Frequently Asked Questions (FAQ)

New EICC Self-Assessment Questionnaire (SAQ) Launch March 2014

Version 2 - February 21, 2014

The EICC is pleased to launch the updated versions of the Corporate and Facility Risk Self-Assessment Questionnaires (SAQ), scheduled for early March 2014. Listed below are questions that member companies and suppliers may have regarding the new SAQ. For general information regarding the SAQ and its benefits, please refer to: http://www.eiccoalition.org/standards/assessment/. A general FAQ on the SAQ and other resources can be found here: http://www.eiccoalition.org/standards/tools/saq-frequently-asked-questions/. This FAQ pertains to the new SAQ.

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1. Why did the EICC update the Corporate and Facility Questionnaires?

The 2012-2013 Corporate and Facility Questionnaires have been in use for several years with only minor modifications to the content and scoring. During this time, the EICC has received constructive feedback about the questions (redundant, long, complicated, etc.) and the scoring (impossible to mitigate risk).

The EICC Tools Management Team formed several sub-teams to work on addressing both of these concerns. **The new 2014 SAQs have 46 percent fewer questions and are more focused and clearer in scoring.**

2. What were the “guiding principles” used in designing the new questions and scoring?

The EICC Tools Management Team had the following “guiding principles” in designing the Questionnaires:

- Fewer questions—decrease the amount of time to complete the SAQs
- Easier to understand
- Follow the EICC Code of Conduct
- Support the EICC VAP Program

3. What are the areas of focus for the updated Corporate and Facility Questionnaires?

The new SAQs focus on Labor, Ethics, Health and Safety, and Environmental elements. The Questionnaires are broken into separate sections addressing the inherent risks, the controls in place and the management systems used to mitigate those risks.

4. I didn’t know about the new 2014 SAQ starting in March 2014—how was this communicated?

The communications started to EICC membership in July 2012. There were several presentations, bulletin announcements, and emails sent regarding the effort. Membership was asked for feedback about the new questions in April/May 2013. An overview of tool enhancements was provided at the October 2012 member meeting and presentations were also provided to the Board and during
working group calls. As always, feel free to reach out to EICC staff with more questions or to get involved in a working group.

5. I have not completed my SAQ for 2012-2013, should I wait until the new SAQ is launched in March 2014?

This is really up to your company and the needs of your customer(s). EICC members may need the results of SAQs for their EICC member compliance deadline in early January. It is recommended that you discuss the options with your customer or suppliers as appropriate.

6. I just completed my SAQ(s) in 2013; do I have to complete the new 2014 Questionnaires?

The EICC requires that Members and Suppliers update their SAQs each year. If you completed the 2012-2013 Questionnaires less than one year ago, it may not be necessary to rush to complete the new 2014 SAQs. Your customer may require you to complete the new 2014 Questionnaire immediately upon launch due to their own internal programs.

7. What happens to the SAQs that are already completed in the system?

Completed and released SAQs will still remain visible in EICC-ON to Suppliers and Customers. No further edits or updates may be performed once the new 2014 Questionnaires are launched and the 2013-2012 Questionnaires are closed.

8. How long will previously completed SAQs remain in the system?

Completed SAQs will remain in the system for review, analysis and reporting. The EICC has not determined when older SAQs will be removed from EICC-ON.

9. Will my answers copy over from the 2012-2013 Questionnaires to the new campaign launched in March 2014?

All users will complete a new SAQ for the 2014 Questionnaires. Because the questions are different, it is not possible to pre-populate the answers from the previous SAQs.

10. What happens if I do not complete and release the current 2012-2013 Questionnaires before the cut-off date of February 28, 2014?

If the 2012-2013 SAQ is not completed and released prior to February 28, 2014, it will no longer be available to complete and release. Your company will show no record of having started the SAQ.

11. Can I modify answers to a closed Questionnaire (old SAQ)?

Once the Questionnaires are closed, no further updates or edits can be done. The 2012-2013 Questionnaires will be closed once the new SAQ is launched.
12. Can lapsed suppliers complete the new SAQs for 2014?

Lapsed suppliers must renew their subscription in EICC-ON in order to complete and release the new 2014 Questionnaires.

13. Why are some questions not displaying in the new 2014 Questionnaires?

The online Questionnaires have dependencies built based on how you answer the questions. EICC-ON will display the appropriate questions for completion. You are encouraged to complete your SAQ online in EICC-ON instead of completing it on the exported excel version. This should help avoid answering unnecessary questions.

14. As a member company, can I still see the previously filled out SAQs for my suppliers?

The previously completed and released SAQs are visible for your suppliers provided they have continued to provide you access via the access rights matrix in EICC-ON. In many reports and pages in the system, you can choose the SAQ you wish to review.

15. When completing the new 2014 SAQs, do I have to release them again?

Yes. The “Release” function in EICC-ON is really an indicator that the questionnaire is complete and you are ready to share it. Once released, it is suggested that you set your access rights matrix to share it with your customers. If you have already set the access rights, then your customers will see the newly released SAQ once the release button has been checked. For help with these steps, please see the user guides available in EICC-ON in the training area.


No. If you need to make updates, they can be made at any time to the Questionnaire. If you want to block visibility to a released SAQ in EICC-ON, you have to remove the access rights that have been granted to your customers using the access rights matrix.

17. Do I have to update the access rights matrix in EICC-ON and who is the new SAQ is shared with?

No, you do not need to update your access rights matrix. The launch of the new 2014 SAQ Questionnaires does not change the access rights that you have completed with your customers or suppliers. If you have new suppliers or customers, then those access rights would need to be established in order to share the SAQ results. However, you still need to complete and release the SAQs in order for it to be visible to those you have granted access.
18. Will reports be available for various reporting periods?

Reports are available in the Reporting tab in EICC-ON. Several reports allow the users the option to choose the reporting period to review, analyze and generate reports. For further information about reporting, please review the information located in the Training tab in EICC-ON.

19. Will the new 2014 SAQ allow answers to be updated at any time?

Yes – as long as the campaign remains open. Active/open campaigns allow answers to be updated at any time. The updates are real-time and are visible to those with whom you have shared your SAQs via the access rights matrix (as long as the SAQ has been released). The EICC promotes continuous improvement and encourages members and suppliers to make progress and update their results as frequently as appropriate.

20. Do the new 2014 Questionnaires still permit exporting and completing offline and then importing for completion?

Yes. The new 2014 SAQs can be exported into Excel, completed and imported back into EICC-ON for scoring. However, you are encouraged to complete your SAQ online as the system only presents the questions that you are required to complete based on your previous responses. By completing the Questionnaires online, you avoid having to answer extra questions unnecessarily.

21. Where can I find a copy of the questions in the new Corporate and Facility SAQs for 2014?

A copy of the questions will be made available in SharePoint in a pdf version soon. Please check with your customers or view the questions in EICC-ON prior to answering them as appropriate.

22. Can I use a spreadsheet I create or some other format to complete my SAQ and submit it to my customer?

No other versions of the Self Assessments are endorsed by the EICC for use besides the online and official offline versions in EICC-ON. The EICC does not create or maintain scored versions of the SAQs for use. You may complete the official offline version but it needs to be imported into EICC-ON for consideration and scoring.

23. What is the deadline for completing the new 2014 SAQ Questionnaires?

The EICC requires that Members and Suppliers update their SAQs each year. If you completed the 2012-2013 Questionnaire less than one year ago, then the need to rush to complete the new 2014 SAQ may not be necessary. You or your customer may be required to complete the new 2014 Questionnaire immediately due to internal programs. Please check with your customers (or suppliers) to establish the due date.
24. Do customers receive a notification when suppliers make updates to an already released SAQ?

No. EICC-ON does not generate email notifications when suppliers make updates to their SAQs. You can let them know that you have updated it.

25. Do customers receive a notification when suppliers complete the new 2014 SAQs?

No. EICC-ON does not generate email notifications when suppliers complete and release the new 2014 SAQs. For customers who have been granted access via the access rights, there are several reports that are available to determine which suppliers have completed and released SAQs and who is still in process.

26. Can suppliers have visibility to when their customers review their shared SAQs?

No. Suppliers do not receive notifications or have any other sort of visibility when their customers review or do not review their shared SAQs. You can let them know you have completed and released SAQs and check in with them to see if they have accessed them.

27. What languages will the new SAQ be available in at launch?

The new SAQ will be available in English, simplified Chinese, Japanese, Korean and Spanish at launch.

28. How do I get the self-assessment in a different language in EICC-ON?

Once logged in to EICC-ON, go to Home (far left tab) then My Profile (from drop-down menu under Home). Once your profile comes up, scroll down to the Edit button on the bottom of the page. When you click on Edit, some fields like Language (under Professional Information) will open up. At the Language field, select your desired language from the drop-down menu that will appear (those listed above in #27). Changing your language profile will allow you to see the Self-Assessment Questionnaire in your chosen language, but it will not change the EICC-ON interface language. With the exception of Chinese, the EICC-ON platform pages and tabs will remain in English.

29. Where can I get assistance?

There are several resources to assist you further:

- For both EICC members and non-member suppliers:
  - Information and documents can be found on EICC’s website at these pages, that we encourage you to bookmark: http://www.eiccoalition.org/standards/tools/eicc-on/
  - There are several user guides and other documents in EICC-ON under the Help and Support (Training Documents) area.
  - Members also have access to EICC’s SharePoint area with additional information including presentations about the enhancements.
If you would like to arrange onboarding on EICC-ON, contact EICC at eicc-onhelp@eiccoalition.org. Suppliers have access to onboarding services through Enablon and members have access to this through EICC. Enablon can help EICC members reach out to their suppliers to get them registered in EICC-ON and is offering monthly “Getting Started in EICC-ON” webinars for suppliers. To request the dates of these webinars or links to past webinar recordings, please contact EICC at eicc-onhelp@eiccoalition.org.

If you are experiencing technical difficulties with the platform including log in issues, please log a ticket at Enablon’s Help Desk.

If you are a supplier and have payment questions about EICC-ON please contact Enablon at accounting_us@enablon.com

For EICC or SAQ questions please contact the EICC at eicc-onhelp@eiccoalition.org

EICC-ON log in (or registration) page: http://www.eicc-on.info