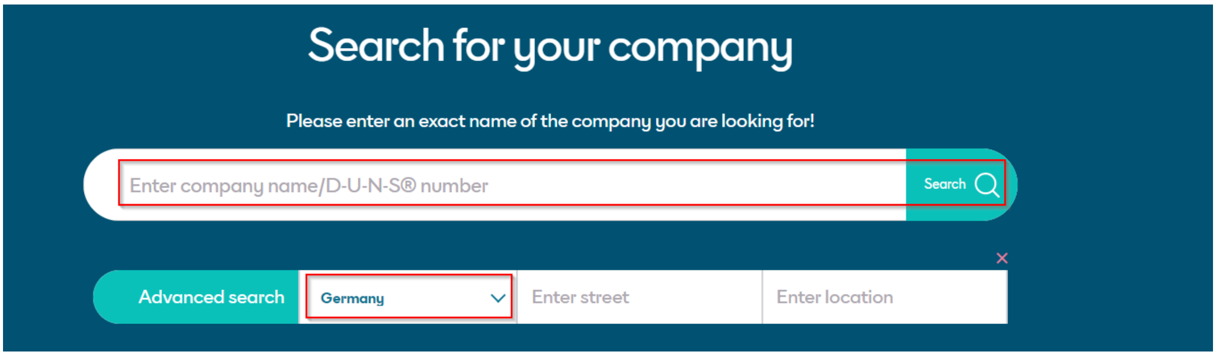
If you do not know your DUNS number and the SAQ's location address matches the registration address, you can find your DUNS number in the Dashboard.



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.

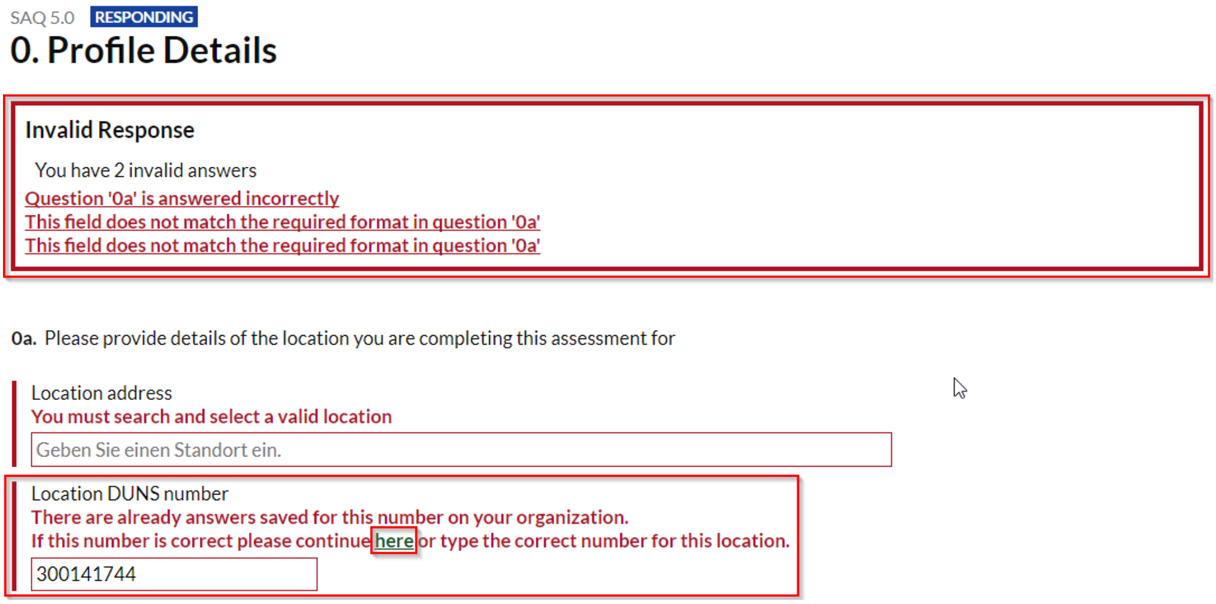


Alternatively, use the following link UPIK® platform - Dun & Bradstreet (dnb.com), select the country of the organization's location and use the advanced search function if necessary.

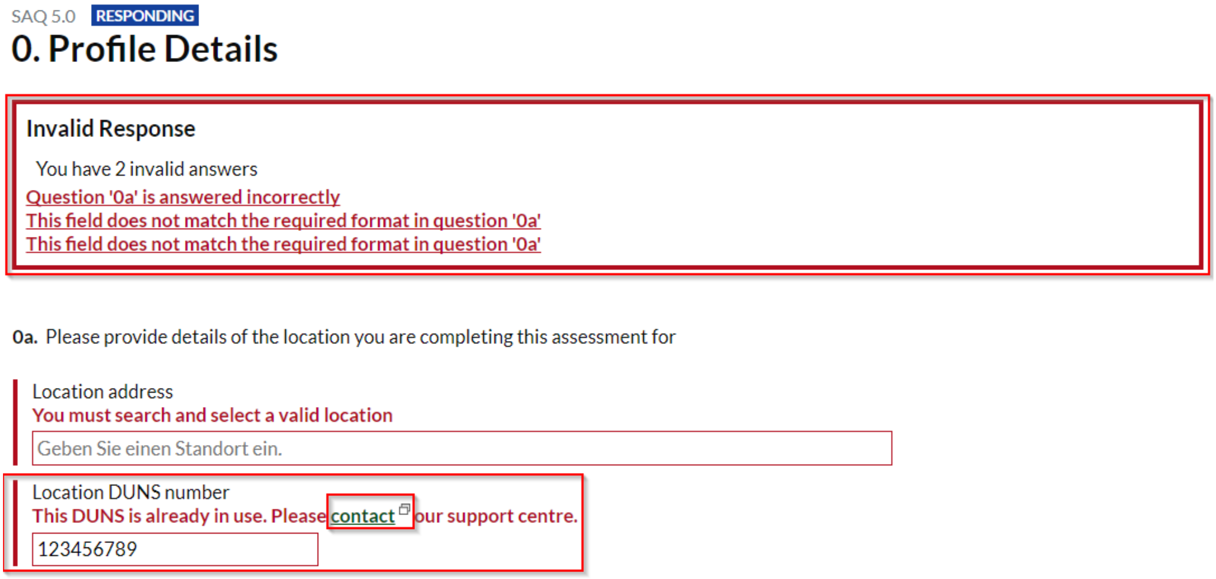


The DUNS number can only be used once on the platform to avoid duplication. If the DUNS number is already in use, an error message will therefore appear.

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.



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.



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.

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.

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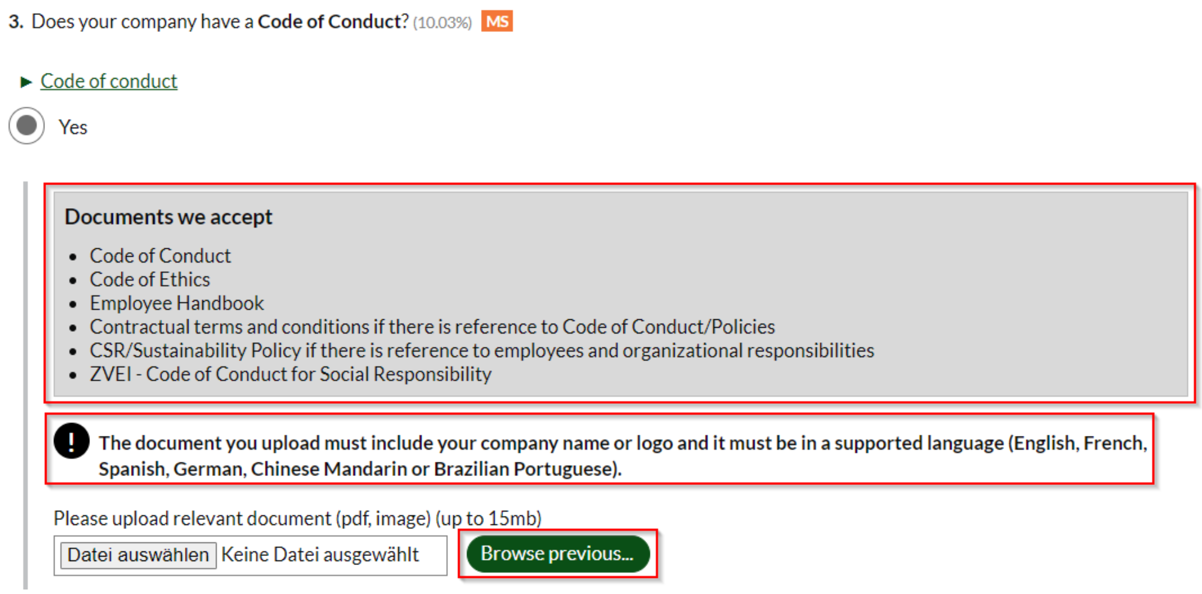
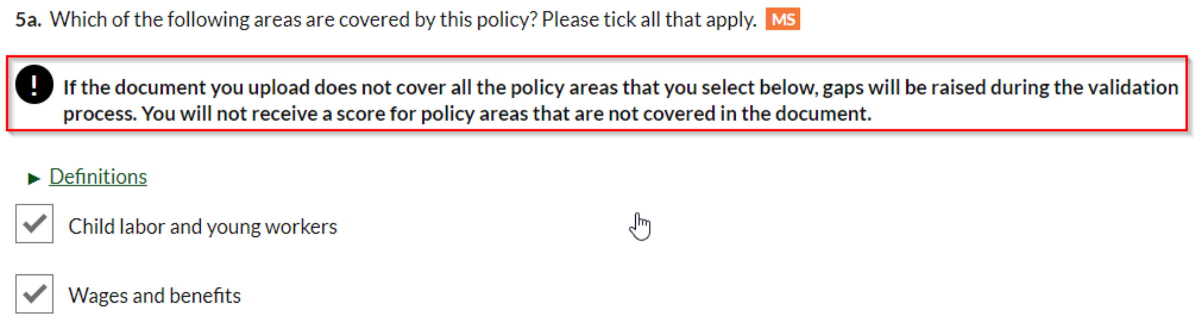


During the validating phase, the answers are compared with the evidence and reviewed by the validation team. Many questions are followed by follow-up questions; the criteria of which are covered in detail by the evidence. Please make sure these are all included in the supporting document. If the criteria 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.

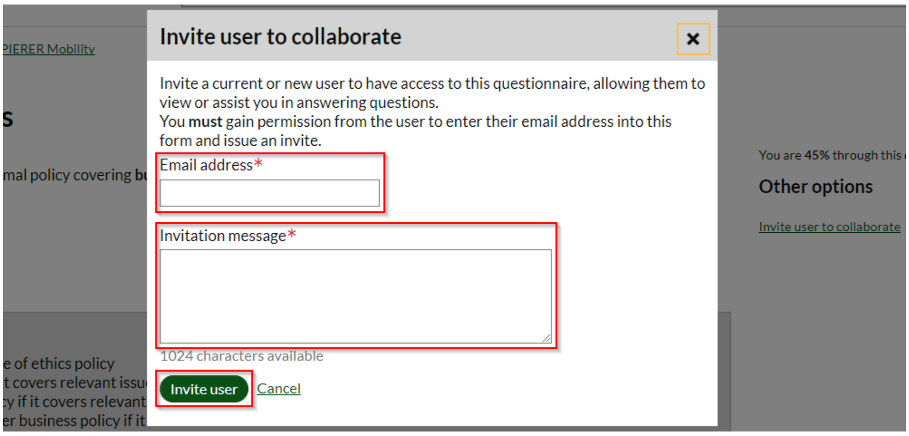


Answers that you provide in your SAQ do not lose their validity. Only uploaded certificates to your management systems may expire according to their specified validity period. In this case, the SAQ will be re-evaluated on the day the certificate expires. The associated answer will then be changed to "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

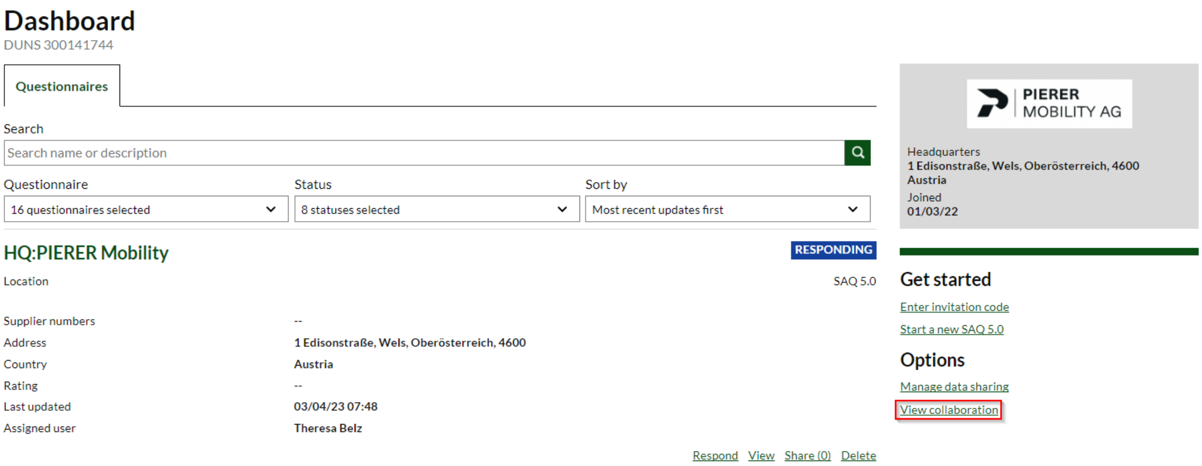
For each question of the SAQ, you have the option of inviting other users to collaborate and answer individual questions. To do this, open the corresponding page of the SAQ and use the "Invite user to collaborate" function in the right margin.

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.



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

View collaboration

^ Theresa Belz		3 items
SAQ 5.0	--	R
SAQ 5.0	Location 2	R
SAQ 5.0	PIERER Mobility	R
^ 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 SUPPLIER**ASSURANCE** 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.

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MOBILITY AG

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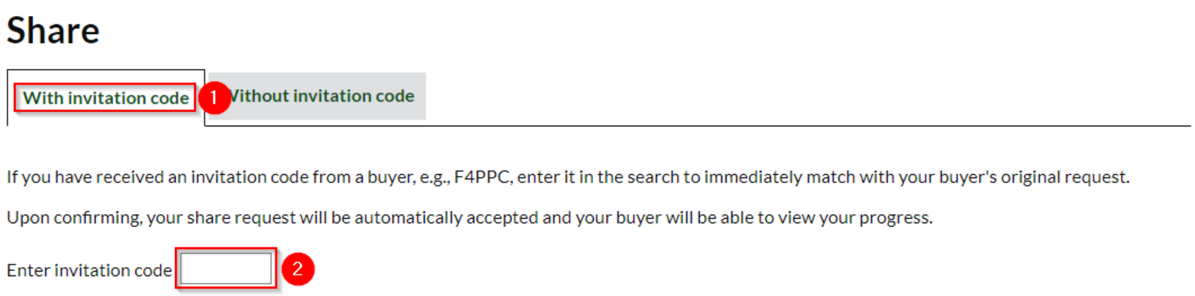
5. SHARING AN EXISTING SAQ

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.

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

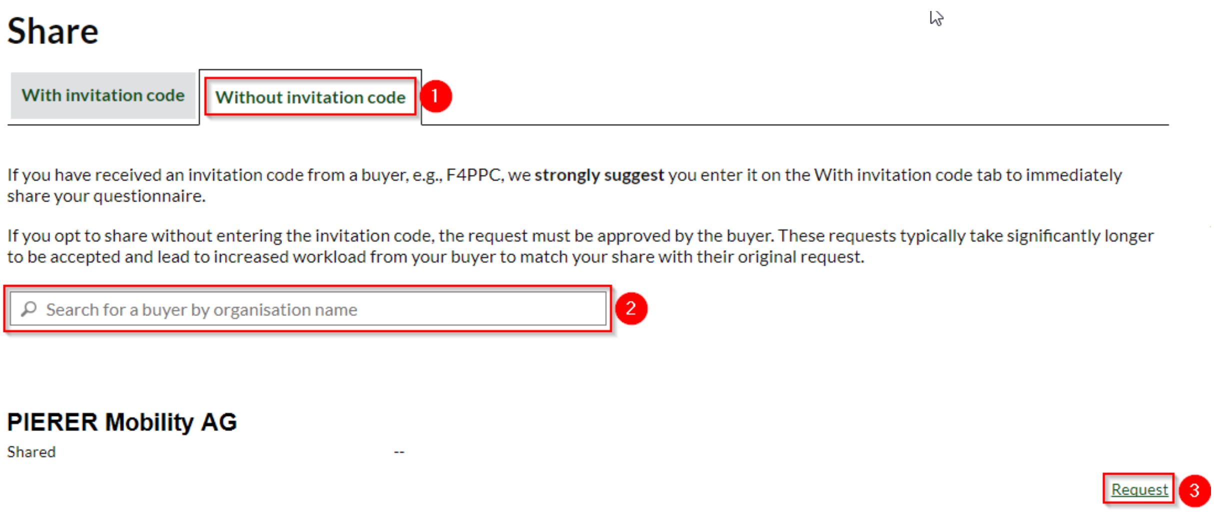


The SAQ will then automatically be shared with and released for your customer. This also increases the number behind the "Share" option by one. For more information, please also refer to 9.3. Manage data sharing.

5.2. WITHOUT INVITATION CODE

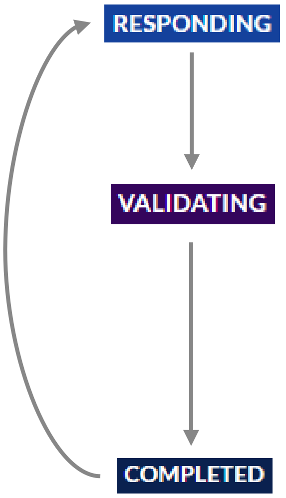
Log in to your account on the platform. Select your existing SAQ and click the "Share" function at the bottom right.

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



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.

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.

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.

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.

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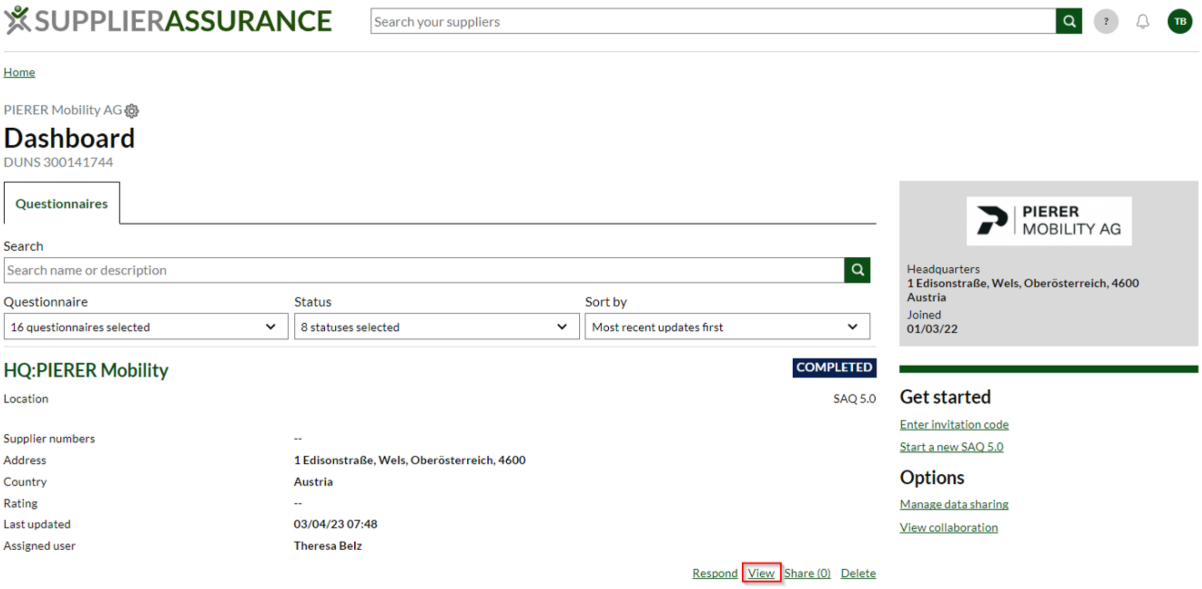
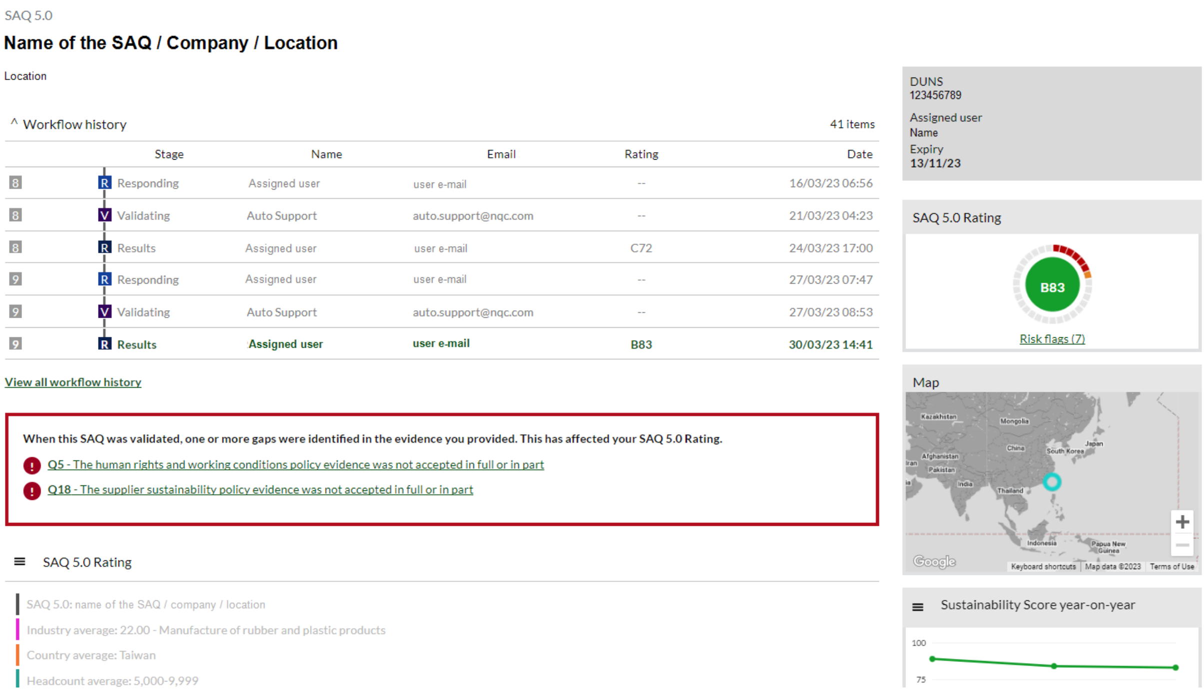
7. RESULT OF THE SAQ AND RATING

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".



Afterwards you will receive your SAQ dashboard:



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

CREATOR Theresa Belz
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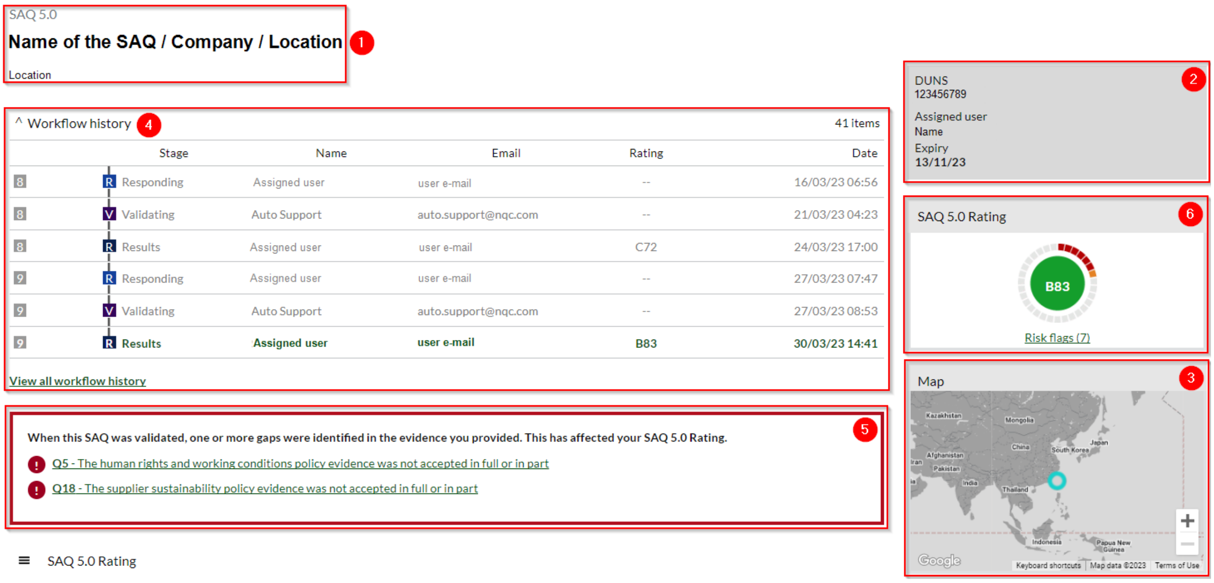

1: SAQ information – Here you will find the version of the SAQ, the name of the SAQ, and the location.

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".

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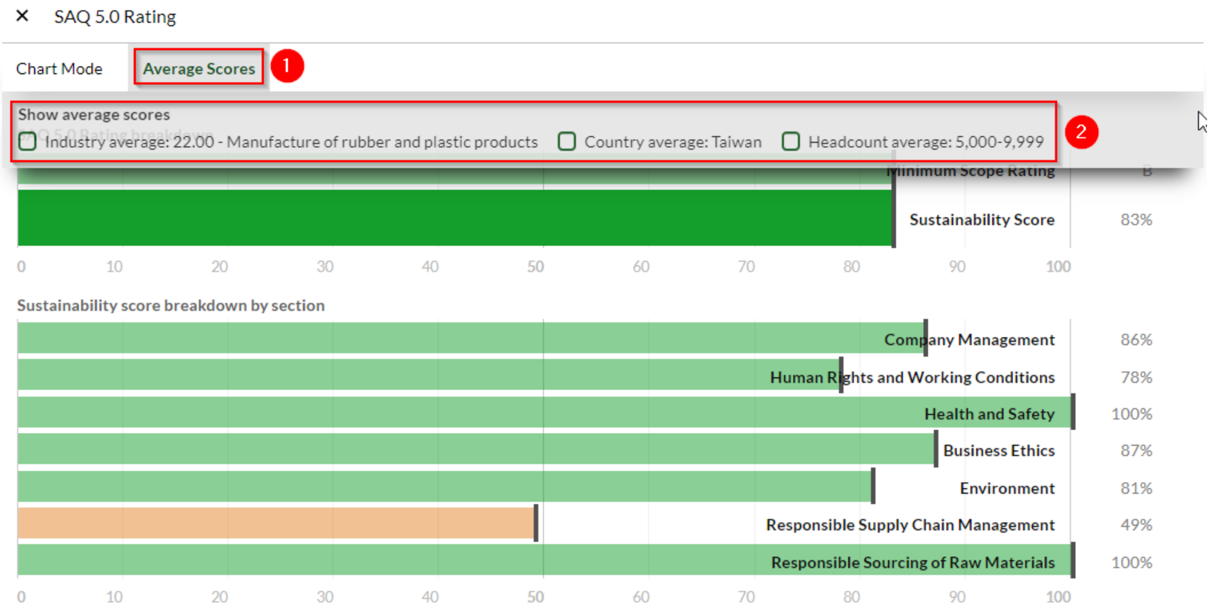
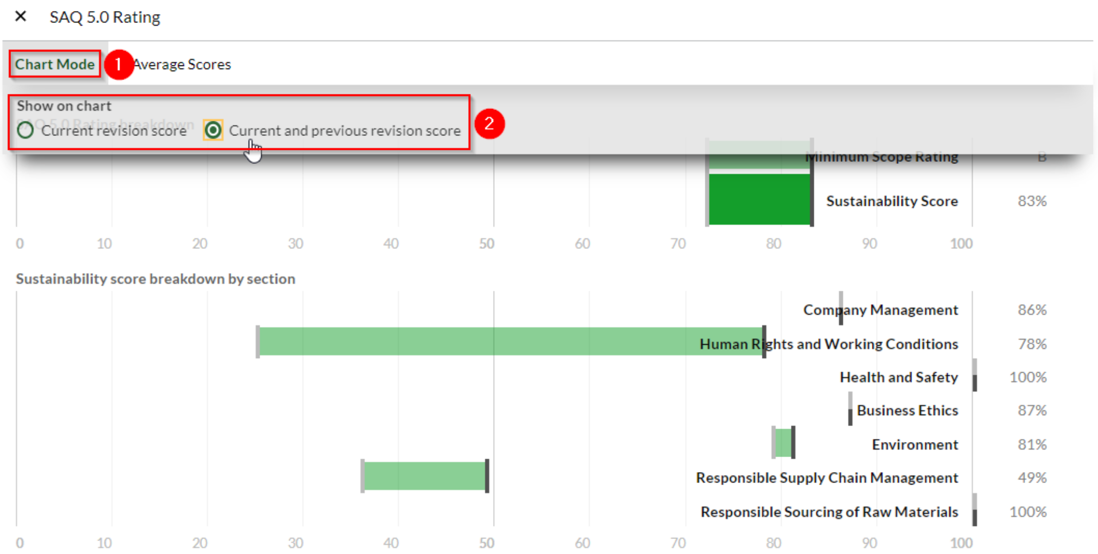


If you would like to compare your current rating with the previous rating instead, you can select this via "Chart mode". Both options can also be combined.



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.

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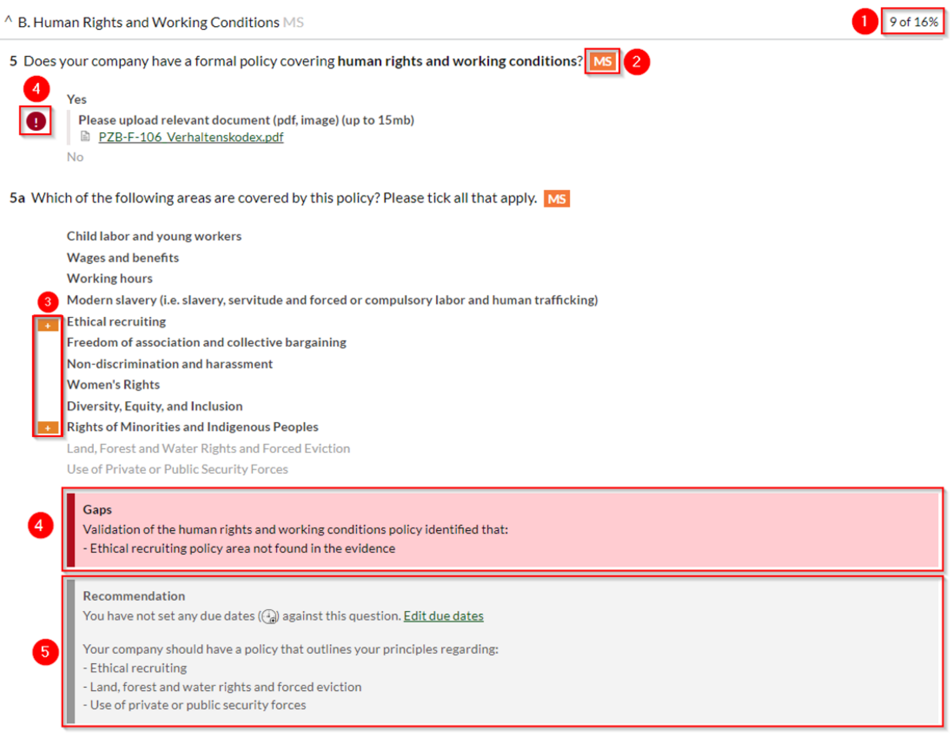
Answers - Results	Scores
∨ 0. Profile Details	0 of 0%
∨ A. Company Management MS	21 of 21%
∨ B. Human Rights and Working Conditions MS	6 of 16%
∨ C. Health and Safety MS	16 of 16%
∨ D. Business Ethics MS	6 of 6%
∨ E. Environment MS	25 of 25%
∨ F. Responsible Supply Chain Management MS	7 of 10%
∨ G. Responsible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



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.

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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

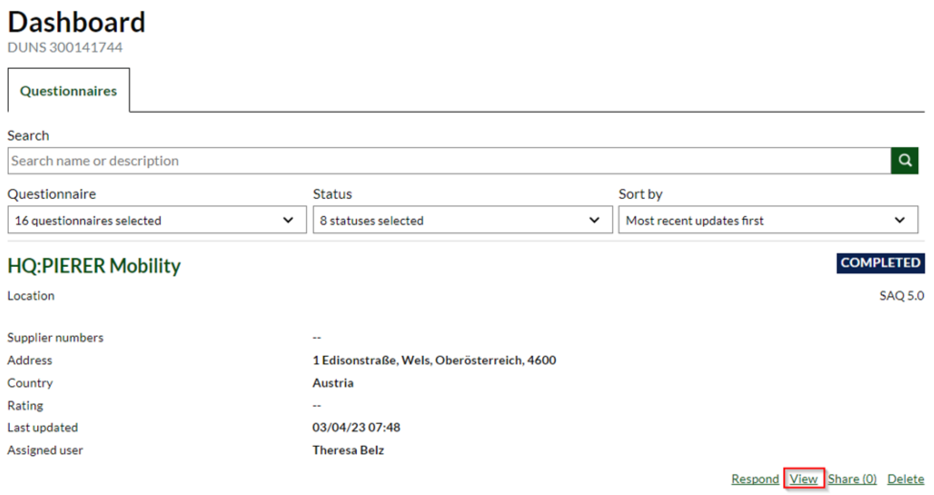
Once the validating phase has been completed and the rating is available, you will receive feedback with gaps and recommendations. These are based on your answers and are designed to help you improve your sustainability performance and rating.

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".



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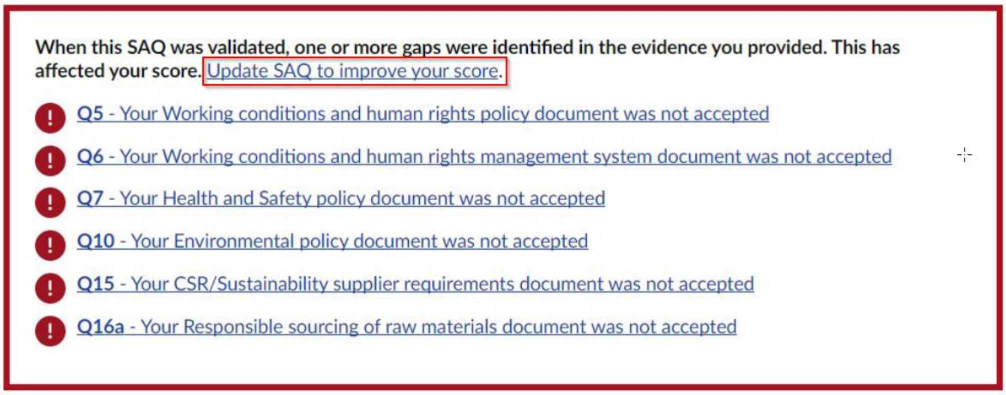
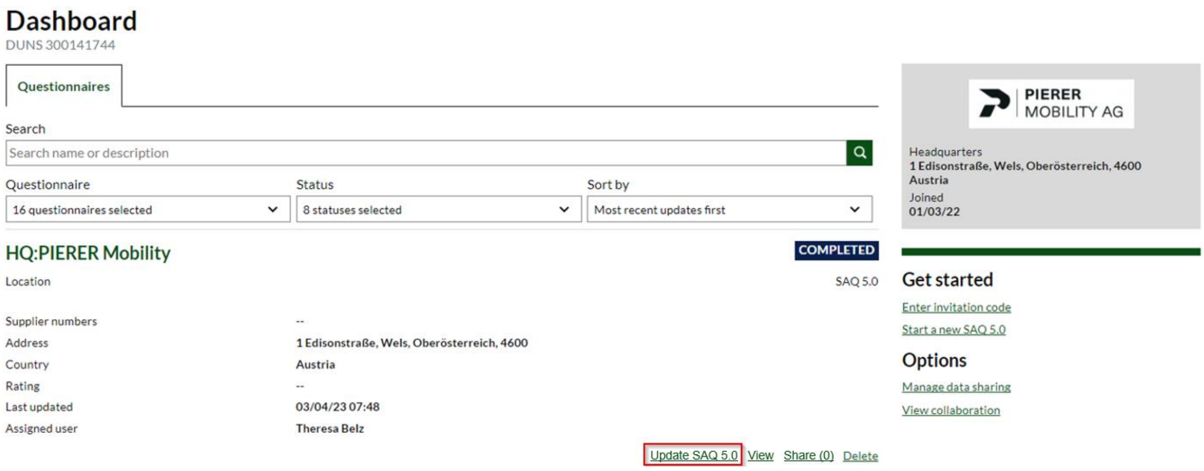
In the red notification box you will find an overview of all gaps in the SAQ. Select a gap to display the rejection reason and the corresponding question. To increase your score and change the evidence, select "Update SAQ to improve your score".



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



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.

MS

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:

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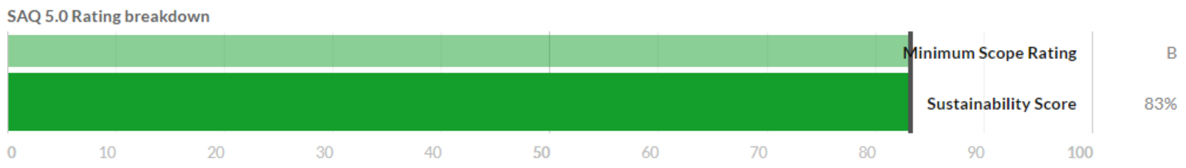
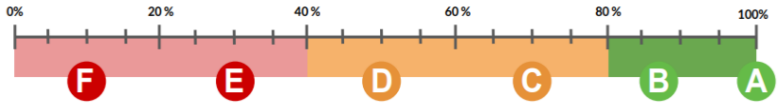


The first result, the minimum scope rating, considers only minimum scope questions and ranks your performance as follows:

- 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.

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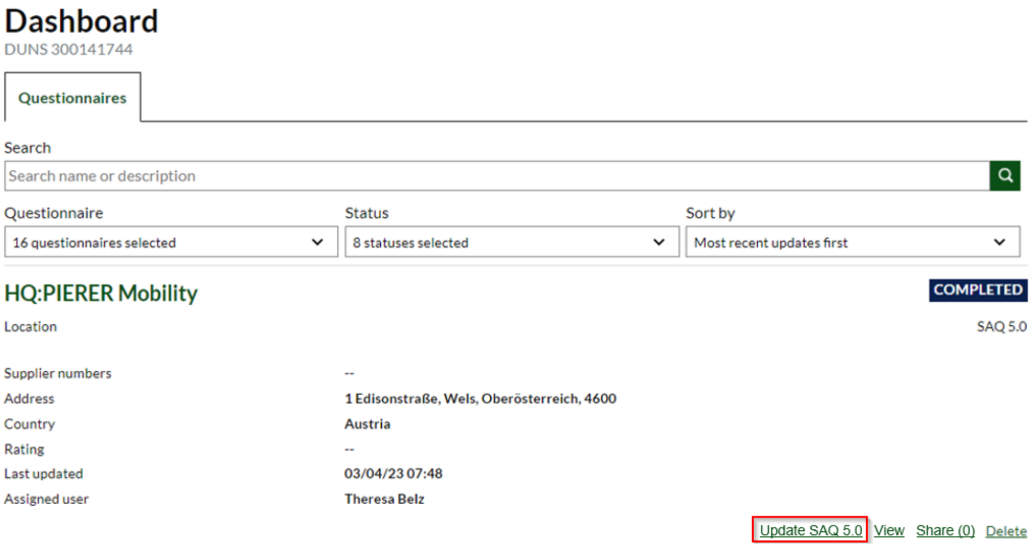
8. UPDATE AN SAQ

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.



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.

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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.

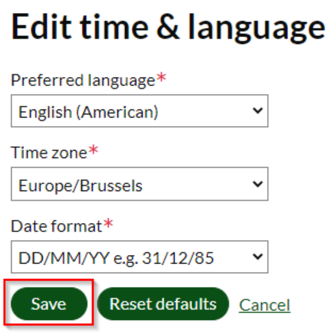
To customize the language, time zone as well as date format, scroll to the "Time & language" section and click "Edit".

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".



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.

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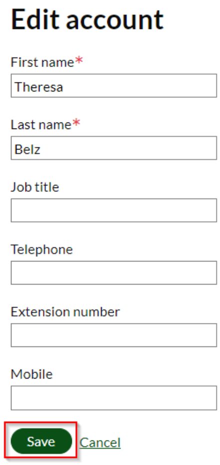

Many security measures are taken to protect the data on the platform. As a user, you have the option to check and adjust your security settings at any time, as well as taking additional precautions by using two-factor authentication.

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".

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

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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*

Save Cancel

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

✓	**Disaster Impact Alert**
✓	**Newsletters**
✓	**Platform/Service updates**
✓	**Questionnaire expiry alerts**
✓	**Questionnaire response required**
✓	**Sharing alerts**
✓	**Sign in reminder**
✓	**Training & Events**

Edit

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

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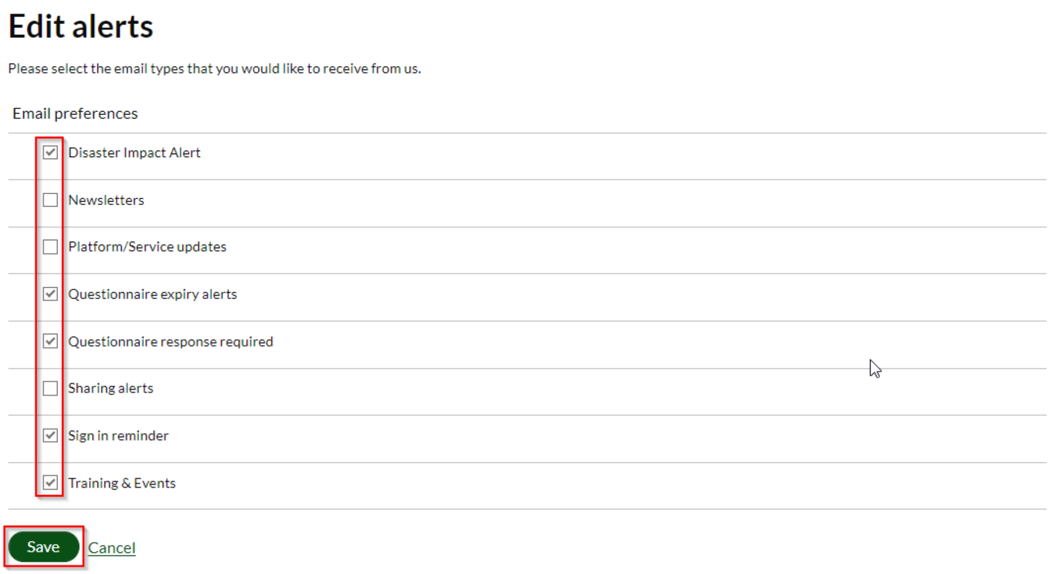

9.2. MANAGE ORGANIZATION

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.

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.

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.

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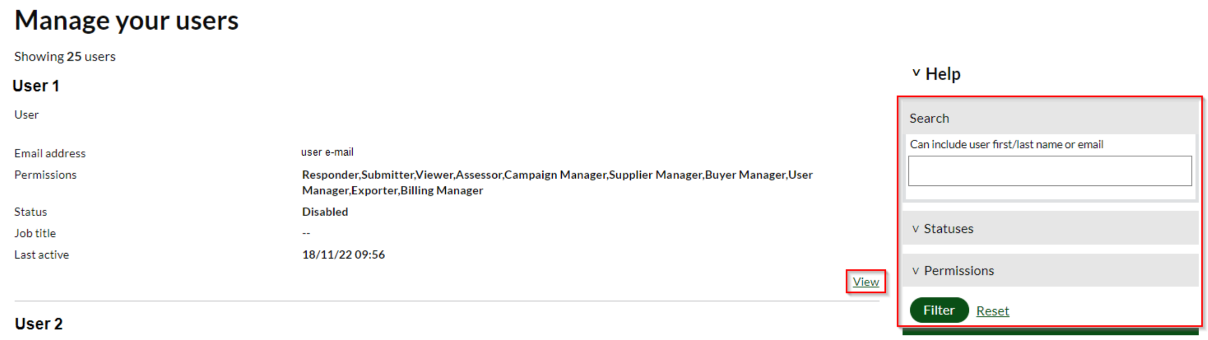
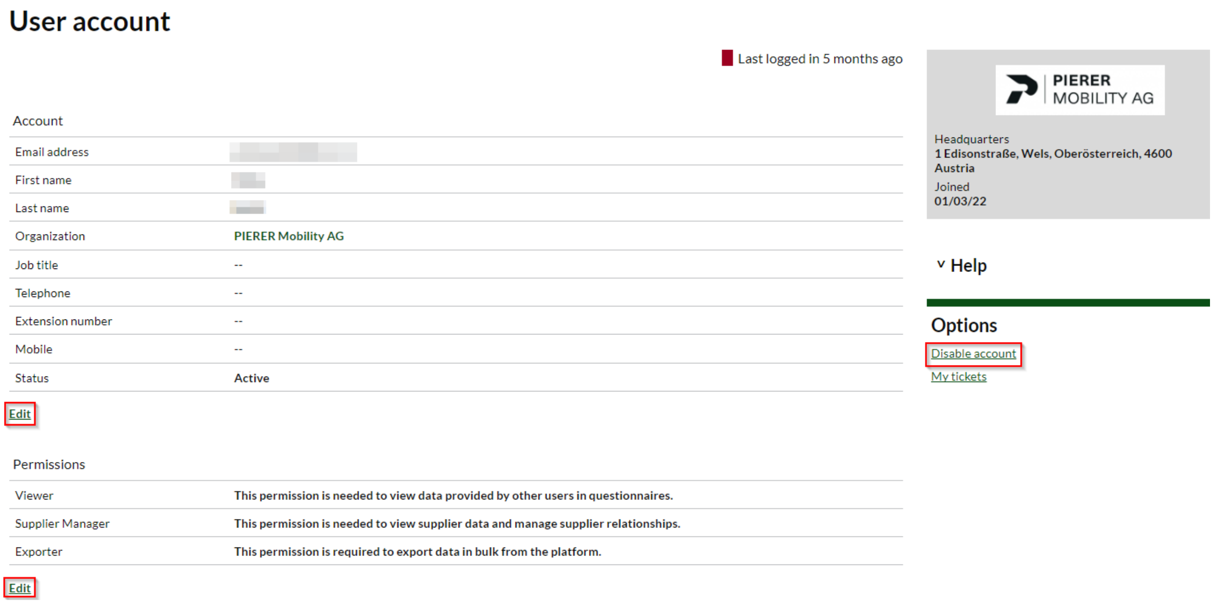


Then you can change the user's contact information in the "Account" section, customize the language setting, date format, and time zone under "Time & language", and edit them in the "Permissions" section. To do this, use the corresponding "Edit" function. If you do not want to grant this user access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



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.

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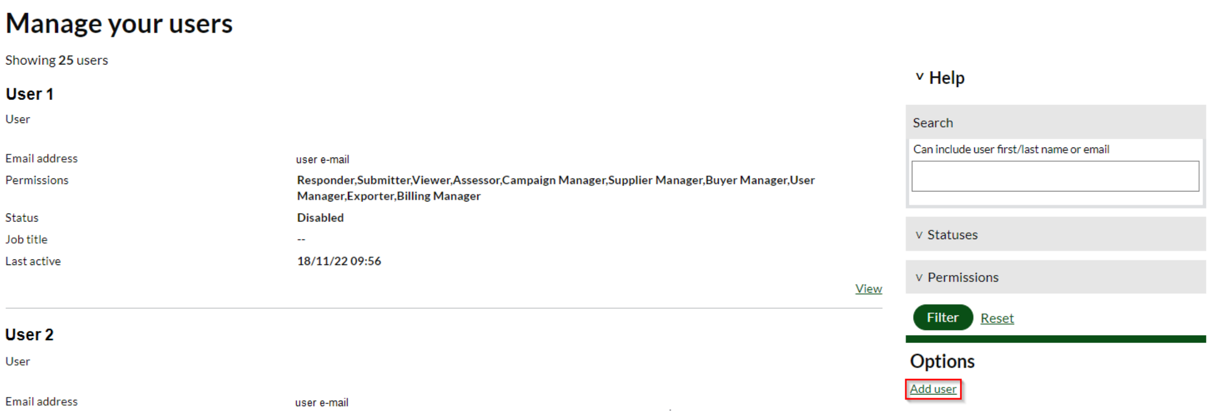
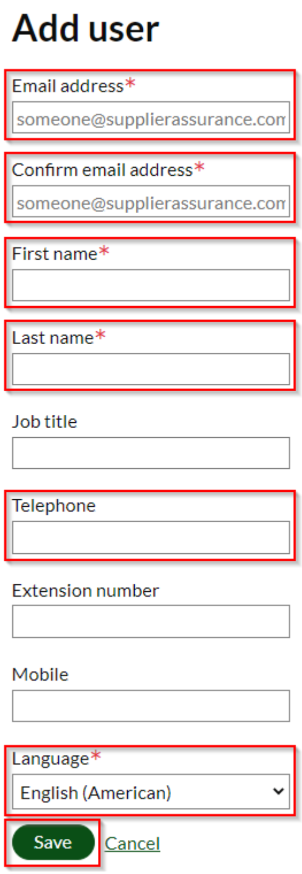


Then enter the necessary contact information and language, and click "Save". Following this, the user will receive an activation link via email and can set up their account. Use the previously described steps to adjust the permissions.



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.

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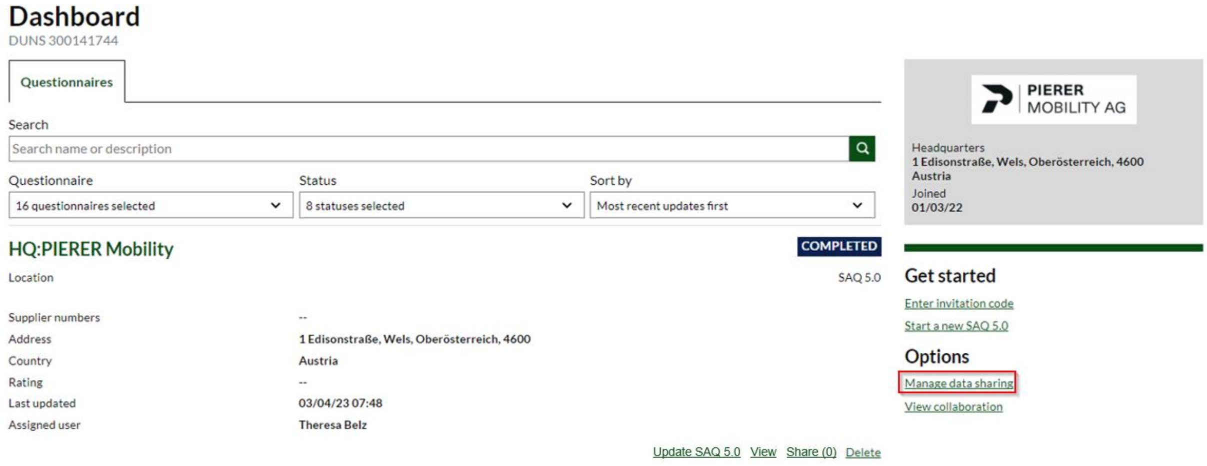
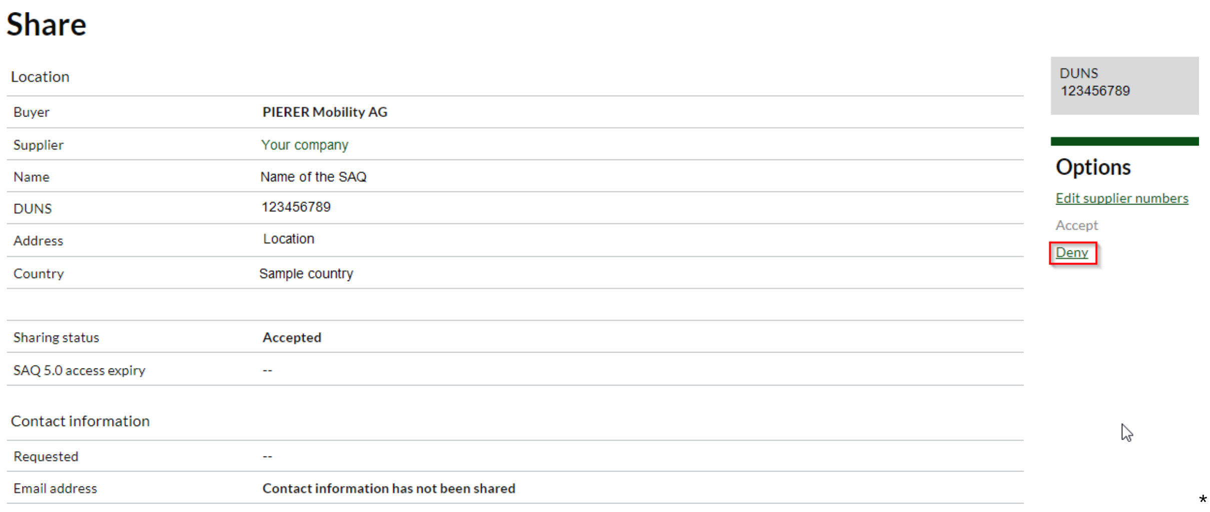


You will then get an overview of all the data that you share.* Use the filter and search function to search for a specific customer or sharing status. If you have shared your SAQ with an invitation code, it is directly shared with the customer and the status is shown as "Accepted". This is done automatically, 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".

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.

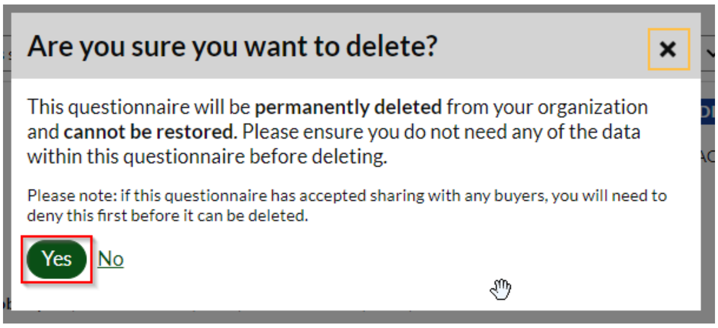


* Please note that your view of data sharing is different from ours and thus may vary slightly from the graphics in this chapter.

9.4. DELETING AN SAQ

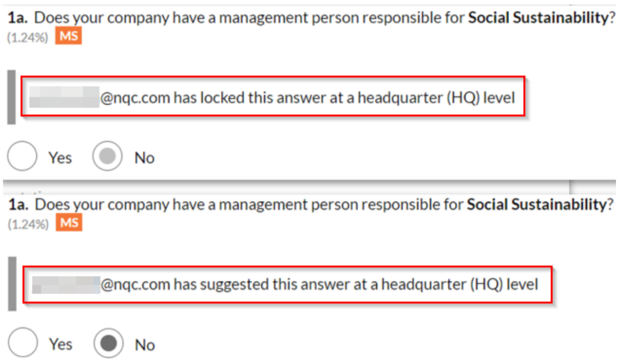
If you want to delete a questionnaire, you must first make sure that it is no longer shared with any customer. Therefore, follow the steps in the previous chapter 9.3. Manage data sharing to deny all sharing of the SAQ to be deleted. Alternatively, you can select the "Share" option in the corresponding 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.

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



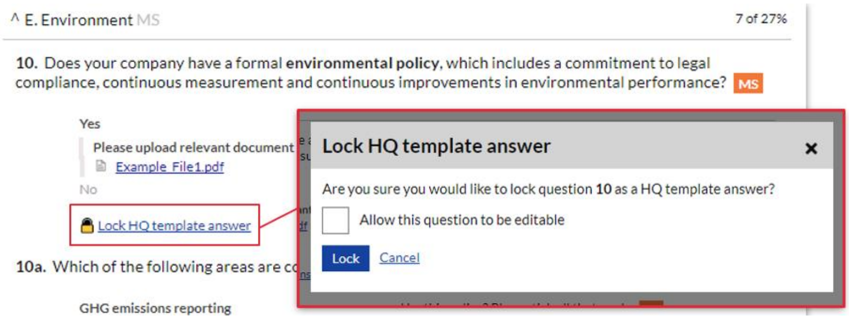
9.5. HEADQUARTERS TEMPLATE (HQ TEMPLATE)

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.



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.

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.



CREATOR Theresa Belz
DATE OF CREATION April 3, 2023
VERSION 01

10. CONTACT

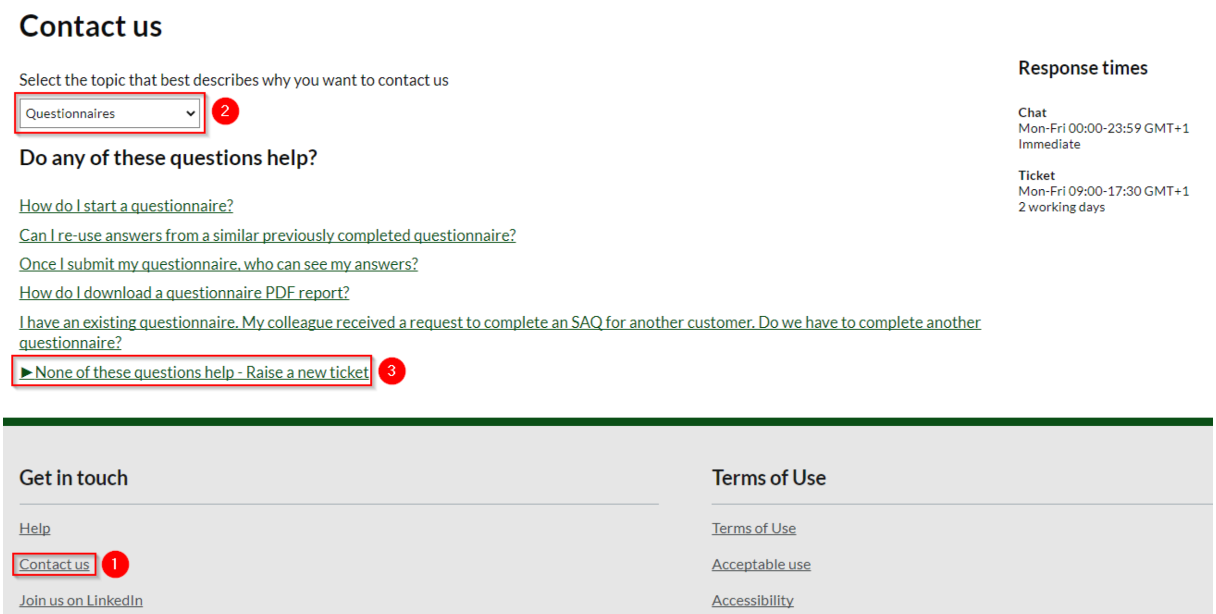
Please contact the support service of the platform regarding:

- 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
- 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).



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

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

Please contact PIERER Mobility (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