

Link-up Update – Information on Forthcoming Improvements to the System

As part of our ongoing commitment to improvement of the scheme we will be launching the latest periodic update to the Link-up scheme on 3rd September 2009. The changes reflect the issues captured via the Roadmap process over the last six months.

This will involve some changes to the questionnaire and also to some of the product codes. This communication will identify these changes, what effect they will have and any actions that you may be required to take.

Product Code Changes

New Product Codes

| | | |
|---------------|--------------------------|-------------------|
| 1902.1009.SER | WiFi | Registration only |
| 1902.1010.SER | Asset Tracking systems | Registration only |
| 1902.1011.SER | Calibration | Registration only |
| 1902.1012.SER | Oil Testing & Monitoring | Registration only |

Amendments to Product Codes

| | |
|---------------|---|
| 1702.1003.MRC | Road or Rail Mounted elevated Working Platforms |
| 1702.1003.REF | Road or Rail Mounted elevated Working Platforms |
| 1702.1003.SMP | Road or Rail Mounted elevated Working Platforms |

The above Product codes are changed from Registration only to **Auditable**

For all **new** applicants to these PC's they will be treated as any existing Auditable code and will form part of the question set for audit. For the **existing organisations currently in these codes** we will be contacting them individually to ensure a smooth transition to the new level.

Questionnaire Changes

We are making a number of changes to the Link-up questionnaire to reflect legislation changes and to alleviate some of the areas where suppliers have had problems in selecting appropriate options for their situation.

These involve a few new questions, some questions moving within the questionnaire, some wording changes to some questions and some changes to the available options in the insurance, quality and environmental sections. There are also some changes to the section introduction text to provide increased clarity and enable suppliers completing the questionnaire to be better able to provide the information which is appropriate for their company.

We are not asking all suppliers to revisit their questionnaire by the 3rd September to accommodate these changes.

For Suppliers

The way we are implementing this is as follows:

- Any new suppliers joining the scheme from 3rd September will only see and will only have to complete the new questionnaire.
- When existing suppliers go through their annual questionnaire review they will be provided with the new questionnaire and will need to address the revised questions. Until that time their existing questionnaire will remain valid, visible and searchable.
- If an existing supplier amends their Product Codes they will have to, as currently, revisit their questionnaire. The questionnaire that they will generate as part of this process will be the new one and so they will need to address the changes as they confirm the questions and requirements generated by their new product code footprint.
- As soon as any supplier has been through the revised questionnaire their old questionnaire will no longer be visible and all searches will relate to the new version.
- For those organisation who are actively working in their questionnaire around the 3rd September we will make special arrangements and we will contact those with a more detailed communication nearer the time.
- **Suppliers moving from the old questionnaire to the new questionnaire will not have to repopulate the whole questionnaire they will only need to put new answers into the questions that have changed.**

In this way we will minimise any impact on suppliers and all current questionnaires should be changed to the new format by september 2010.

For Buyers

The functionality for Buyers will remain as it currently is and we have made the necessary “backstage” changes to ensure that all tools deal with the questionnaire changes that are being made.

- Existing search tools will, after the 3rd September, be able to search on the new product codes and will also reflect the changes to any PC status (Registration to Auditable).
- The configurable search will only show whether a supplier has ISO 14001 or not and the current confusing range of choices will disappear. This is one of the benefits that the changes to the questionnaire will facilitate.
- When a buyer goes to look at a Supplier’s questionnaire they will see the most current one. i.e. they will see either the old questionnaire if this has not yet been amended or they will see the new version when this has become the live one. This means that when reviewing across suppliers the buyer may see a range of both new and old questionnaires.
- The configurable search and the associated filter has been aligned to be able to work concurrently with both versions of the questionnaire.

These changes form part of the ongoing development of the Link-up scheme and reflect the input we receive from all those who use it.

If you have any questions around these changes please contact either our Customer care team on 01235 861118 or your appropriate Account Manager.

Regards

Andy Harrison

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