

Information on the upcoming annual compliance survey

Dear Sir/Madam,

Your company is registered to the Supply Chain Initiative (SCI). As part of your commitments you agreed to take part in a mandatory annual survey[[1]](#endnote-1). As indicated in the framework, the purpose of the survey is to help monitor progress and serve as a basis for evaluation of compliance.

This letter aims to provide you with information on this upcoming survey in order to facilitate your preparation and internal organisation before the survey opens, on 1st September this year.

The survey consists of an on-line questionnaire covering the following main elements:

1. Training of staff;
2. Communication to business partners;
3. Operation of the dispute resolution options (number of complaints lodged and received, but not the substance of any disputes handled under the SCI); and
4. Satisfaction

**Response to the survey**

The survey will be conducted online by *Dedicated,* an independent market research and opinion polling agency based in Belgium. Dedicated was appointed by the Governance Group as a neutral intermediary and is bound by strict rules of confidentiality and legal privilege.

At the end of August, you will receive an email from Dedicated with a personalised link to access the online survey, which will be open from 1st September to 16 October 2016.

The survey is carried out at national level. If your registration covers more than one country, the survey must be completed online by each of the national entities/subsidiaries that participate in the SCI. This input will be directly sent to Dedicated.

The survey will cover the period from your registration until 31 August 2016.

You may have taken part in the compliance survey last year, however you will still need to fill in the new questionnaire as this is an annual commitment. The text of the questionnaire is slightly different from last year’s questionnaire and will be adapted to your date of registration.

**Internal preparation**

You are encouraged to start collecting the required data within your organisation before the online survey opens. To enable you to do this, you can already find on our website a version of the survey <http://supplychaininitiative.eu/news/questionnaire-2016-annual-compliance-survey>. The questionnaire will be available shortly in all EU languages.

**EU reporting**

The results of the online survey will be made anonymous and aggregated by Dedicated. The findings of the survey will be made available in January 2017 as part of the Supply Chain Initiative’s annual report. As participation in the survey is mandatory, the European institutions will expect us to base our report on 100% of the national operating companies of all registered companies.

Please contact me if you have any questions regarding the upcoming survey on the implementation of the SCI. On behalf of the Governance Group, I thank you very much in advance.

Kind regards,

The Secretariat of the Supply Chain Initiative

1. See <http://www.supplychaininitiative.eu/about-initiative/framework> p.9 [↑](#endnote-ref-1)