



Frequently Asked Questions



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1. Why are major contractors and clients using BuildingConfidence accreditation?

Major contractors and clients are using BuildingConfidence accreditation, operated by Achilles, because of the increasing pressures to conduct a more consistent and robust accreditation process on their supply chains as a result of the new CDM Regulations 2007, Corporate Manslaughter Act, new Sustainability and Corporate Social Responsibility criteria, Immigration Laws and an increased focus on the financial stability of sub-contractors – especially in the current economic climate.

The BuildingConfidence members believe that this form of accreditation represents the most cost effective and efficient approach for clients, major contractors and their supply chains. The objective of BuildingConfidence is for all contractors to achieve the accreditation standard and to receive value through a comprehensive review of your business upon which future improvements can be identified.

2. Why has my company been selected for BuildingConfidence accreditation?

Existing contractors → Your company has been identified as a key contractor selected by level of spend in the last financial year and/or criticality of trade or product provided. Additionally you may wish to bid or be bidding for future work. Your company has therefore been chosen to help drive improved performance across the existing supply chain.

New contractors → Your company wishes to start working with BuildingConfidence member(s) and has been asked to become accredited due to the critical nature of the trade or product you deliver and the size of contracts/projects for which you will be bidding.

3. What are the benefits of the audit and achieving BuildingConfidence accreditation?

Your company will receive a number of benefits from achieving BuildingConfidence accreditation:

- Demonstrate your commitment and capability to meet increased supply chain standards in order to improve performance.
- Receive a cost-effective review of your management systems to ensure they meet industry requirements.
- Work with BuildingConfidence members and Achilles to identify areas of improvement and develop more sustainable supply relationships moving forward.
- Have confidence that major contractors and clients are using a fair, open and transparent process for contractor selection. Work will be awarded to the highest performing contractors most suitable to the scope of work.
- Reduce any current duplication of effort in providing information to BuildingConfidence members. BuildingConfidence members only require the same information to be provided once and will not undertake duplicate PQQs or audits.

Achilles and the existing BuildingConfidence members are encouraging other construction industry clients and management/main contractors to utilise the BuildingConfidence accreditation process. This will result in significant benefit as the number of your clients that accept

BuildingConfidence accreditation increases. We would hope you take the opportunity to achieve this additional benefit through your discussions with your clients.

Current BuildingConfidence members are Balfour Beatty Construction Ltd, British Land, Costain, Davis Langdon, Kier Group, Lend Lease, Mace, Shepherd Construction, Simons, Sisk, Skanska, Swift Horsman, Tarmac and Wolseley.

4. What happens if my company is already subscribing to another Achilles scheme?

Achilles operates over thirty-two accreditation schemes worldwide on behalf of major industry groups including utilities, rail, oil and gas, and construction. Each scheme is governed by its own Steering Group of participating industry clients who determine the exact nature of the accreditation process they require, along with accreditation fees. For this reason, each scheme is operated separately by Achilles and contractors wishing to serve multiple industries must accredit separately via those schemes that they determine commercially beneficial to do so. Accreditation on any other Achilles scheme is therefore not transferable in whole or part towards BuildingConfidence, which has been designed with specific requirements for the UK construction industry in mind.

5. What action do I need to take next to become BuildingConfidence accredited?

You should fill out the application form, which can be found on-line and return to Achilles to start the process. Accreditation may take your company some time to achieve and we would recommend that you start the process as soon as possible. Your company will be required to complete both a comprehensive **online questionnaire (PQQ)** and an **onsite audit**, the details of which will be explained to you by Achilles.

6. What does the BuildingConfidence accreditation process involve and what help is available?

Step 1 PQQ → Upon receipt of payment Achilles will contact you to start the accreditation process. This includes submission of an online pre-qualification questionnaire (PQQ) via Achilles secure website, for which you will be issued with a username and password. Achilles will be available to provide telephone support throughout this process. Once you have submitted your completed online PQQ Achilles will conduct a desktop review and contact you if there are any queries. Once your PQQ is approved by Achilles it will be published to the secure website for us and other BuildingConfidence members to access.

Step 2 Audit → You will also be contacted by an Achilles auditor to schedule your onsite accreditation audit. We expect that your audit is booked within 6 weeks, which in Achilles experience will allow sufficient time for the PQQ to be completed (since this will be verified during your audit) and for your company to prepare for the audit. You will receive a copy of the audit protocol, along with guidance against each audit question, in order that you fully understand what the audit will cover. The auditor will also have completed preparatory work prior to the audit and will also write up the audit report and make an accreditation recommendation within ten working days. Please note, if the audit is not completed within 12 months from Achilles receipt of payment you will automatically forfeit the fee.

7. What will it cost to become BuildingConfidence accredited?

The administrative and operational costs of BuildingConfidence accreditation are shared amongst the BuildingConfidence members and the supply chain. The contractor accreditation fee is tiered based on turnover, the risks associated with the service or product you deliver and the size of contracts you are doing with BuildingConfidence members or will be bidding for. This includes online pre-qualification, telephone support, the onsite audit, one-day offsite preparation and report write-up by the auditor, and delivery of the final audit report to your company as well as to us.

The BuildingConfidence process and subscription is annual due to the changing nature of our members supply chains and the need to reassess on a regular basis for due diligence reasons.

8. What happens when our company meets the requirements for BuildingConfidence accreditation?

All BuildingConfidence members will be notified, and your company will be issued with an accreditation certificate. You will also be entitled to use a specially-designed "accredited contractor" logo for your own marketing purposes. Given the relatively high accreditation standard set by BuildingConfidence this is an achievement of which we hope you will be proud.

9. What happens if our company does not meet the BuildingConfidence accreditation requirements?

In the first instance, all BuildingConfidence members will be notified. Depending on the severity of the non-conformances found, you may have the opportunity to close out the non-conformances within five working days after which accreditation will be awarded. If non-conformances cannot be closed out within five working days then your company will not achieve accreditation and will be referred to all BuildingConfidence members, and we will discuss the non-conformances with you directly. We also expect your company to submit an action plan to address the non-conformances and book a reaudit in order to achieve accreditation and be considered for future work.