

## 1. Introduction

**Advanced Registration** is an assessment conducted by FPAL from responses provided to the online Advanced Registration Questionnaire (ARQ) and, once completed reduces the need for repetitive and generic pre-qualification activity within the industry. It should be viewed as a pre-qualification of your company to **all FPAL Registered Purchasers**.

The assessment is carried out across a maximum of 11 business characteristics or elements (although not all elements may apply to a specific business) with the results being expressed as a Profile display.

**There is no pass, fail or overall single score as a result of the assessment. It is designed to represent your company's capabilities and to allow your clients to decide themselves on the suitability of the company for the work being considered.**

The assessments appraise the existence and effectiveness of controls and management systems in place supporting the business activities or products being offered by a Supplier.

Completion of the online Advanced Registration Questionnaire by **all Registered Suppliers** will provide a cost-effective method of promoting company capabilities **to all FPAL Registered Purchasers**.

ARQ has potential benefits for both purchasers and suppliers and is designed to streamline pre-qualification by reducing bidding costs in accordance with a set of best practice guidelines developed by the UKCS , known as the Supply Chain Code of Practice. The ARQ is designed to replace numerous company- standard pre-qualification questionnaires with a one-time completion of an industry standard questionnaire, thus saving suppliers and purchasers a great deal of time and effort.

Typical Supplier benefits:

- Reduction in pre-qualification effort
- Potential 'fast tracking' through the supplier selection process
- Identification of strengths and areas for improvement
- Ability to benchmark against competitors

Typical Purchaser benefits:

- Access the information whenever they are considering placing work
- Reduction in their pre-qualification effort
- Use the scores in a search to highlight Suppliers' strengths and weaknesses
- Filter out those companies who are not suitable for a particular job

## 2. Steps to update the FPAL Database

- Suppliers are invited to complete an online response after becoming fully registered.
- Suppliers complete their response and press the submit button to send it to FPAL for evaluation.
- FPAL completes an evaluation of the response and prepares a Profile and makes the response and evaluation results available to the Supplier for acceptance prior to release on the database. This profile is supported by a benchmark facility to help the Supplier better understand the acceptability of the FPAL scores.
- Suppliers review their evaluations and either accept them and allow the data to be released on the database, or seek clarification and, if necessary re-submit their response. At worst, Suppliers may suppress the results in part or in total. **ONLY AGREED AND ACCEPTED DATA IS MADE AVAILABLE TO REGISTERED PURCHASERS ON THE DATABASE.**
- FPAL releases the data to the database so that it is available to Purchasers following a Supplier's acceptance of the evaluation. The evaluation will remain valid for a maximum of 2 years, but should be updated by the Supplier at any time if circumstances change.

### 3. Completion Guidance

You are now registered for the following Product Codes on the FPAL database:

**LIST CODES**

These guidelines are provided within the questionnaire to help you decide if the element is applicable to your company based on the range of products / services you are offering. Your registration means that you need to answer certain questions in this Advanced Registration Questionnaire.

Thank you for your interest in completing the Advanced Registration Questionnaire. Your completion of the online questionnaire will allow you to present a fuller picture to your FPAL purchaser customers and potential customers.

Whilst recognising the questionnaire is generic for ALL suppliers to complete, and that some elements may not be applicable to you, completion should reflect who you are and what you do.

In general terms the advice is:

- **Complete those elements that are applicable to you and that you would wish to demonstrate to your customers.**
- Discuss your participation with your customers and comply with any requirements they may be suggesting.

We offer the following guidelines to further help you decide which elements are applicable to your company based on the range of products / services you are offering.

Element	Completion Guidance	Mandatory Codes	Conditional
<b>Element 1: Product Quality</b>	Any supplier (manufacturer, stockist or agent) who is registered to provide any product and / or bulk material should answer this element.  This will help demonstrate your capabilities and the importance you give to the quality of your products.	Any code in: 1.00.00 code series 2.00.00 code series	
<b>Element 2: Service Quality</b>	Any supplier who is registered to provide services and /or multidiscipline services should answer this element.  This will help demonstrate your capabilities and the importance you give to the quality of your services.	Any code in: 3.00.00 code series 4.00.00 code series	
<b>Element 3: Project Management</b>	Any supplier who considers that project management forms part part of their service should answer questions 3.1 to 3.5.	Any code in: 3.01.00 code series	Only suppliers providing specific project management services and where project management is a major part of the service offered should complete questions 3.6 to 3.8. Any code in: 4.00.00 code series
<b>Element 4: Documentation</b>	Any supplier who provides documentation as part of their contract deliverables should answer this element. In this context the terms 'documentation' and 'documents' should be taken to include information and data in		

**Advanced Registration Questionnaire**

	any format, including electronic.		
<b>Element 5: Planning &amp; Delivery</b>	<b>All</b> suppliers should answer this element.	All codes	
<b>Element 6: Supplier Management</b>	Any supplier who either buys goods (whether raw materials, finished components or unitised products) for onward sale or incorporation into their own products or who subcontracts work associated with providing any of the goods or services.		
<b>Element 7: Installation &amp; Commissioning</b>	Any supplier providing installation and commissioning / decommissioning services. Either by installing and commissioning their own products or providing an installation and commissioning / decommissioning service for equipment supplied by others.	Any code in 3.06.00 code series 3.15.00 code series 4.03.00 code series 4.04.00 code series	
<b>Element 8: Health &amp; Safety</b>	Any supplier whose products or services have the potential to import a 'health and safety' risk to your customers' operations, or may influence the safety of these operations by your presence at any time on their sites, should complete this element.  Any supplier who routinely visits client's sites – onshore and offshore, should complete this element.		Your completion may be influenced by the needs of your customers. Please discuss your participation with your customer's Health and Safety Representatives.
<b>Element 9: Environment</b>	Any supplier whose products or services have the potential to import an 'environmental' risk to your customers' operations, or may influence the environmental arrangements of these operations by your presence at any time on their sites, should complete this element.  For Suppliers of certain environmentally sensitive products or services completion is strongly recommended.	1.05.02 1.05.03 1.05.04 1.06.01 1.06.04 1.06.99 1.12.02 2.09.01 2.09.02 2.99.02 3.01.08 3.01.10 3.02.02 3.02.19 3.02.20 3.04.01 3.04.02 3.04.15 3.04.26 3.05.04 3.05.05 3.05.11 3.05.13 3.06.05 3.06.06 3.06.07 3.08.06 3.08.12 3.13.02 Any code in: 1.17.00 code series 2.07.00 code series 4.02.00 code series 4.03.00 code series 4.04.00 code series 4.05.00 code series	Your completion may be influenced by the needs of your customers. Please discuss your participation with your customer's Environmental Representatives.

## Advanced Registration Questionnaire

<b>Element 10: Competence &amp; Training</b>	<b>All</b> suppliers should answer this element.	All codes	
<b>Element 11: Innovation &amp; Improvement</b>	<b>All</b> suppliers should answer questions 11.1 to 11.5.	All codes	For FPAL evaluation purposes, scores from the improvement questions that are asked in other elements will be taken into account with the scores for questions in this element to provide an overall score for innovation and improvement.

Regarding confidential information, where completed examples / evidence are requested, details are required. Please note that this information will be visible on the database so only include that which you are happy to make available. **If required, make adjustments for anonymity / confidentiality, but ensure documents provided demonstrate how well the item is conducted.**

We will use the certification submitted with the Registration Questionnaire. If this has changed since submittal then please attach below.

Attach a copy of your ISO9001 Certification, ISO14001, OHSAS18001, SCC etc.  
Investors in People (IIP):Sector Skills Council (SSC), Industry Training Board (ITB):

The response should reflect your capabilities against **all** of the products and services for which your company has registered. **You should only answer the elements relevant to your business.**

The questionnaire is designed to cover all Supplier activities and is split into eleven elements. Some of the questions have several parts and you are advised to consider all of them. Inputs from several people from different disciplines, departments, divisions or locations are often required to provide a complete response.

The response consists of the following response types:

- "ABCD"** Self-assessment selection to best match your circumstances on the topic.
- "TEXT"** Outline in a few sentences, no more than 100 words.
- "Evidence"** Supporting documentation, **no older than two years**, is requested and this should be uploaded to the questionnaire, PDF format preferable although Word or Excel acceptable. Please note that only one document per question is permitted.

Responses to both the multiple choice questions and the text questions are mandatory for all elements you wish to answer. The questionnaire validation will not allow you to submit your response if you fail to complete all questions.

#### 4. External system certification

Additional scores will be awarded where evidence of external management system verification, in the form of certification from nationally accredited bodies, is provided. The certification must be up-to-date and must cover the entire range of product/service categories and appropriate locations for which you have registered.

Typical certification schemes are:

- ISO9001 and ISO14001 where the certification body is accredited by the appropriate national body (UKAS in the case of UK bodies),
- OHSAS18001 - any mutually recognised competent body,
- IIP (Investors in People) - UK only,
- Sector Skills Council (SSC), Industry Training Board (ITB) - UK only.

## 5. Updates

A Supplier can update the profile at any time by completing a full or partial response to the questionnaire following significant changes to practices, systems or controls.

Suppliers are responsible for ensuring their profile is representative of their capabilities.

The profile is considered valid for a maximum of 2 years since initial release or last full update. FPAL will advise Suppliers in advance of their impending expiry, and the system will remove the profile from the database after this period and add a comment that the profile has "expired".

## 6. Weightings and Scoring

A nominal weighting is assigned to each question so that the total weighting for each element is 10. The maximum weighted score for any element is designed to be around 8.5.

Where individual questions are answered, and accepted by FPAL as not applicable, the process ensures that the weightings associated with such questions are appropriately redistributed. This ensures a profile score relevant to the scope of work for which you have registered.

Whilst some improvement related questions within individual elements may be 0 (zero) weighted, you should note that the scores allocated to such questions count as part of the assessment of other elements e.g. 'Innovation and Improvement' Element 11. Additionally some questions are weighted to contribute to the element they are asked in and to another element e.g. question 7.2 contributes to 'Competence and Training' Element 10.

## 7. Benchmarking

A Supplier must have participated in either the Advanced Registration Questionnaire or Performance Feedback, or both, for the Benchmarking options to be available for use.

**Standard Benchmarking**, showing the Supplier's position in relation to other Suppliers registered for a similar Product Code, is available via the database. Access is through Supplier Own Data option by selecting the profiles selection.

In addition, **twice a year**, Suppliers can nominate to carry out **Selective Benchmarking**. This facility is available under the Edit Benchmark Suppliers option on the main menu. This operates with a minimum of SIX Suppliers all of whom must have also participated in the Advanced Registration Questionnaire and / or Performance Feedback.

The specific Supplier Benchmarking facility is not available to FPAL Purchasers as part of their access to the system - it is a Supplier only feature. However, Purchasers can benchmark their own performance in a similar manner.

## 8. Verify Elements

An option exists for Suppliers and Purchasers to request a **Verified Assessment** that includes an on-site verification visit for the Health & Safety and Environment elements. A verify visit results in a more detailed report being made available to the requesting Purchaser as well as a Verified Profile for the applicable elements being made available to all Purchasers. The verification scores for the Health & Safety and Environment elements will supersede any previously non-verified scores for these two elements.

## ELEMENT 1 PRODUCT QUALITY

### Scope

This element relates to controls to ensure product quality is achieved.

Question	Weighting
<p>1.1 <b>Objective: To ensure you manage the design of your products.</b></p> <p>1.1.1 Design</p> <p>1.1.1.1</p> <p>If you carry out design, select the option below that best describes how you control product design.</p> <ul style="list-style-type: none"> <li>A. Limited design controls in place, mainly informal, but considered adequate to meet design requirements.</li> <li>B. Ad hoc design controls (subcontracted if necessary), not fully documented, but regularly used and to design requirements.</li> <li>C. Good controls over design with formal design procedures and specific design personnel.</li> <li>D. Full design department with comprehensive controls operating throughout the product design process. Defined Inputs: Equipment Performance, Design Planning, Design Reviews, Verified Design Calculations, Testing Design Validations, Design Change Controls.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE (choose this if others design your products or you do not carry out design activities)</p>	<p>1.0</p>
<p>1.2 <b>Objective: To ensure you control your activities (Pre-Production / Planning / Production).</b></p> <p>1.2.1 Controls</p> <p>1.2.1.1</p> <p>Outline the key controls you use to ensure your products meet the specified requirements and your product quality is planned and controlled. Include pre-production, planning and production phases and reference to Quality Plans, Inspection and Test Plans, 'in-process' verification, inspection and test processes as appropriate.</p> <p><b>TEXT FIELD - no more than 100 words</b></p> <p>1.2.1.2</p> <p>Attach a copy of the <b>index</b> of Operating Procedures and Work Instructions relevant to the provision of products that form part of your management system.</p>	<p>2.5</p>
<p>1.3 <b>Objective: To ensure you communicate what is required to the people who are responsible.</b></p> <p>1.3.1 Communication</p> <p>1.3.1.1</p> <p>Select the option below that best describes how you ensure job-specific work instructions are conveyed to the workforce.</p> <ul style="list-style-type: none"> <li>A. Informal ad hoc communication.</li> <li>B. Regular communication, but not to a schedule. Limited documentation produced.</li> <li>C. Good communication operating within a formal schedule and appropriate documentation produced.</li> <li>D. Comprehensive communication processes in place and being followed. Extensive range of documentation in use throughout the process: Worksheets, Route Cards, Drawings, Job Specific Training, Job Descriptions.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.5</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>1.4 <b>Objective: To ensure you are able to manage changes.</b></p> <p>1.4.1 Change Management</p> <p>1.4.1.1 Select the option below that best describes how you control the authorisation and implementation of technical changes to engineering, manufacturing and job specifications.</p> <ul style="list-style-type: none"> <li>A. Informal problem solving and change control system in use based on the individuals involved at the time.</li> <li>B. Generally changes and problems are resolved through a systematic approach.</li> <li>C. The methods used to resolve problems are well established and any resulting changes are effectively controlled.</li> <li>D. Comprehensive controls are in place and are continually in use throughout the technical change process for a range of changes; customer initiated change, supplier initiated change, requests for concessions, and reviews of change requests. Extensive supporting documentation available.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	0.5
<p>1.5 <b>Objective: To ensure that your equipment is able to consistently achieve product quality.</b></p> <p>1.5.1 Equipment</p> <p>1.5.1.1 Select the option below that best describes how you maintain equipment which requires servicing, setting, validating or calibrating in order to assure the accuracy and control of the manufacturing, inspection and test processes.</p> <ul style="list-style-type: none"> <li>A. Equipment subject to minimal checks.</li> <li>B. Some equipment checked and serviced. Responsibilities not clear. Basic records kept.</li> <li>C. Planned preventative maintenance regime operating for most equipment.</li> <li>D. Comprehensive planned preventative maintenance regime operating to ensure control of equipment.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	0.5
<p>1.6 <b>Objective: To ensure you assess the impact of changes to standards and / or legislation on your products.</b></p> <p>1.6.1 Standards &amp; Legislation</p> <p>1.6.1.1 Select the option below that best describes how you review standards (national, international or internal standards) and legislation for their impact upon your business operations and working practices.</p> <ul style="list-style-type: none"> <li>A. Standards and legislation documents are kept but minimal review activities.</li> <li>B. Informal reviews carried out on a range of standards and legislation documents.</li> <li>C. Formal reviews and appropriate updates following review of all standards and legislation documents.</li> <li>D. Comprehensive processes are continually in use to ensure the control of changes to standards / legislation. Extensive subscriptions to newsletters / journals / information providers, specialist advisors. Good review and dissemination of information internally.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	0.5

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>1.7 <b>Objective: To ensure you address your product’s Health, Safety or Environmental impact for the user.</b></p> <p>1.7.1 Product H,S &amp; E Impact</p> <p>1.7.1.1 Select the option below that best describes how you determine the possible impact of your product on health, safety and environmental aspects and how this may vary over the product's life-cycle.</p> <ul style="list-style-type: none"> <li>A. Minimal investigation or analysis carried out to assess and establish the Health &amp; Safety impact and Environmental aspects of product at point of supply however this has not been continued during the products life-cycle.</li> <li>B. Some investigation and analysis has been carried out to assess and establish the Health &amp; Safety impact and Environmental aspects of product at point of supply and during the products life-cycle.</li> <li>C. All products are subject to investigation and analysis to assess and establish the Health &amp; Safety impact or Environmental aspects of product at point of supply and throughout the products life-cycle.</li> <li>D. Life-cycle investigation and analysis is an integral part of company activity and is actively promoted.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.5</p>
<p>1.8 <b>Objective: To ensure you measure the quality of the products you supply and that such measurements are effective in improving product quality.</b></p> <p>1.8.1 Performance Measurement</p> <p>1.8.1.1 List the main factors that you consider essential to ensure the quality of products provided to your customers. Include emphasis on the factors within your control i.e. before delivery. <b>TEXT FIELD - no more than 100 words</b></p> <p>1.8.1.2 If you measure your performance against any of these factors, attach an example.</p> <p>1.8.1.3 Attach an example of improvements that you have implemented, or intend to implement, based on these performance measures.</p>	<p align="center">3.0 Score also counts in element 11</p>
<p>1.9 <b>Objective: To ensure you use feedback to actively improve.</b></p> <p>1.9.1 Customer Feedback</p> <p>1.9.1.1 Outline what you do to actively acquire feedback from your customers, the analysis you do and how you implement improvements. <b>TEXT FIELD - no more than 100 words</b></p> <p>1.9.1.2 Attach an example to demonstrate the use of such feedback in either confirming satisfactory performance or in identifying where improvements are necessary.</p>	<p align="center">0 Score counts in element 11</p>
<p>1.10 Certification score.</p> <p>1.10.1 Certification</p> <p>Additional score awarded for company certification.</p>	<p align="center">1.0</p>

## ELEMENT 2 SERVICE QUALITY

### Scope

This element relates to the controls necessary to provide a quality service.

Question	Weighting
<p>2.1 <b>Objective: To ensure you understand your customers' requirements.</b></p> <p>2.1.1 Customer Requirements</p> <p>2.1.1.1 Select the option below that best describes how you determine the nature and scope of the service required to meet your customers' requirements.</p> <ul style="list-style-type: none"> <li>A. No specific agreement processes for agreeing customers requirements.</li> <li>B. Informal agreements reached on some work but not always formalized.</li> <li>C. Formal processes in place to agree requirements and all are actively in use to ensure control and understanding of customer requirements. Limited negotiation and discussion on customer requirements.</li> <li>D. Comprehensive processes are in place and are continually in use to ensure control and understanding of customer requirements. Contract review process, clarification meetings, internal checks, review of alternative solutions and confirmation of ability to meet client's requirements.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.5</p>
<p>2.2 <b>Objective: To ensure planning activities are carried out to meet the customers' requirements.</b></p> <p>2.2.1 Planning</p> <p>2.2.1.1 Select the option below that best describes the key activities performed to ensure that the service you provide to your customers is adequately planned, taking into consideration the scheduling and preparation of work or documentation packages and the selection of personnel.</p> <ul style="list-style-type: none"> <li>A. Minimal level of planning not considering all factors.</li> <li>B. Key activities are all in place however they may not all be in continuous use.</li> <li>C. Good control over planning, with planning tools used to ensure customer requirements are met.</li> <li>D. Comprehensive planning activities and controls are in place and are continually in use to ensure customer requirements are met. Client meetings, Internal service review meetings, Development of work schedules, Preparation of work programme documents &amp; procedures, Liaison with contractors, Resource planning.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.0</p>
<p>2.3 <b>Objective: To ensure you communicate what is required to the people who are responsible.</b></p> <p>2.3.1 Communication</p> <p>2.3.1.1 Select the option below that best describes how you ensure job specific work instructions are conveyed to the personnel providing the service.</p> <ul style="list-style-type: none"> <li>A. Informal ad hoc communication operating.</li> <li>B. Regular communication, but not to a schedule. Limited documentation produced.</li> <li>C. Good communication operating within a formal schedule and appropriate documentation produced.</li> <li>D. Comprehensive communication processes in place and being followed. Extensive range of documentation in use throughout the process: Worksheets, Route Cards, Drawings, Job Specific Training, Job Descriptions. Staff involvement in planning, pre-mobilisation briefing, documented work instructions, job specific procedures, job specific training, effective communication between base and site.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.0</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>2.4 <b>Objective: To ensure that requirements are being achieved during service provision and that there is control of the equipment or materials necessary for providing the service.</b></p> <p>2.4.1 Controls</p> <p>2.4.1.1 Outline how you ensure that the required service levels are being achieved and that any resulting problems are resolved at an appropriate level. Include the controls for identifying suitable equipment and materials that might be required to perform the service, the controls that ensure that such equipment is adequately maintained and calibrated, and the availability of any materials required during service provision. <b>TEXT FIELD - no more than 100 words</b></p> <p>2.4.1.2 Attach a copy of the <b>index</b> of Operating Procedures and Work Instructions relevant to the key service activities that form part of your management system.</p>	2.5
<p>2.5 <b>Objective: To ensure you assess the impact of changes to standards and or legislation on your service provision.</b></p> <p>2.5.1 Standards &amp; Legislation</p> <p>2.5.1.1 Select the option below that best describes how you review standards (national, international or internal standards) and legislation for their impact upon your business operations and working practices.</p> <ul style="list-style-type: none"> <li>A. Standards and legislation documents are kept but minimal review activities.</li> <li>B. Informal reviews carried out on a range of standards and legislation documents.</li> <li>C. Formal reviews and appropriate updates made following review of all standards and legislation documents.</li> <li>D. Comprehensive processes are continually in use to ensure the control of changes to standards / legislation. Extensive subscriptions to newsletters / journals / information providers, Specialist advisors. Good review and dissemination of information internally.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	0.5
<p>2.6 <b>Objective: To ensure you measure the quality of the service you provide and that such measurements are effective in improving service quality.</b></p> <p>2.6.1 Performance Measurement</p> <p>2.6.1.1 List the main factors that you consider are essential in providing a quality service to your customers. <b>TEXT FIELD - no more than 100 words</b></p> <p>2.6.1.2 If you measure your performance against any of these factors, attach an example.</p> <p>2.6.1.3 Attach an example of the improvements that you have implemented, or intend to implement, based on these performance measures.</p>	2.5 Score also counts in element 11
<p>2.7 <b>Objective: To ensure you measure how well your customers think you perform, and respond to feedback.</b></p> <p>2.7.1 Customer Feedback</p> <p>2.7.1.1 Outline how your company actively seeks feedback from your customers on service quality and performance of personnel. <b>TEXT FIELD - no more than 100 words</b></p> <p>2.7.1.2 Attach evidence to demonstrate the use of such feedback in confirming satisfactory performance or in identifying where improvements are necessary.</p>	0 Score counts in element 11
<p>2.8 Certification score.</p> <p>2.8.1 Certification</p> <p>Additional score awarded for company certification.</p>	1.0

## ELEMENT 3 PROJECT MANAGEMENT

### Scope

This element relates to controls necessary to project-manage a given work scope.

Question	Weighting
<p>3.1 <b>Objective: To ensure you identify and manage critical project interfaces.</b></p> <p>3.1.1 Critical Interfaces</p> <p>3.1.1.1 List up to five project interfaces that you consider are the most critical and explain your reasons for their selection. <b>TEXT FIELD - no more than 100 words</b></p> <p>3.1.1.2 Select the option below that best describes how you manage the critical interfaces for your project.</p> <ul style="list-style-type: none"> <li>A. No critical interfaces identified.</li> <li>B. Limited management controls are in place for some critical interfaces.</li> <li>C. Critical interfaces are identified and there is good management and control of these interfaces.</li> <li>D. Company has full and effective management and control of all critical interfaces.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.25</p>
<p>3.2 <b>Objective: To ensure you select and manage your Suppliers with a view to project needs.</b></p> <p>3.2.1 Supplier Selection</p> <p>3.2.1.1 Select the option below that best describes how you select Suppliers for a project and how you manage them.</p> <ul style="list-style-type: none"> <li>A. Suppliers selected on an informal basis using individual's knowledge.</li> <li>B. Formal system of supplier selection generally being followed. Company has criteria for the selection and management of Suppliers and has control of these criteria.</li> <li>C. Formal system of supplier selection operating with some kind of approved suppliers list. Detailed criteria for the selection of Suppliers being used.</li> <li>D. A well-established approved supplier list is operating and is well maintained. Company has aspects that they feel are critical for the selection and management of Suppliers and has full and effective control of these aspects.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.25</p>
<p>3.3 <b>Objective: To ensure you manage project documentation.</b></p> <p>3.3.1 Documentation</p> <p>3.3.1.1 Select the option below that best describes how you manage project specific documentation (including electronic documentation) to meet the requirements of your customers.</p> <ul style="list-style-type: none"> <li>A. Informal documentation management processes operating but not always followed.</li> <li>B. Some formal documentation management processes giving some control.</li> <li>C. The company documentation management system covers control and tracking of documentation.</li> <li>D. Comprehensive documentation management covering control and tracking of documentation (including control of sub-Supplier's documentation).</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.25</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>3.4 <b>Objective: To ensure you assess project risks</b></p> <p>3.4.1 Project Risks</p> <p>3.4.1.1 Select the option below that best describes your approach to achieving successful commercial, technical and operational management of a project.</p> <ul style="list-style-type: none"> <li>A. No processes for the identification and management of project risks.</li> <li>B. Recognition of the need for formal processes for identifying and managing risks associated with projects.</li> <li>C. Formal processes for the identification and management of project risks, although they are not fully utilised.</li> <li>D. Comprehensive processes for the identification and management of project risks that are continually applied.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">1.25</p>
<p>3.5 <b>Objective: To ensure you measure the quality of the project management service you provide.</b></p> <p>3.5.1 Performance Measurement</p> <p>3.5.1.1 List the main factors you consider essential in providing successful project management of a given work scope. <b>TEXT FIELD - no more than 100 words</b></p> <p>3.5.1.2 If you measure your performance against any of these factors, attach an example.</p> <p>3.5.1.3 Attach an example of the improvements that you have implemented, or intend to implement, based on these performance measures or recent experiences.</p>	<p align="center">2.5 Score also counts in element 11</p>
<p align="center"><b>Questions 3.6 to 3.8 should be completed by companies providing specific project management services and where project management is a major part of the service offered.</b></p> <p align="center"><b>If Supplier considers questions 3.6 to 3.8 are not applicable, tick button.</b></p>	
<p>3.6 <b>Objective: To ensure you manage your project design activities and give consideration to alternative designs.</b></p> <p>3.6.1 Design</p> <p>3.6.1.1 Select the option below that best describes how you manage your project design responsibilities.</p> <ul style="list-style-type: none"> <li>A. Limited management of design responsibilities. No consideration of alternative designs.</li> <li>B. Management of design responsibilities exists but is not always applied. The company does give consideration to alternative designs.</li> <li>C. Good management of design responsibilities operating. The company considers cost data for alternative designs.</li> <li>D. Full and effective control of design activities with appropriate resources. The company always provides verifiable cost data, based on own data or validated data from other sources for use in pricing alternative designs.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">1.0</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>3.7 <b>Objective: To detail your experience in Safety Case related activities and the preparation of Verification Schemes.</b></p> <p>3.7.1 Safety Case / Verification</p> <p>3.7.1.1 If your company has experience of preparing Safety Cases, or data for inclusion in Safety Cases, on behalf of your clients, state how many you have prepared. If no Safety Case experience state zero. <b>TEXT FIELD - for number</b></p> <p>3.7.1.2 If your company has prepared supporting studies for Safety Case work, outline your experience. <b>TEXT FIELD - no more than 100 words</b></p> <p>3.7.1.3 If your company has participated in the development of Safety Management System 'bridging or interface documents' in accordance with Industry guidance, attach an example.</p> <p>3.7.1.4 If your company has participated in the development of Verification Schemes for duty holders as required by government regulations e.g. The Offshore Installations (Safety Case) Regulations 1992 [SI1992/2885] as amended by The Offshore Installations and Wells (Design and Construction, etc) Regulations 1996 [SI1996/913], provide one example of a recent experience.</p>	<p align="center">1.0</p>
<p>3.8 <b>Objective: To detail your experience of providing a life-cycle service.</b></p> <p>3.8.1 Life-Cycle Service</p> <p>3.8.1.1 Select the option below that best describes, for your own scope of supply, your experience in providing a life-cycle service to customers.</p> <ul style="list-style-type: none"> <li>A. No experience in providing a life-cycle service.</li> <li>B. Company can provide a life-cycle service although has limited experience.</li> <li>C. Company can provide a life-cycle service and has done so for a range of customers.</li> <li>D. Providing life-cycle services for a range of customers is an integral part of the way the company operates. Comprehensive experience of providing such a service.</li> </ul> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.5</p>

## ELEMENT 4 DOCUMENTATION

### Scope

This element relates to the management of contractually required documentation.

Question	Weighting
<p>4.1 <b>Objective: To ensure you agree and influence contract documentation requirements.</b></p> <p>4.1.1 Documentation Requirements</p> <p>4.1.1.1 Select the option below that best describes the process for reaching agreement with your customers on what documentation deliverables are required as part of a contract.</p> <ul style="list-style-type: none"> <li>A. Informal agreements with no influence on documentation requirements.</li> <li>B. Limited specific agreement processes for documentation deliverables, some influence on documentation requirements.</li> <li>C. Formal processes in place to agree requirements and are generally used to ensure control and understanding of customer requirements. Negotiation includes use of standard documentation.</li> <li>D. Comprehensive processes are in place and are continually used to ensure control and understanding of customer requirements. Full negotiation to ensure that documentation is limited to essential documentation.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>2.5</p>
<p>4.2 <b>Objective: To ensure you manage documentation.</b></p> <p>4.2.1 Documentation Management</p> <p>4.2.1.1 Select the option below that best describes the process for documentation management to ensure that the quality requirements of documentation deliverables are achieved.</p> <ul style="list-style-type: none"> <li>A. Informal documentation management processes operating but not always followed.</li> <li>B. Some formal documentation management processes giving some control.</li> <li>C. The company documentation management system covers control and tracking of documentation.</li> <li>D. Comprehensive documentation management covering control and tracking of documentation (including control of sub-Supplier's and client-provided documentation).</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>2.5</p>
<p>4.3 <b>Objective: To detail your achievements for on-time deliverables.</b></p> <p>4.3.1 Documentation Delivery Performance</p> <p>4.3.1.1 Provide a figure for your achievements in terms of the percentage of agreed documentation package deliverables completed on time. <b>TEXT FIELD - for percentage</b></p> <p>4.3.1.2 Attach delivery statistical evidence to support your performance. Note: Any statistics provided should cover a sufficient time period (at least 12months) to demonstrate the normal performance level and the trend.</p>	<p>2.5 Score also counts in element 11</p>
<p>4.4 <b>Objective: To ensure you measure the quality of the documentation service you provide.</b></p> <p>4.4.1 Documentation Performance Measurement</p> <p>4.4.1.1 List the main factors you consider essential in providing a quality documentation service. <b>TEXT FIELD - no more than 100 words</b></p> <p>4.4.1.2 If you measure your performance against any of these factors, attach an example.</p> <p>4.4.1.3 Attach an example of an improvement you have implemented, or intend to implement, based on these performance measures or recent experiences.</p>	<p>2.5 Score also counts in element 11</p>

## ELEMENT 5 PLANNING AND DELIVERY

### Scope

This element relates to controls to ensure timely deliveries of either products or services.

Question	Weighting
<p>5.1 <b>Objective: To ensure you plan your work to achieve on-time delivery.</b></p> <p>5.1.1 Planning</p> <p>5.1.1.1 Select the option below that best describes the key elements of your work planning.</p> <ul style="list-style-type: none"> <li>A. Work planning conducted on an ad hoc basis. No use of formal planning tools.</li> <li>B. Work planning carried out for key jobs, responsibilities sometimes unclear; occasional use of planning tools.</li> <li>C. Work planning carried out routinely. Good use and communication of planning tools outputs.</li> <li>D. Work planning an integral part of business. Work schedules generated and extensive communication of planning tools outputs.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	2.5
<p>5.2 <b>Objective: To ensure you monitor actual progress.</b></p> <p>5.2.1 Progress Monitoring</p> <p>5.2.1.1 Outline how you monitor actual progress of contract deliverables. Include reference to the extent that milestones are used in determining and reporting progress.</p> <p><b>TEXT FIELD - no more than 100 words</b></p>	3.5
<p>5.3 <b>Objective: To detail your achievements for on-time deliverables.</b></p> <p>5.3.1 Delivery Performance</p> <p>5.3.1.1 Provide a figure for your achievements in terms of the percentage of contract deliverables completed on time. Contract deliverables may be products and/or services and may be of either a single call-off or a service level agreement.</p> <p><b>TEXT FIELD - for percentage</b></p> <p>5.3.1.2 Attach delivery statistical evidence to support your performance. Note: Any statistics provided should cover a sufficient time period (at least 12months) to demonstrate the normal performance level and the trend.</p>	4.0
<p>5.4 <b>Objective: To ensure you have a delivery improvement plan or process.</b></p> <p>5.4.1 Delivery Improvement</p> <p>5.4.1.1 Attach an example of an improvement you have implemented, or intend to implement, based on data indicated in your response to questions 5.2 and 5.3.</p>	0 Score counts in element 11

## ELEMENT 6 SUPPLIER MANAGEMENT

### Scope

This element relates to controls for the management of your Suppliers including Subcontractors.

Question	Weighting
<p>6.1 <b>Objective: To ensure you have a process for selecting your Suppliers.</b></p> <p>6.1.1 Supplier Selection</p> <p>6.1.1.1 Select the option below that best describes how you select Suppliers of subcontracted goods and / or services.</p> <ul style="list-style-type: none"> <li>A. Suppliers selected on an informal basis using individual’s knowledge and previous experience.</li> <li>B. Formal system of supplier selection generally being followed. Company has criteria for the selection and management of Suppliers and has control of these criteria.</li> <li>C. Formal system of supplier selection operating with some kind of approved suppliers list. Detailed criteria for the selection of Suppliers being used.</li> <li>D. A well-established approved supplier list is operating and is well maintained. Company has aspects that they feel are critical for the selection of Suppliers and has full and effective control of these aspects.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	2.5
<p>6.2 <b>Objective: To ensure you tell your Suppliers what you want.</b></p> <p>6.2.1 Contractual Requirements</p> <p>6.2.1.1 Select the option below that best describes how you specify your full contractual requirements to your Suppliers.</p> <ul style="list-style-type: none"> <li>A. No formal processes for specifying contractual requirements.</li> <li>B. Verbal requirements generally specified but formalized only occasionally.</li> <li>C. Contractual requirements addressed through formal systems that are generally being followed.</li> <li>D. Comprehensive systems operating to formally define requirements.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	2.5
<p>6.3 <b>Objective: To ensure you measure how well your Suppliers perform.</b></p> <p>6.3.1 Supplier Performance Measurement</p> <p>6.3.1.1 Outline how you measure your Suppliers success in achieving the specified contractual requirements (make reference to the practices used for the more critical Suppliers only). <b>TEXT FIELD - no more than 100 words</b></p> <p>6.3.1.2 Attach evidence of these measurements.</p>	3.5
<p>6.4 <b>Objective: To ensure you take actions to improve your Suppliers performance.</b></p> <p>6.4.1 Supplier Performance Improvement</p> <p>6.4.1.1 Select the option below that best describes how you decide the actions you take to improve your Suppliers performance.</p> <ul style="list-style-type: none"> <li>A. Supplier performance monitoring used negatively to end Supplier relationship.</li> <li>B. Limited use of Supplier performance monitoring to identify areas for improvement, but focus is on merely imposing the minimum specified requirement.</li> </ul>	0 Score counts in element 11

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>C. Improvement opportunities generated and some effort made towards jointly identifying opportunities.</p> <p>D. Proactive approach in working with Suppliers to identify opportunities for improvements.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>6.4.1.2 Attach an example of the improvements you have implemented, or intend to implement, based on the measures indicated in your response to 6.3 above or recent experiences with your Suppliers.</p>	
<p>6.5 <b>Objective: To ensure your Suppliers and Subcontractors are encouraged to develop new ideas and technologies.</b></p> <p>6.5.1 Supplier Encouragement</p> <p>6.5.1.1 Select the option below that best describes how you encourage your Suppliers and Subcontractors to develop new ideas and technologies.</p> <p>A. No encouragement and no ideas being generated.</p> <p>B. Some encouragement to generate relevant ideas and / or technology.</p> <p>C. Strong encouragement to jointly develop new ideas and / or technology.</p> <p>D. Formal encouragement processes resulting in shared benefits and rewards.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.5 Score also counts in element 11</p>
<p>6.6 Certification score.</p> <p>6.6.1 Certification</p> <p>Additional score awarded for company certification.</p>	<p>1.0</p>

## ELEMENT 7 INSTALLATION AND COMMISSIONING

### Scope

This element relates to controls for the management of installation and commissioning of supplied products and/or equipment.

Question	Weighting
<p>7.1 <b>Objective: To ensure the quality of your installation and commissioning service.</b></p> <p>7.1.1 Scope of Installation &amp; Commissioning Service</p> <p>7.1.1.1 Outline the scope of the installation and commissioning service you provide plus the resources and facilities available to support the service. Describe how you ensure that the service is effectively controlled, including arrangements to respond to customers' priorities. <b>TEXT FIELD - no more than 100 words</b></p>	<p>1.5</p>
<p>7.2 <b>Objective: To ensure that your installation and commissioning personnel are competent.</b></p> <p>7.2.1 Competence</p> <p>7.2.1.1 Select the option below that best describes how you ensure that installation and commissioning personnel are competent for their roles.</p> <ul style="list-style-type: none"> <li>A. No competence assurance processes for installation and commissioning personnel.</li> <li>B. Processes go some way towards ensuring staff are competent to perform installation and commissioning duties but either do not constitute a formal competence assurance system or no records are maintained.</li> <li>C. Formal competence standards operating for installation and commissioning personnel.</li> <li>D. Formal competence standards with ongoing assessment of personnel against these standards and suitable training to meet any identified shortfalls.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.0 Score also counts in element 10</p>
<p>7.3 <b>Objective: To ensure effective mobilisation of personnel and equipment.</b></p> <p>7.3.1 Mobilisation</p> <p>7.3.1.1 Outline your arrangements for the mobilisation of personnel and equipment for installation and commissioning. Include reference to offshore or overseas work, as appropriate. <b>TEXT FIELD - no more than 100 words</b></p>	<p>1.5</p>
<p>7.4 <b>Objective: To ensure that installation and commissioning documentation is correctly managed.</b></p> <p>7.4.1 Documentation</p> <p>7.4.1.1 Select the option below that best describes your arrangements for preparation, issue and control of installation and commissioning documentation and procedures, including the preparation and issue of as-built drawings to customers.</p> <ul style="list-style-type: none"> <li>A. Informal documentation management processes operating but not always followed</li> <li>B. Some formal documentation management processes giving some control.</li> <li>C. The company documentation management system covers control and tracking of documentation.</li> <li>D. Comprehensive documentation management covering amendment, control and tracking of documentation (including control of sub-Supplier's documentation).</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>1.0</p>
<p>7.5 <b>Objective: To ensure site problems are completely resolved.</b></p>	<p>2.0</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>7.5.1 Site Problems</p> <p>7.5.1.1 Select the option below that best describes how you control resolution of installation and commissioning problems and change requirements.</p> <ul style="list-style-type: none"> <li>A. Problem solving and change control conducted by the individuals involved at the time.</li> <li>B. Formal approach to resolve site problems but not always followed.</li> <li>C. Generally site problems and change requirements are resolved with support from relevant off-site personnel.</li> <li>D. Formal well-established methods are always used to resolve site problems and the resulting changes are effectively controlled.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	
<p>7.6 <b>Objective: To ensure you measure the quality of the installation and commissioning service you provide.</b></p> <p>7.6.1 Performance Measurement</p> <p>7.6.1.1 List the main factors you consider essential in providing a successful installation and commissioning service. <b>TEXT FIELD - no more than 100 words</b></p> <p>7.6.1.2 If you measure performance against any of these factors, attach an example.</p> <p>7.6.1.3 Attach an example of the improvements you have implemented, or intend to implement, based on these performance measures or recent experiences.</p>	<p align="center">3.0 Score also counts in element 11</p>
<p>7.7 <b>Objective: To ensure you measure how well your customers think you perform.</b></p> <p>7.7.1 Customer Feedback</p> <p>7.7.1.1 If your company seeks feedback from your customers on your installation and commissioning performance, attach an example to demonstrate the use of such feedback in confirming satisfactory performance or in identifying where improvements may be necessary.</p>	<p align="center">0 Score counts in element 11</p>

## ELEMENT 8 HEALTH AND SAFETY

### Scope

This element relates to controls for the management and performance of health and safety. Questions have been aligned with NORSOK (S006) standard, which is based on OGP industry standards.

Question	Weighting
<p>8.1 <b>Objective: To ensure top-down commitment and the correct culture essential to the success of your company.</b></p> <p><b>8.1.1 Commitment to Health &amp; Safety through Leadership</b></p> <p>8.1.1.1 Select the option below that best describes how senior managers / directors are personally involved in H&amp;S management and in setting objectives and monitoring targets.</p> <ul style="list-style-type: none"> <li>A. No commitment from senior management.</li> <li>B. Health and safety matters are delegated to line managers – limited direct involvement by senior management.</li> <li>C. Some active senior management involvement in H&amp;S aspects.</li> <li>D. Evidence of a positive proactive H&amp;S culture in senior management and at all levels; comprehensive H&amp;S plan.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.1.1.2 Attach a copy of your latest H&amp;S improvement plan or a copy of this years health and safety objectives.</p>	<p>0.75</p>
<p>8.2 <b>Objective: To ensure your corporate H&amp;S intentions and aspirations are met.</b></p> <p><b>8.2.1 Health &amp; Safety Policy Documents</b></p> <p>8.2.1.1 Attach a copy of your Health &amp; Safety policy document.</p> <p><b>8.2.2 Availability of Policy Statements to Employees</b></p> <p>8.2.2.1 Select the option below that best describes your H&amp;S policy.</p> <ul style="list-style-type: none"> <li>A. No H&amp;S policy document.</li> <li>B. A policy statement exists, but not in a widely distributed document.</li> <li>C. An H&amp;S policy document describes responsibility and accountability. The policy is developed with active employee contribution, and distributed to all employees.</li> <li>D. As option C above and additionally: Company's H&amp;S policy has the support of all employees.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.5</p> <p>0.25</p>

8.3	<p><b>Objective: To ensure the organisation, training of people, resources and documentation leads to sound H&amp;S performance.</b></p>	0.25
	<p><b>8.3.1 Organisation - Commitment and Communication</b></p>	
	<p>8.3.1.1 Select the option below that best describes how your company is structured to achieve effective H&amp;S management and communication.</p> <ul style="list-style-type: none"> <li>A. Limited H&amp;S roles and responsibilities defined. Insufficient time and resources allocated. Lack of the importance of effective H&amp;S communication.</li> <li>B. H&amp;S roles and responsibilities defined. Sufficient resources allocated. The importance of effective H&amp;S communication recognised.</li> <li>C. Roles and responsibilities clearly defined. The need to allocate sufficient time and resources by management and HSE specialists clearly defined. Routines exist to ensure that instructions and information are communicated to involved personnel.</li> <li>D. As option C above and additionally: Strong emphasis on improvement. Company recognised as being at the forefront of industry best practices.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	
	<p>8.3.1.2 Attach a copy of the latest H&amp;S communication meeting minutes.</p>	
	<p><b>8.3.2 Health &amp; Safety Competence</b></p>	0.5 Score also counts in element 10
	<p>8.3.2.1 Outline your company competence assurance process, not just training, for staff with H&amp;S responsibilities. Include details on the basis of the assessment, frequency of review, H &amp; S elements and if the process is externally verified.</p> <p><b>TEXT FIELD - no more than 100 words</b></p>	
	<p><b>8.3.3 Managers and Supervisors Health &amp; Safety Training</b></p>	0.25 Score also counts in element 10
	<p>8.3.3.1 Outline what formal H&amp;S training (e.g. IOSH / NEBOSH) is given to managers and supervisors (not your health and safety specialists) at all levels who will plan, monitor, oversee and carry out the work.</p> <p><b>TEXT FIELD - no more than 100 words</b></p>	
	<p><b>8.3.4 New and Existing Staff Health &amp; Safety Training</b></p>	0.25 Score also counts in element 10
	<p>8.3.4.1 Select the option below that best describes your company arrangements to ensure that all employees have knowledge of basic industrial H&amp;S, including your H&amp;S policies and practices and that this knowledge is maintained up to date.</p> <ul style="list-style-type: none"> <li>A. No formal H&amp;S training programme established.</li> <li>B. Verbal instructions on relevant procedures and practices only. Information booklet provided for new employees, but no on-the-job briefing by qualified personnel.</li> <li>C. Relevant documentation and training provided to all new employees. On-the-job briefing by qualified personnel.</li> <li>D. As option C above and additionally: Follow-up observation of new employee's work. Mentoring arrangements provided and adhered to for all new employees. The company offers training beyond the basic level.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	
	<p><b>8.3.5 Specialised Health &amp; Safety Training</b></p>	0.25 Score also counts in element 10
	<p>8.3.5.1 Select the option below that best describes the specialised H&amp;S training provided to deal with potential hazards e.g. radioactivity, asbestos removal, chemical or other occupational hazards.</p> <ul style="list-style-type: none"> <li>A. Formal hazard assessment of work activities not performed. Insufficient knowledge of applicable rules and regulations. No specialized training offered or required by the company.</li> </ul>	

**Advanced Registration Questionnaire**

<p>B. Typical hazards known and communicated to involved personnel. Basic on-site training offered at irregular intervals.</p> <p>C. Formal HSE training programmes developed for all potentially hazardous activities, conducted by dedicated personnel on a regular basis. Retraining periods are specified.</p> <p>D. As option C above and additionally: The effectiveness of the training programmes are being routinely verified.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>8.3.6 Assessment of Subcontractors Suitability</b></p> <p>8.3.6.1 Select the option below that best describes how your company assesses the H&amp;S competence, expertise and performance records for those companies with whom you place contracts.</p> <p>A. No formal system established for assessment of subcontractors.</p> <p>B. System for assessment of subcontractors established. Criteria for assessment not defined.</p> <p>C. Formal system for assessment of subcontractors implemented. Criteria for assessment defined and adhered to and any supervision carried out according to plan.</p> <p>D. As option C above and additionally: Feedback given to subcontractor's management and employees.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>8.3.7 Performance Standards</b></p> <p>8.3.7.1 Select the option below that best describes how your company communicates the H&amp;S performance standards (leading indicators e.g. number of senior manager tours) that you require to be met by your own employees and how you ensure that these standards are met and verified.</p> <p>A. No focus on H&amp;S standards.</p> <p>B. Basic H&amp;S standards and procedures made available on request.</p> <p>C. The H&amp;S standards are systematically identified, made available and adhered to.</p> <p>D. As option C above and additionally: The company has a documented system for improving internal H&amp;S standards.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.5</p> <p align="center">0.25</p>
<p>8.4 <b>Objective: To ensure that H&amp;S risks relating to operations, products and services are identified and evaluated and that risk reducing measures are developed.</b></p> <p><b>8.4.1 Hazards and Effects Assessment</b></p> <p>8.4.1.1 Select the option below that best describes your company management processes for the identification, assessment, control and mitigation of hazards and effects associated with your activities.</p> <p>A. The company's H&amp;S management system does not include assessment of risk.</p> <p>B. The company's H&amp;S management system refers to the need to assess risk, but provides no documented methods for doing this.</p> <p>C. The company's H&amp;S management system includes documented methods for assessing and reducing risk to personnel, the environment and assets to an acceptable level.</p> <p>D. As option C above and additionally: Experience with past assessments are routinely used to improve the management system.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.4.1.2 Attach a copy of a typical <u>completed</u> risk assessment report.</p> <p><b>8.4.2 Exposure of the Workforce to Occupational Health Risks</b></p> <p>8.4.2.1 Select the option below that best describes the arrangements for occupational health risks resulting from your business activities.</p> <p>A. Does not have a system which ensures and documents health and working environment issues.</p>	<p align="center">0.75</p> <p align="center">0.5</p>

**Advanced Registration Questionnaire**

<p>B. Has some follow-up, but does not meet relevant regulatory requirements.</p> <p>C. A system is in place which ensures and documents the following up of health and working environment issues. Employees are systematically informed of possible health hazards. Action plans are developed and regularly followed up.</p> <p>D. The company continuously improves its products and work processes in relation to occupational health and the working environment.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>8.4.3 Personal Protective Equipment</b></p> <p>8.4.3.1 Select the option below that best describes your company arrangements for the provision and upkeep of personal protective equipment and clothing, both standard issue and that required for specialised activities.</p> <p>A. Basic PPE provided to personnel but no corporate procedure for assessing individual needs.</p> <p>B. PPE requirements formally assessed but little effort made to ensure correct usage.</p> <p>C. Procedure with reference to relevant statutory requirements in place. PPE requirements formally assessed. Regular monitoring of correct PPE usage performed.</p> <p>D. As option C above and additionally: The company is actively involved in the development and continuous improvement of PPE.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>8.4.4 Drugs and Alcohol Policy</b></p> <p>8.4.4.1 Select the option below that best describes your approach to drugs and alcohol.</p> <p>A. No special attention paid to drugs and alcohol as an area of hazardous activities.</p> <p>B. Importance of drugs and alcohol acknowledged but left to core business managers / supervisors to administer individually.</p> <p>C. Company has a general management strategy with procedures for only some issues.</p> <p>D. Company has a complete strategy and set plans and procedures covering testing and counselling.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.4.4.1.2 Attach a copy of your company drugs and alcohol policy.</p>	<p>0.25</p> <p>0.25</p>
<p><b>8.5 Objective: To ensure the effective planning and execution of work operations.</b></p> <p><b>8.5.1 Health &amp; Safety Operations</b></p> <p>8.5.1.1 Attach a copy of your H &amp; S / operational / business systems manual contents page(s) showing the health and safety sections.</p> <p>8.5.1.1.2 Outline how your company ensures that your working practices and procedures including human factors are consistently in accordance with your H&amp;S policy objectives and H&amp;S arrangements. <b>TEXT FIELD - no more than 100 words</b></p> <p><b>8.5.2 Equipment Control and Maintenance</b></p> <p>8.5.2.1 Select the option below that best describes how your company ensures that plant and equipment used within your premises, on-site, or at other locations by your employees is correctly registered, controlled and maintained in a safe working condition.</p> <p>A. No defined programme for identifying or evaluating whether equipment is in poor condition.</p> <p>B. Plan relies on external resources. Additional equipment inspection confined to site personnel.</p> <p>C. A written programme outlines supervisory guidelines, responsibilities, frequency and follow-up.</p> <p>D. As option C above and additionally: Senior management or specialist teams conduct periodic audits / inspections.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.5</p> <p>0.4</p>

**Advanced Registration Questionnaire**

<p><b>8.5.3 Road Safety Management</b></p> <p>8.5.3.1 Select the option below that best describes your company arrangements for combating road and vehicle incidents.</p> <ul style="list-style-type: none"> <li>A. No special attention paid to road safety as an area of hazardous activities.</li> <li>B. Importance of road safety acknowledged but left to core business managers / supervisors to administer individually.</li> <li>C. Company has a general management strategy with procedures for only some issues.</li> <li>D. Company has a complete strategy and set plans and procedures covering vehicles, drivers and operations management.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.1</p>
<p>8.6 <b>Objective: To ensure effective execution and monitoring of operations, and to ensure that corrective action is taken where necessary.</b></p> <p><b>8.6.1 Performance Monitoring of Work Activities</b></p> <p>8.6.1.1 Select the option below that best describes the arrangements your company has for the supervision and monitoring of H&amp;S performance e.g. safety inspections or tours.</p> <ul style="list-style-type: none"> <li>A. No system for monitoring of work activities.</li> <li>B. A formal system for monitoring of work activities is in place.</li> <li>C. The company verifies that employees are familiar with work instructions and procedures, and that they are capable of acting according to the instructions provided.</li> <li>D. As option C above and additionally: The company works systematically to improve its work processes and procedures from an H&amp;S perspective, to minimise the likelihood of injuries and damage.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.6.1.2 Attach evidence that you monitor your H&amp;S performance e.g. copy of a recent inspection report or extract from HSEQ meeting minutes.</p> <p>8.6.1.3 List any key performance indicators (KPI's) your company uses to measure H&amp;S performance and provide details of your achievements against current performance improvement plans. <b>TEXT FIELD - no more than 100 words</b></p> <p><b>8.6.2 Incident Investigation and Reporting</b></p> <p>8.6.2.1 Select the option below that best describes the process your company has for investigating near misses and incidents, the process for communicating findings to employees and the process for follow up corrective or preventative action.</p> <ul style="list-style-type: none"> <li>A. Incidents and /or events are not routinely reported or follow-up.</li> <li>B. Incidents and /or events normally followed up and reported to local management.</li> <li>C. Incidents and /or events reported to local management. Assessments used systematically to identify root causes and prevent recurrence. The company verifies that required measures are taken.</li> <li>D. As option C above and additionally: Reports are also sent to corporate management. Findings are routinely communicated to relevant parts of the company's organization.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.6.2.1.2 Attach a copy of the latest typical <u>completed</u> incident investigation report.</p> <p><b>8.6.3 Health &amp; Safety Performance Records</b></p> <p>The Health and Safety performance statistics requested here complement the RIDDOR statistics you provide in your basic supplier record.</p> <p>8.6.3.1</p>	<p align="center">0.5 Score also counts in element 11</p> <p align="center">0.5 Score also counts in element 11</p> <p align="center">1.5 Score also counts in element 11</p>

**Advanced Registration Questionnaire**

Provide statistics in the table provided below.		
8.7	<p><b>Objective: To ensure the effectiveness of the stated H&amp;S arrangements by periodic review and audit.</b></p> <p><b>8.7.1 Auditing and Review</b></p> <p>8.7.1.1 Select the option below that best describes your company arrangements for H&amp;S auditing (as opposed to safety inspections or tours)</p> <p>A. Audit process is cursory only. Formal auditing requirements are not defined.</p> <p>B. Audit process and audit programmes are documented. The selection of audit issues is partly based on risk assessments. Follow up and correction of deviations are most often inadequate.</p> <p>C. A documented program exists, covering all audit issues and high priority verification, review and follow-up issues. Objects and issues subjected to supervision are selected on the basis of risk assessments. Deviations are systematically followed up and corrected. The program includes relevant sub-contractor activities.</p> <p>D. As option C above and additionally: Genuine and visible management involvement in all audit activities. The effects of the auditing are regularly addressed. Observations are followed up.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>8.7.1.2 Attach a copy of the latest typical H&amp;S audit report.</p>	0.5 Score also counts in element 11
8.8	<p>Certification score.</p> <p>8.8.1 Certification</p> <p>Additional score awarded for company certification.</p>	0.5

Table 8.6.3.1	2004	2005	2006	2007	2008
<b>Exposure man-hours</b> (Employees – full-time & part-time and contract workers).					
<b>Fatalities</b> Number of Fatalities - total number of employees who died as a result of an incident.					
<b>LWDCs</b> Number of Lost Work Day Cases (LWDC) – any work related injury other than fatal which results in a person being unfit for work on any day after the occurrence.					
<b>RWDCs</b> Number of Restricted Work Day Cases (RWDC) – any work related injury other than a fatality or lost workday case which results in a person being unfit for full performance of the regular job on any day after the occurrence.					
<b>Number of MTCs</b> Number of Medical Treatment Cases (MTC) – cases not severe enough to be reported as fatalities or lost day cases or restricted work day cases but more severe than first aid treatment.					
The following data will be calculated by FPAL from the data provided above;					
Fatal Accident Rate (FAR) – number of fatal accidents per 100 million man-hours worked.					
Lost Time Injury Frequency (LTIF) – number of lost time injuries (fatalities+ lost workday cases) per million man-hours worked.					
Total Recordable Incident Rate (TRIR) – total number of recordable incidents (fatalities + lost workday cases + restricted workday cases + medical treatment cases) per million man-hours worked.					

## ELEMENT 9 ENVIRONMENT

### Scope

This element relates to controls used to identify and manage the significant effects that your business activity may have on the environment. Questions have been aligned with NORSOK (S006) standard, which is based on OGP industry standards.

Question	Weighting
<p>9.1 <b>Objective: To ensure top-down commitment and the correct culture essential to the success of your company.</b></p> <p><b>9.1.1 Commitment to Environment through Leadership</b></p> <p>9.1.1.1 Select the option below that best describes how senior managers / directors are personally involved in environmental management and in setting objectives and monitoring targets.</p> <ul style="list-style-type: none"> <li>A. No commitment from senior management.</li> <li>B. Environmental matters are delegated to line managers – limited direct involvement by senior management.</li> <li>C. Some senior management involvement in environmental aspects.</li> <li>D. Evidence of a positive proactive environmental culture in senior management and at all levels; comprehensive environmental plan.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>9.1.1.2 Attach a copy of your latest environmental improvement plan or a copy of this year's environmental objectives.</p>	<p>0.75</p>
<p>9.2 <b>Objective: To ensure your corporate environmental intentions and aspirations are met.</b></p> <p><b>9.2.1 Environmental Policy Documents</b></p> <p>9.2.1.1 Attach a copy of your environmental policy document.</p> <p><b>9.2.2 Availability of Policy Statements to Employees</b></p> <p>9.2.2.1 Select the option below that best describes your environmental policy.</p> <ul style="list-style-type: none"> <li>A. No Environmental policy document.</li> <li>B. A policy statement exists, but not in a widely distributed document.</li> <li>C. An Environmental policy document describes responsibility and accountability. The policy is developed with active employee contribution, and distributed to all employees.</li> <li>D. As option C above and additionally: Company's Environmental policy has the support of all employees.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.50</p> <p>0.25</p>

<p>9.3 <b>Objective: To ensure the organisation, training of people, resources and documentation leads to sound environmental performance.</b></p> <p><b>9.3.1 Organisation - Commitment and Communication</b></p> <p>9.3.1.1 Select the option below that best describes how your company is structured to achieve effective environmental management, communication and consultation.</p> <ul style="list-style-type: none"> <li>A. Limited Environmental roles and responsibilities defined. Insufficient time and resources allocated. Lack of importance attached to effective Environmental communication.</li> <li>B. Environmental roles and responsibilities defined. Sufficient resources allocated. The importance of effective Environmental communication recognised.</li> <li>C. Roles and responsibilities clearly defined. The need to allocate sufficient time and resources by management and HSE specialists clearly defined. Routines exist to ensure that instructions and information are communicated to involved personnel.</li> <li>D. As option C above and additionally: Strong emphasis on improvement. Company recognised as being involved in industry best practices.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>9.3.1.2 Attach a copy of the latest environmental communication meeting minutes.</p> <p><b>9.3.2 Environmental Competence</b></p> <p>9.3.2.1 Outline your company competence assurance process, not just training, for staff with environmental responsibilities. Include details on the basis of the assessment, frequency of review, environmental elements and if externally verified. <b>TEXT FIELD - no more than 100 words</b></p> <p><b>9.3.3 Managers and Supervisors Environmental Training</b></p> <p>9.3.3.1 Outline what formal environmental training (e.g. Environment Agency / NEBOSH) is given to managers and supervisors (not your environmental specialists) at all levels who will plan, monitor, oversee and carry out the work. <b>TEXT FIELD - no more than 100 words</b></p> <p><b>9.3.4 New and Existing Staff Environmental Training</b></p> <p>9.3.4.1 Select the option below that best describes the process your company arrangements to ensure that all employees have knowledge of basic industrial environmental matters, including your environmental policies and practices and that this knowledge is maintained up to date.</p> <ul style="list-style-type: none"> <li>A. No formal HSE introduction programme established.</li> <li>B. Verbal instructions on relevant procedures and practices only. Information booklet provided for new employees, but no on-the-job briefing by qualified personnel.</li> <li>C. Relevant documentation and training provided to all new employees. On-the-job briefing by qualified personnel.</li> <li>D. As option C above and additionally: Follow-up observation of new employee's work. Mentoring arrangements provided and adhered to for all new employees. The company offers training beyond the basic level.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>9.3.5 Specialised Environmental Training</b></p> <p>9.3.5.1 Select the option below that best describes the specialised environmental training provided to deal with potential hazards e.g. radioactivity, asbestos removal, chemical or other occupational hazards.</p>	<p>0.25</p> <p>0.5 Score also counts in element 10</p> <p>0.25 Score also counts in element 10</p> <p>0.25 Score also counts in element 10</p> <p>0.5 Score also counts in element 10</p>
--	---

**Advanced Registration Questionnaire**

<p>A. Formal hazard assessment of work activities not performed. Insufficient knowledge of applicable rules and regulations. No specialized training offered or required by the company.</p> <p>B. Typical hazards known and communicated to involved personnel. Basic on-site training offered at irregular intervals.</p> <p>C. Formal Environmental training programmes developed for all potentially hazardous activities, conducted by dedicated personnel on a regular basis. Retraining periods are specified.</p> <p>D. As option C above and additionally: The effectiveness of the training programmes are being routinely verified.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>9.3.6 Assessment of Subcontractors Suitability</b></p> <p>9.3.6.1 Select the option below that best describes how your company assesses the environmental competence, expertise and performance records for those companies with whom you place contracts.</p> <p>A. No formal system established for assessment of subcontractors.</p> <p>B. System for assessment of subcontractors established. Criteria for assessment not defined.</p> <p>C. Formal system for assessment of subcontractors implemented. Criteria for assessment defined and adhered to and any supervision carried out according to plan.</p> <p>D. As option C above and additionally: Feedback given to subcontractor's management and employees.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p><b>9.3.7 Performance Standards</b></p> <p>9.3.7.1 Select the option below that best describes how your company communicates the environmental performance standards (leading indicators e.g. number of senior manager tours) that you require to be met by your own employees and how you ensure that these standards are met and verified.</p> <p>A. No focus on Environmental standards.</p> <p>B. Basic Environmental standards and procedures made available on request.</p> <p>C. The Environmental standards are systematically identified, made available and adhered to.</p> <p>D. The company has a documented system for improving internal Environmental standards.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p>0.25</p> <p>0.25</p> <p>0.25</p>
<p><b>9.4 Objective: To ensure that environmental risks relating to operations, products and services are identified and evaluated and that risk reducing measures are developed.</b></p> <p><b>9.4.1 Hazards and Effects Assessment</b></p> <p>9.4.1.1 Select the option below that best describes your company management processes for the identification, assessment, control and mitigation of environmental hazards and effects associated with your activities.</p> <p>A. The company's environmental management system does not include assessment of environmental risk.</p> <p>B. The company's environmental management system refers to the need to assess environmental risk, but provides no documented methods for doing this.</p> <p>C. The company's environmental management system includes documented methods for assessing and reducing risk to personnel, the environment and assets to an acceptable level.</p> <p>D. As option C above and additionally: Experience with past assessments is routinely used to improve the management system.</p> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>9.4.1.2 Attach a copy of a typical <u>completed</u> environmental risk assessment report / environmental aspects register.</p>	<p>1.0</p>



**Advanced Registration Questionnaire**

9.6	<p><b>Objective: To ensure effective execution and monitoring of operations, and to ensure that corrective action is taken where necessary.</b></p>	0.5 Score also counts in element 11
	<p><b>9.6.1 Performance Monitoring of Work Activities</b></p>	
	<p>9.6.1.1 Select the option below that best describes the arrangements your company has for the supervision and monitoring of environmental performance e.g. environmental inspections or tours.</p> <ul style="list-style-type: none"> <li>A. No system for monitoring of work activities.</li> <li>B. A formal system for monitoring of work activities is in place.</li> <li>C. The company verifies that employees are familiar with work instructions and procedures, and that they are capable of acting according to the instructions provided.</li> <li>D. As option C above and additionally: The company works systematically to improve its work processes and procedures from an HSE perspective, to minimise the likelihood of environmental damage.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	
	<p>9.6.1.2 Attach evidence that you monitor your environmental performance e.g. copy of a recent report or extract from meeting minutes.</p>	
	<p><b>9.6.2 Incident Investigation and Reporting</b></p>	0.5 Score also counts in element 11
	<p>9.6.2.1 Select the option below that best describes the process your company has for investigating environmental near misses and incidents, the process for communicating findings to employees and the process for follow up corrective or preventive action.</p> <ul style="list-style-type: none"> <li>A. Environmental incidents and /or events are not routinely reported or follow-up.</li> <li>B. Environmental incidents and /or events normally followed up and reported to local management.</li> <li>C. Environmental incidents and /or events reported to local management. Assessments used systematically to identify root causes and prevent recurrence. The company verifies that required measures are taken.</li> <li>D. As option C above and additionally: Reports are also sent to corporate management. Findings are routinely communicated to relevant parts of the company's organization.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	
	<p>9.6.2.2 Attach a copy of the latest typical <u>completed</u> environmental incident investigation report.</p>	
	<p><b>9.6.3 Measurement of Performance</b></p>	1.0 Score also counts in element 11
	<p>9.6.3.1 List any key performance indicators (KPI's) your company uses to measure environmental performance and provide details of your achievements against current performance improvement plans. <b>TEXT FIELD - no more than 100 words</b></p>	
	<p>9.6.3.2 Attach an example of a recently introduced environmental improvement.</p>	
9.7	<p><b>Objective: To ensure the effectiveness of the stated environmental arrangements by periodic review and audit.</b></p>	0.75 Score also counts in element 11
	<p><b>9.7.1 Auditing and Review</b></p>	
	<p>9.7.1.1 Select the option below that best describes your company arrangements for environmental auditing (as opposed to environmental inspections or tours)</p> <ul style="list-style-type: none"> <li>A. Audit process is cursory only. Formal auditing requirements are not defined.</li> <li>B. Audit process and audit programmes are documented. The selection of audit issues is partly based on risk assessments. Follow up and correction of deviations are most often inadequate.</li> <li>C. A documented program exists, covering all audit issues and high priority verification, review and</li> </ul>	

**Advanced Registration Questionnaire**

---

	<p>follow-up issues. Objects and issues subjected to supervision are selected on the basis of risk assessments. Deviations are systematically followed up and corrected. The program includes relevant sub-contractor activities.</p> <p>D. As option C above and additionally: Genuine and visible management involvement in all supervisory activities. The effects of the supervision are regularly addressed. Observations are followed up.</p> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>9.7.1.2 Attach a copy of the latest typical environmental audit report.</p>	
<p>9.8</p>	<p>Certification score.</p> <p>9.8.1 Certification</p> <p>Additional score awarded for company certification.</p>	<p>0.5</p>

## ELEMENT 10 COMPETENCE AND TRAINING

### Scope

This element relates to your company policies and practices for competence and training.

Question	Weighting
<p>10.1 <b>Objective: To ensure you have processes addressing competence assurance.</b></p> <p>10.1.1 Competence Processes</p> <p>10.1.1.1 Do you have a formal competence assurance system? YES / NO</p> <p>If yes, outline the following:</p> <ul style="list-style-type: none"> <li>▪ your organisation's competence assurance process</li> <li>▪ the internal and/or external monitoring/verification mechanism in place to ensure that your competence assurance processes are being continually applied</li> <li>▪ the method(s) you use to ensure the competence assurance processes address the needs of the company and its customers</li> <li>▪ how you ensure your competence assurance records are kept up-to-date</li> </ul> <p><b>TEXT FIELD - no more than 100 words</b></p> <p>If no, outline how you ensure that you have competent staff and cover the records that you hold to demonstrate this.</p> <p><b>TEXT FIELD - no more than 100 words</b></p>	<p>1.5</p>
<p>10.2 <b>Objective: To ensure your competence system is fully applied.</b></p> <p>10.2.1 Competence Application</p> <p>10.2.1.1 Select the option below that best describes the extent to which you have a competence requirement for each job.</p> <ul style="list-style-type: none"> <li>A. No competence requirements defined for any position.</li> <li>B. Competence requirements defined for some positions only.</li> <li>C. Competence requirements defined for key positions (specialist safety critical and technical roles).</li> <li>D. Competence requirements defined for all positions. Company seen as an authority in its technical specialisation for operational and technical requirements.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>10.2.1.2 Attach for a selected position an extract of the competence records maintained.</p> <p>10.2.1.3 Attach for a selected position the job description (ideally for the same as above).</p>	<p>1.5</p>
<p>10.3 <b>Objective: To ensure you select the correct staff for the appropriate positions.</b></p> <p>10.3.1 Staff Selection</p> <p>10.3.1.1 Outline how people are selected for the jobs assigned to them. Include reference to interfacing arrangements you have with your contract and agency staff and your subcontractors.</p> <p><b>TEXT FIELD - no more than 100 words</b></p>	<p>1.5</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>10.4 <b>Objective: To ensure training needs are identified and met.</b></p> <p>10.4.1 Training</p> <p>10.4.1.1 Select the option below that best describes your approach to ensuring training needs are met.</p> <ul style="list-style-type: none"> <li>A. No training needs are sought or identified and no training is available to employees.</li> <li>B. Ad hoc approach to training with training needs not fully identified / met or applicable to all employees.</li> <li>C. Annual training plans are operating and training is being provided to all employees.</li> <li>D. Comprehensive staff appraisals, job evaluations and assessments are fully effective in identifying training needs. Training is available to meet identified training needs on a timely basis and is provided for all employees including all job specific skills.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>10.4.1.2 Attach a completed example of the training records maintained.</p>	<p align="center">1.5</p>
<p>10.5 <b>Objective: To ensure induction is provided for new recruits.</b></p> <p>10.5.1 Induction</p> <p>10.5.1.1 Select the option below that best describes how you provide support for new entry streams (core workforce, graduates, apprentices, short-term, contract etc).</p> <ul style="list-style-type: none"> <li>A. No staff induction processes for handling new recruits.</li> <li>B. Some staff induction takes place but is not fully documented or reviewed.</li> <li>C. Staff induction processes are in place to handle key positions. The processes are documented but are not subject to regular reviews.</li> <li>D. Comprehensive induction scheme operating to handle all new recruits. The processes are fully documented and are regularly reviewed at an appropriate level to accommodate changes in operation and location.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.5</p>
<p>10.6 <b>Objective: To ensure staff are encouraged to further develop themselves.</b></p> <p>10.6.1 Staff Development</p> <p>10.6.1.1 Select the option below that best describes your approach to encouraging staff to participate in further development.</p> <ul style="list-style-type: none"> <li>A. No encouragement.</li> <li>B. Skills development encouragement is inconsistently applied across the company. Reactive approach and is not formalized.</li> <li>C. Skills development encouragement is formally applied across the company. Occasional participation in relevant professional associations.</li> <li>D. Proactive approach to encourage skills development. Staff development plans and participation in relevant professional associations reflect this.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.5 Score also counts in element 11</p>

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>10.7    <b>Objective: To ensure the effectiveness of your competence and training systems.</b></p> <p>10.7.1 Competence Effectiveness</p> <p>10.7.1.1 Outline how your overall company performance is enhanced by your efforts to ensure individuals are competent and suitably trained – not the quality of the training provided. Include the impact and input into future policies, any KPI's used to monitor turnover of employees and how the development of people is evaluated and monitored. <b>TEXT FIELD - no more than 100 words</b></p> <p>10.7.1.2 Attach an example of this enhanced company performance.</p>	<p align="center">1.0 Score also counts in element 11</p>
<p>10.8    <b>Objective: To ensure business goals are communicated and supported.</b></p> <p>10.8.1 Business Goals</p> <p>10.8.1.1 Select the option below that best describes how you make staff aware of the company business goals.</p> <ul style="list-style-type: none"> <li>A. Staff are not made aware of business goals.</li> <li>B. Staff are made partially aware of business goals; training and development plans do not really support these goals.</li> <li>C. A level of awareness throughout the company of business goals; training and development plans loosely support these goals.</li> <li>D. Full communication of business goals; training and development plans fully support these goals. Active link between staff development plans to support the business goals.</li> </ul> <p align="center">SUPPLIER CONSIDERS NOT APPLICABLE</p>	<p align="center">0.25</p>
<p><i>The following questions have been asked in the previous elements</i></p>	
<p>10.9    Competence relating to Installation and Commissioning (7.2)</p>	<p align="center">0.25</p>
<p>10.10    Competence relating to Health and Safety (8.32, 8.33, 8.34, 8.35)</p>	<p align="center">0.25</p>
<p>10.11    Competence relating to Environment (9.32, 9.33, 9.34, 9.35)</p>	<p align="center">0.25</p>
<p>10.12    Certification score.</p> <p>10.12.1 Certification</p> <p>Additional score awarded for company certification.</p>	<p align="center">1.0</p>

## ELEMENT 11 INNOVATION AND IMPROVEMENT

### Scope

This element relates to the general measures taken by your company in the areas of innovation and improvement.

Question	Weighting
<p>11.1 <b>Objective: To ensure improvement risks are assessed and managed and new ideas are progressed in a controlled manner.</b></p> <p>11.1.1 Improvement Risks</p> <p>11.1.1.1 Select the option below that best describes how you assess and manage the risks attached to the development and testing of new ideas, processes or practices.</p> <ul style="list-style-type: none"> <li>A. No processes for the identification and management of improvement risks.</li> <li>B. Informal processes for the identification and management of improvement risks.</li> <li>C. Formal processes for the identification and management of improvement risks used occasionally and some new ideas and practices are introduced.</li> <li>D. Formal processes for the identification and management of improvement risks fully utilized and results in ideas and practices being introduced.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>11.1.1.2 Outline how you would adopt a new idea that requires development, piloting, testing and client co-operation or client trials. <b>TEXT FIELD - no more than 100 words</b></p>	1.0
<p>11.2 <b>Objective: To ensure innovation and improvement ideas are encouraged, and that such ideas are given adequate consideration.</b></p> <p>11.2.1 Improvement Ideas</p> <p>11.2.1.1 Select the option below that best describes how you encourage and communicate to your staff the need to be proactive in identifying innovation and improvement opportunities.</p> <ul style="list-style-type: none"> <li>A. No encouragement and no ideas being generated.</li> <li>B. Some encouragement to generate ideas and suggestions.</li> <li>C. Culture generates a number of relevant ideas and suggestions; basic reward / incentive scheme operating.</li> <li>D. Staff (and contract personnel) are fully encouraged to contribute ideas and these are properly evaluated. Comprehensive reward / incentive scheme in place, appropriate to type of business and grade.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p>	1.0

**Advanced Registration Questionnaire**

<b>Question</b>	<b>Weighting</b>
<p>11.3 <b>Objective: To show how you use benchmarking and business improvement models.</b></p> <p>11.3.1 Benchmarking &amp; Business Models</p> <p>11.3.1.1 Select the option below that best describes the extent of your involvement in performance benchmarking exercises carried out with your peers, competitors or at industry forums.</p> <ul style="list-style-type: none"> <li>A. No use of performance benchmarking.</li> <li>B. Some use of performance benchmarking but no improvements have resulted.</li> <li>C. Use made of performance benchmarking and some improvements have resulted.</li> <li>D. Performance benchmarking extensively used and has resulted in many improvements in the company.</li> </ul> <p>SUPPLIER CONSIDERS NOT APPLICABLE</p> <p>11.3.1.2 If you have used business improvement models (e.g. European Quality Award, Business Excellence Process Model, Stretch Performance Network etc), name the model and outline how this has led to improvements in your company. <b>TEXT FIELD - no more than 100 words</b></p>	0.5
<p>11.4 <b>Objective: To demonstrate ongoing business improvements.</b></p> <p>11.4.1 Business Improvements</p> <p>11.4.1.2 Outline the significant improvements implemented in your company in the past year, covering both your business processes and your products and services. <b>TEXT FIELD - no more than 100 words</b></p>	1.5
<p>11.5 <b>Objective: To ensure you monitor and evaluate to ensure improvements remain effective.</b></p> <p>11.5.1 Improvement Effectiveness</p> <p>11.5.1.1 Outline how you keep both your management systems and any improvements introduced effective. <b>TEXT FIELD - no more than 100 words</b></p> <p>11.5.1.2 Attach a copy of the current review schedule.</p> <p>11.5.1.3 Attach a copy or extract from one of the latest reviews.</p>	0.5
<b>The following questions have been asked in the previous elements</b>	
11.6 Improvement processes relating to Product Quality (1.8 and 1.9)	0.5
11.7 Improvement processes relating to Service Quality (2.6 and 2.7)	0.5
11.8 Improvement processes relating to Project Management (3.5)	0.5
11.9 Improvement processes relating to Documentation (4.3 and 4.4)	0.5
11.10 Improvement processes relating to Planning and Delivery (5.4)	0.5
11.11 Improvement processes relating to Supplier Management (6.4 and 6.5)	0.5

## Advanced Registration Questionnaire

---

<b>Question</b>	<b>Weighting</b>
11.12 Improvement processes relating to Installation and Commissioning (7.6 and 7.7)	0.5
11.13 Improvement processes relating to Health and Safety (8.6 and 8.7)	0.5
11.14 Improvement processes relating to Environment (9.6 and 9.7)	0.5
11.15 Improvement processes relating to Competence and Training (10.6 and 10.7)	0.5
11.16 Certification score. 11.16.1 Certification Additional score awarded for company certification.	0.5