

Quick Start Guide

The Link-up Questionnaire Process

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Getting Started

Welcome to the Link-up supplier questionnaire completion process. The questionnaire is broken down into the following **three** stages:

1. Selecting your Product Codes.
2. Completing your Code Justification Questionnaire (CJQ).
3. Completing your Supplier Profile Questionnaire (SPQ).

To enable you to get through this process as quickly as possible it is advisable that you have a number of key documents and information at hand. A list of these can be found on page 2 of this guide.

2

Your Login Details

You should have received a welcome email with **two** sets of login details which enables you to do different things when managing your Link-up account.

WE RECOMMEND THAT YOU KEEP THIS EMAIL FOR FUTURE REFERENCE

The welcome email contains:

- Your ACHILLES RAIL PORTAL login to view and maintain your online account.

Example of ACHILLES RAIL PORTAL login

Username = **your.emailaddress@work.com**

- Your QUESTIONNAIRE login to access/edit your online questionnaire.

Example of QUESTIONNAIRE login

Username = **firstnamesurname**

- A hyperlink to download a copy of the Link-up Product Code Booklet and Supplier User Guide.

To access your questionnaire you will first need to log onto the ACHILLES RAIL PORTAL at www.achilles.com

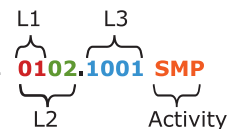
Please be aware some browsers are not compatible with the questionnaire and that you will need to use Internet Explorer 7 to access the internet, not Firefox, Google Chrome, Safari or similar.

Once logged on you need to **click** on the **“My Questionnaire”** option, then click on “click here to access your Questionnaire” where you will be required to **login** using your **QUESTIONNAIRE login** details.

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Selecting Your Product Codes

Product codes are broken down into **three** levels and a life cycle activity e.g.



To select product codes:

1. Click on the red button **“Select ProductActivity Codes”**.
2. Click on the **“+”** sign next to the Level 1 codes.
3. Click on **“view activity grid”** associated with the Level 2 code and select one or more Level 3 codes and applicable activities.

NB: Each selectable activity will be denoted with a letter indicating the following:

R = Registration only

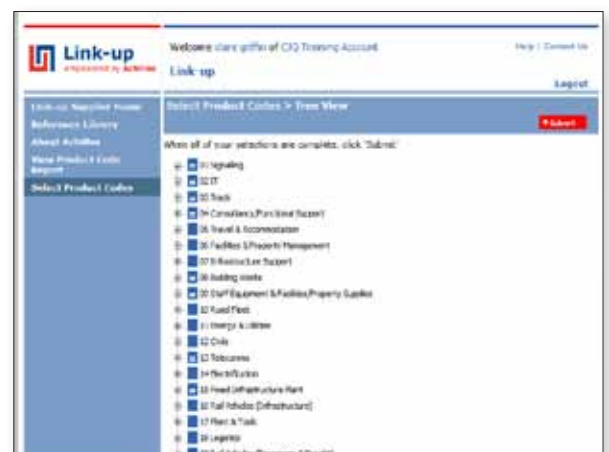
S = Scored

A = Auditable (High risk codes requiring further assessment through an audit and incurring further costs to you).

Remember to save your selection by clicking “save section.”

This process should be repeated until all the codes you wish to be registered for are selected.

To move to the next stage you will be required to submit your selection.



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Completing Your Code Justification Questionnaire

Once you have submitted your product code selection you will be prompted to return to your homepage where you will then be able to move on to completing your Code Justification Questionnaire.

To complete the Code Justification Questionnaire, click on the red button **“Edit Code Justification Questionnaire”**

This questionnaire has **three** sections:

1. Declaration.
2. Initial Registration Question.
3. Products and Services.

NB: Before you are able to submit and move onto the final section you need to ensure that each section is completed in its entirety.



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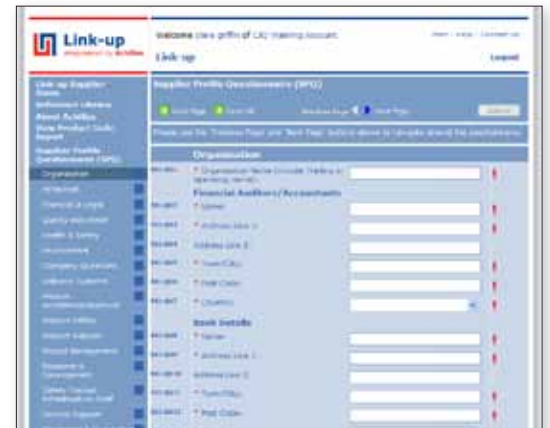
Completing Your Supplier Profile Questionnaire

Once you have submitted your Code Justification Questionnaire you will be prompted to return to your homepage where you will then be able to move on to completing your Supplier Profile Questionnaire.

To complete the Supplier Profile Questionnaire, click on the red button **“Edit Supplier Profile Questionnaire”**.

This questionnaire has **seven mandatory** sections and a possible further **nine** depending on the product codes that you have selected.

NB: Before you are able to submit to quality checking you need to ensure that each section is completed in its entirety.



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What Happens Next?

Once you have submitted your Supplier Profile Questionnaire, the entire questionnaire will be quality checked and validated by Achilles. If there are any issues with your submitted questionnaire you will be required to resolve these. Upon successfully passing through the quality checking process your records will be made available to the buyers and you will be able to download your certificate.

If you have selected auditable codes, you will be required to undergo an audit to meet full acceptance (Achilles will contact you with details of this). For further assistance, please refer to the Supplier’s Guide (found in the Welcome Email), email link-up@achilles.com or call 01235 861118.

Document List for Questionnaire Completion

Product Code Selection

- Product Code Guide - downloadable from www.achilles.com/link-upsupplier.

Code Justification Questionnaire

- Details of your company and director’s trading and business history
- Details of previous/continuous contracts for each product/service you have selected
- Details of subcontracting approach and process (if any).

Supplier Profile Questionnaire

- Contact information regarding financial accountant/auditors and bank details
- Details of court actions
- Information on any additional company locations
- Details of key contacts in your organisation
- Information on size of your organisation
- Customer satisfaction/complaints process
- Information on HR and training processes
- Audited accounts or key financial figures for the most recent 3 years available
- PDF/JPEG copies of Insurance documentation
- Drugs and alcohol policies
- RIDDOR statistics
- Quality, health & safety, and environmental and waste management details and certificates.



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