

## **1. A company that wants to be SQAS assessed**

### **1.1. How can a company be SQAS assessed?**

- Any logistic service provider or Distributor (on its own initiative or on the request of a chemical company) may decide to have an SQAS assessment performed.
- The company to be assessed has to select an assessor from the list of Accredited SQAS Assessors. The assessor's territory is defined on the SQAS website. Assessors can work outside their territory only if they comply with the requirements set in section 4.7 of the **SQAS/ESAD Guidelines**.
- The company to be assessed fills in the **Pre-Assessment Document (PAD)** from the SQAS website.
- The filled in PAD has to be sent to one or several assessor(s) by the company to be assessed
- The assessor determines the time needed to carry out the assessment on the basis of the information provided in the PAD by the company to be assessed.
- The assessor will enter a planned assessment pre-notification in the system at the latest **three** weeks before the start of the assessment. This pre-notification contains the contact name and e-mail of the assessed company. Cefic may verify if the pre-notification is in conformity with the SQAS process.
- The agreement is sent to the authorized Manager from the company to be assessed (or his representative), who acknowledges and electronically signs the agreement to authorise the inclusion of the assessment report in the electronic SQAS database.
- The assessor carries out the assessment.

If you want to know more details of the assessment process go to the section 4.1 of the **SQAS/ESAD Guidelines**.

### **1.2. How can I contact an SQAS assessor?**

- Please, go to

- Select the country where the assessment will take place by using the drop-down list "Country" and press "Search". The list of assessors who can carry out assessments in that country will be shown. If you do not find the country go to the next step.
- Using the drop-down list "Territory", select the country where the assessment will take place, select "all" in the drop-down list "Country" and press "Search". The list of assessors who can carry out assessments in that country will be shown.
- You can find the assessor's contact details by clicking on the name of the assessor

### **1.3. How can I authorize the planned assessment?**

You are requested to sign the electronic agreement. Please click on the hyperlink in the auto responder e-mail to authorize the assessment. In case the hyperlink doesn't work please follow this alternative procedure:

- Open the SQAS web site: <https://www.sqas.org>
- Click on Planning and on the left hand menu go to "Sign agreement"
- The system will now ask you to fill in your Pre-notification code
- Click on the Enter button to authorize the assessment.

Please be aware that the assessment cannot take place without your authorization.

## **2. A company that was SQAS assessed**

### **2.1. How can I view my assessment report?**

The procedure to access your report information is as follows:

- Open the SQAS website: <https://www.sqas.org>.
- Enter your report number and security code.
- Click on the Login button.
- Go to the Report menu item in the top menu bar.

A new screen will now appear with different options given in the menu on the left hand side.

A user guide of SQAS system can be consulted in the SQAS website. For this, go to

Home/Documents/Manuals, Guidelines and Procedures, and select the "SQAS System User Guide" PDF document.

## 2.2. How do I get my SQAS attestation and summary report?

You have to login into the <https://www.sqas.org>

- Open the SQAS website: <https://www.sqas.org>
- Enter your report number and security code.
- Click on the Login button.
- Go to the Report menu item in the top menu bar.
- Click on "Download One Page Attestation and Summary Report" (on the left side of the screen) and follow the steps indicated.

## 2.3. Is my assessment report always available?

Please note that a SQAS assessment report remains valid for 3 years. After that, the assessment report is archived and is not available anymore for the assessed company.

## 2.4. How can I manage the report access requests?

You can manage the access requests via the <https://www.sqas.org> website:

To grant or deny access to your report for this user follow this procedure:

- Open the SQAS website.
- Log in with your report number and security code.
- Go to the Report menu in the top menu.
- Select the option "Manage Access Requests" to view a list of user who have requested access to your report.

## 2.5. How can I update my general company information (including my company name)?

You can update the general company information by yourself. Login to the SQAS website, click on Report and click on the option 'Company Info' (on the left side of the screen). This option allows you to update certain elements of your company information (such as your company name, phone, fax, website, contact persons etc.). **You cannot update the company address.**

## 2.6. How can I find my report number / security code information?

To find your report number, go to "assessed companies" in the private part of the website . Write the name of your company in the "search" field and press "search". The

outcome will show a view of the different reports that contain the name selected.

If you have forgotten your password, please use the 'password forgotten' option on the SQAS website (please see the left top corner) and follow the steps.

### **2.7. I am a Logistic Service Provider/Distributor. How can I become a member of the Logistics Service Providers and Distributors (L&D) User Group?**

Firstly, your Company has to be SQAS assessed. Then, fill in the "Logistic and Distributors Registration Form" that can be found in "Become a member page" and send it to Véronique Chalot at [vch@cefic.be](mailto:vch@cefic.be)

## **3. A company that was SQAS assessed that is a member of the L&D User Group**

### **3.1. How can I access the SQAS system?**

The procedure to access the SQAS system is as follows:

Open the SQAS website: <https://www.sqas.org>

On the left side you can enter your email address and password

Click on the Login button

You are now logged in and new options will be available in the top menu.

A new screen will now appear with different options given in the menu on the left hand side.

A user guide to SQAS system can be consulted in the SQAS website. For this, go to Home/Documents/Manuals, Guidelines and Procedures: and select the "SQAS System User Guide" PDF document

### **3.2. How can I access the report of another SQAS assessed company?**

Any SQAS user can electronically request access to the reports of other SQAS assessed companies. In the list of reports, click on the report that you are trying to access. If you do not have access, click "yes" on the dialog box that appears.

### **3.3. What happens if I forgot my password?**

Please use the 'password forgotten' option.

## **4. A chemical company**

### **4.1. How can I become a member of the SQAS or ESAD Service Group?**

Your company can join the SQAS Service Group. For more information about this membership please contact Veronique Chalot, [vch@cefic.be](mailto:vch@cefic.be)

### **4.2. How can I create a template?**

- Login to the SQAS website

- Go to Report/Manage Templates
- See the video "How to create and manage templates" on the top right corner

#### **4.3. How can I benchmark the assessed company with other companies?**

You can compare up to 15 assessment reports at the same time. You can select the reports using the option "Compare Reports" which is available when the "Report" link of the main menu is selected.

The system can be used to compare subsidiaries from the same company or sites from different companies

#### **4.4. How can I benchmark the assessed company with different countries?**

You can compare the scores obtained in a particular report with the average scores obtained in the country where the company is located and with other countries. The option is available by pressing the link "Scoring Matrix per Country" in the central part of the screen of every report.

## **5. A candidate to SQAS assessor**

### **5.1. How can I become an SQAS assessor?**

Firstly, you have to verify if you comply with the pre-requisites. Go to Resources and search for "Assessors Accreditation Manual".

## **6. An SQAS Assessor**

### **6.1. What to do if the company to be assessed did not receive the prenotification of the planned assessment?**

With your "Planned Assessments" menu option you can re-send the pre-notification e-mail to your client. Please login to the SQAS website and click on "Planning", "Planned assessments". On the Assessment record, please click on "Pre-notified", you now can double check/correct the contact details and/or click on 'Send authorization request to the contact person'. Click on Submit to save your changes.

### **6.2. What to do if I cannot send/submit the assessment report?**

To submit your report, please make sure that you are connected to internet. If the "Send" button is still disabled/de-activated this indicates that the report is not fully completed yet, may be you missed a mandatory question or you forgot to press the "Done" button on the bottom of a section page. If a certain section is completed then this is made visible in the tree structure by means of a bold/dark font. Please check if some sections are not yet in bold font face.

### **6.3. How can I cancel / archive my planned assessment?**

With your "Planned Assessments" menu option you can archive the pre-notification. Please login to the SQAS website and click on the "planned assessments" menu option. On the assessment record, please click on the "Pre-notified / Authorized" column, you now can click on 'Archive record'.

#### **6.4. Can I modify an assessment report that was already submitted?**

You are not allowed to change assessment reports. Please contact the SQAS manager for further instructions.