



Services for professional procurement.  
Be better informed, make better decisions.

## **Shell Supplier Qualification System Stage 2A Sustainable Development**

### **Supplier Guide**

06 Oct 2015

## Content

Context	3
How do I know when I need to complete the Shell Stage 2A SD?	4
Additional information before starting the online Shell Stage 2A SD	6
What is required when completing the online Shell Stage 2A SD questionnaire?	7
General Information	7
Specific Information	10
Section 0 Stage 2A Sustainable Development	10
Section 1 Labour Rights	11
Section 2 Sustainable Development Declaration	21
What is the Achilles assessment process?	22
Summary	24

## Context

Shell Supplier Principles outline Shell's core requirements for suppliers in the areas of:

- Ethics and Compliance;
- Health & Safety;
- Security;
- Environment;
- Labour and Human Rights.

More details on Shell Supplier Principles can be found at the following link: <https://s01.static-shell.com/content/dam/shell/static/products-services/downloads/suppliers/supplier-principles.pdf>.

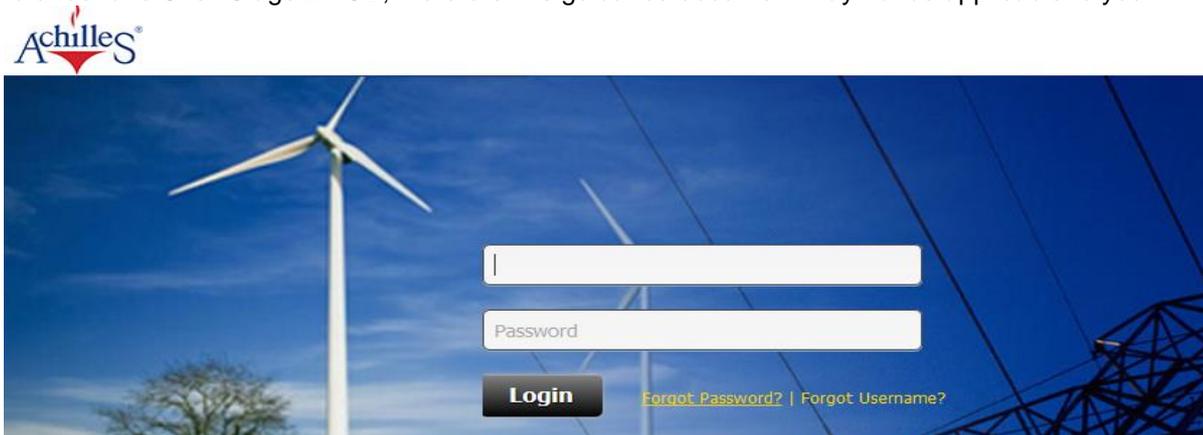
The online Shell Stage 2A Sustainable Development (SD) questionnaire reflects the Labour and Human Rights criteria outlined within the Shell Supplier Principles. These principles are enshrined in the United Nations Universal Declaration of Human Rights 1948 and included on the agenda of the International Labour Organisation (ILO). Some of these topics include: working hours, remuneration, child labour, forced and compulsory labour, health and safety, freedom of association, discrimination, etc.

Based on objective risk criteria, some suppliers are required to complete the online Stage 2A SD questionnaire.

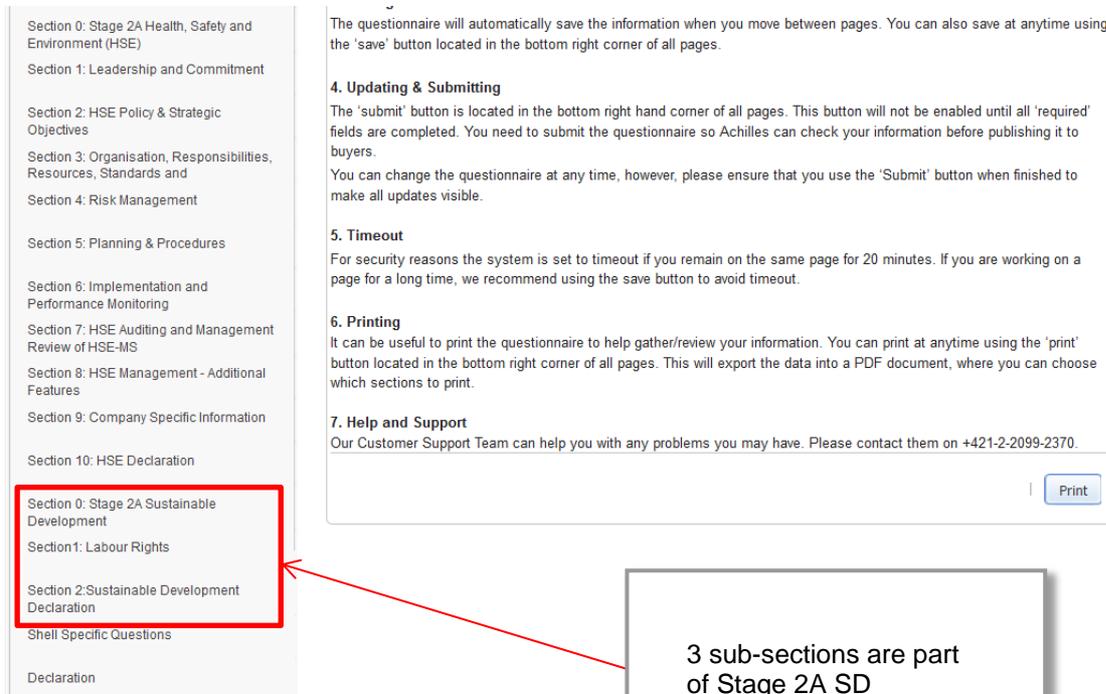
By completing Shell Stage 2A SD, Shell Contract & Procurement (C&P) representatives are able to understand how Labour and Human Rights are managed at your company.

## How do I know when I need to complete the Shell Stage 2A SD?

At this point, you would have already been provided, by email, a Username and a password to access the SQS platform. You can log on to SQS at: <https://p2.achilles.com/web/>. Remember that not all suppliers will be required to undertake Shell Stage 2A SD, therefore this guidance document may not be applicable to you.



If you are required to undertake the Shell Stage 2A SD, you will be able to see the content of the questionnaire on the left hand side of the screen (see below screenshot).



The questionnaire will automatically save the information when you move between pages. You can also save at anytime using the 'save' button located in the bottom right corner of all pages.

**4. Updating & Submitting**  
The 'submit' button is located in the bottom right hand corner of all pages. This button will not be enabled until all 'required' fields are completed. You need to submit the questionnaire so Achilles can check your information before publishing it to buyers.  
You can change the questionnaire at any time, however, please ensure that you use the 'Submit' button when finished to make all updates visible.

**5. Timeout**  
For security reasons the system is set to timeout if you remain on the same page for 20 minutes. If you are working on a page for a long time, we recommend using the save button to avoid timeout.

**6. Printing**  
It can be useful to print the questionnaire to help gather/review your information. You can print at anytime using the 'print' button located in the bottom right corner of all pages. This will export the data into a PDF document, where you can choose which sections to print.

**7. Help and Support**  
Our Customer Support Team can help you with any problems you may have. Please contact them on +421-2-2099-2370.

Print

**3 sub-sections are part of Stage 2A SD**

Stage 2A SD includes 3 sub-sections:

- Section 0: Stage 2A Sustainable Development
- Section 1: Labour Rights
- Section 2: Sustainable Development Declaration

Please note that you are required to **complete all these sections before submitting the questionnaire.**

## Additional information before starting the online Shell Stage 2A SD

The following information is important and we recommend that you read this carefully before starting the Shell Stage 2A SD.

- Specialised knowledge and specific supporting documentation are required when completing the Stage 2A SD questionnaire. In our experience, it is important that a Subject Matter Expert (SME) within your company completes this questionnaire. This is to help ensure the information provided is accurate. In this case, the Human Resources (HR) Manager or a member of the HR Department of your company may be able to provide specific details required within this questionnaire.
- The amount of time required to complete Stage 2A SD is approximately 3 hours (more time may be required if some required information is not readily available). Please adhere to the deadline provided to you to complete this questionnaire.

## What is required when completing the online Shell Stage 2A SD questionnaire?

### General Information

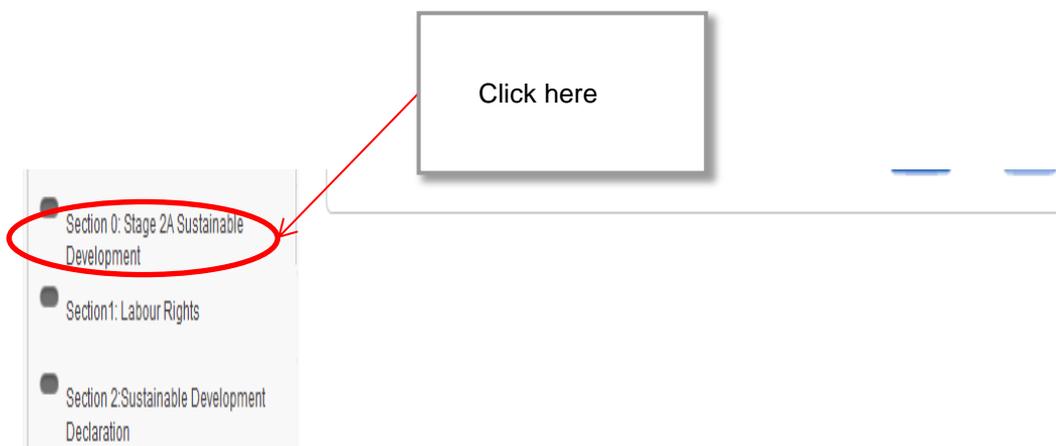
When completing Shell 2A SD, suppliers are required to provide the following:

- 1) Supporting documentation;
- 2) Answers to questions within the questionnaire.

#### 1) Supporting documentation required

Once Section 0 is displayed, you will notice a range of documents required when completing Section 1: Labour Rights of the Shell 2A SD questionnaire.

In order to access the information within Section 0, you are required to click on the section, as illustrated in the screenshot below.



This will provide access to the information within this section and in particular, the supporting documentation required during Shell Stage 2A SD. Six specific documents (or equivalent of these documents) are required and this information is displayed online, as per screenshot below:

6 documents are required when completing Section 1 of the Stage 2A SD questionnaire

#### Section 0: Stage 2A Sustainable Development

Please do not hesitate to contact [sqsassessment@achilles.com](mailto:sqsassessment@achilles.com) for any further clarification regarding this questionnaire.

When completing Stage 2A Sustainable Development Questionnaire, the company is required to provide the following supporting documents as evidence: - Contract of Employment (Template) or equivalent document; - Recruitment Policy / procedure or equivalent document; - Young Workers Policy / procedure or equivalent document; - Employee Handbook or equivalent document; - Whistle Blowing / Grievance Policy or equivalent document; - Equal Opportunities / Anti-Discrimination Policy or equivalent document; - Supplier Code of Conduct or equivalent document.

Regarding the supporting documentation required:

- You are recommended to **collate the 6 documents included in the above screenshot before you start your Stage 2A SD questionnaire**;
- Each of the files submitted must not exceed 30Mb in size (multiple files can be uploaded at different stages);
- Suppliers are assured that the confidentiality of any documentation that they provide is maintained in accordance with the Terms and Conditions associated with Stage 2.

#### 2) Your answers to questions within the questionnaire

- As already mentioned we recommend that the HR Manager or a member of the HR Department of your company is present / consulted when completing Stage 2A SD.
- You are required to provide your answers **in English only**. This will enable both the Achilles Assessment team and the Shell C&P representatives to verify the answers that you provide.
- Additional details on what is required are provided within the pop-up 'Help Text'. The 'Help Text' is displayed when you select the appropriate answer from the drop-down option menu (see screenshot below).

1.1.1a Does your company provide all workers with a written statement of employment particulars, detailing their working rules of engagement and rates per day? **Required**

--Please Select--  
--Please Select--  
Yes  
No

Elig

Suppliers should ensure that all workers receive a written copy of their employment particulars which outline the type of work, rate of pay and other entitlements associated with the position undertaken. This is included within a Contract of Employment / Employee Handbook or an equivalent document.

More details on specific requirements within section 1.1.1a. In this case, the answer that you provide depends on your company having a document that outlines statement of particulars associated to employment.

## Specific Information

This section aims to provide more in-depth information on the requirements of the Shell Stage 2A SD questionnaire. The online Shell 2A SD is a dynamic questionnaire and some of the questions / sections discussed below may not be displayed. The requirements are determined exclusively by the answers that you provide.

### Section 0: Stage 2A Sustainable Development

Section 0 of the Shell Stage 2A SD aims to establish the corporate structure of your company. In this respect, two questions are initially displayed.

Your answer to question 0.2 (see below screenshot) gives us an insight into how your company is structured. **It is important that this question is answered accurately, as it allows Achilles to establish the relevance of the supporting documentation provided and evaluate these documents during the audit process.**

0.1 Is this the first time that your company has completed a Sustainable Development Questionnaire for Stage 2A of the Shell Supplier Qualification System (SQS)?

Required

--Please Select--

0.2 Does another company in your organisation (e.g. the corporate head office) have a controlling interest in how Labour Rights are managed at your company? Required

--Please Select--

Yes

No

It is important for Shell to understand whether your company is a legal entity within a larger organisational structure and if this affects how Labour Rights are managed at your company. Remember that you are completing the questionnaire for your company only.

If your company represents the Head Office of a larger organisational structure, please answer "Yes". Any other legal entities in your organisation are required to submit their own questionnaire. Legal entities in the same organisation may or may not follow the same standards, policies and procedures.

[Hyperlink](#) for additional information.

Please ensure that question 0.2 is answered accurately

During the assessment process, Achilles' specialised teams need to understand whether your company is a legal entity within a larger organisational structure and if this affects how management systems relevant to labour rights are implemented. Remember that you are completing the questionnaire **for your company only**. Legal entities in the same organisation may or may not follow the same standards, policies and procedures.

If management systems relevant to labour rights are governed by your company, you are required to complete this questionnaire and the responses and supporting documents that you submit must be specific to your legal entity. The remaining instructions in this section do not apply to your company. Please continue at Section 1.

HOWEVER

**If another company in your organisation, such as a corporate head office, has a controlling interest in how labour rights are managed**, we would expect your company to apply the standards and policies of the corporate head office. Where appropriate, a legal entity in an organisation should adapt the corporate management system to address the local conditions. In this case, you are required to perform the following:

- To clearly describe the relationship between your company and the company (e.g. the corporate head office) with the controlling interest in how labour rights are managed;
- To declare whether your company fully adheres to the labour rights policies and procedures which have been set by the company that has the controlling interest;
- To describe in your responses and to provide supporting documentation to demonstrate that the corporate labour rights management system has been adapted by your company, where necessary, to address the local conditions.

Please refer to the following examples:

- The template Contract of Employment that you provide must be adapted to the local labour laws, working hours and collective agreements relevant to where you operate;
- The Recruitment Policy that you provide must reference the specific identity documents that are checked by your company, to ensure that personnel are entitled to work in the country where you operate;
- The Employee Handbook (or equivalent) must reference the working hours arrangements that are relevant to the country of operation.

## Section 1

### 1.1. Freely Chosen Employment

#### 1.1.1 Provision of Employment Terms

Suppliers should ensure that all workers receive a written copy of their employment particulars, which outlines the type of work, rate of pay and other entitlements associated with the position undertaken.

Depending on the answer that you provide to the following question (circled in red in the screenshot below), you may be required to provide supporting documentation that allows us to verify compliance with the requirements of this section.

1.1.1a Does your company provide all workers with a written statement of employment particulars, detailing their working rules of engagement and rates per day? **Required**

--Please Select--

--Please Select--

Yes

No

Eligibility

Suppliers should ensure that all workers receive a written copy of their employment particulars which outline the type of work, rate of pay and other entitlements associated with the position undertaken. This is included within a Contract of Employment / Employee Handbook or an equivalent document.

Typically, information regarding statement of particulars associated to employment is included within a Template Contract of Employment or an Employee Handbook. The information included within any of these documents must reflect the employment legislation in the country of operation.

### 1.1.2 Use of Foreign / Migrant Workers and Eligibility to Work

Some of the questions in this section may not be applicable to you, in which case they may not be displayed. While your company may not employ foreign or migrant workforce, we expect that eligibility to work checks are performed in relation to any new employee that would be hired at your company.

The following question (circled in red in screenshot below) aims to establish the checks that the company conducts during the recruitment process, to ensure that their workers are allowed to work in the country of operation.

1.1.2e Does your company follow a process to ensure the eligibility to work of all workers within the country of operation? **Required**

--Please Select--

--Please Select--

Yes

No

Typically, this information is included within a Recruitment Policy or an internal document outlining employment checks associated to new employees who join the company. Any of these documents should refer to the verification of non-easily forgeable documents during the recruitment process e.g. passports, National Identify Cards, etc. The information included within any of these documents must reflect the employment legislation in the country of operation.

### 1.1.3 Use of 3rd Parties in Employment

Some of the questions in this section may not be applicable to you, in which case they may not be displayed. If your company uses employment businesses or agencies to provide for foreign or migrant personnel, then you have to answer additional questions.

In this case, you will be required to provide further details regarding the agency fees. In addition, you will also be required to confirm that you have a policy in place for employment agencies, which prohibits the use of human trafficking, forced and / or bonded labour and also describes the process followed to ensure that you prevent illegal working.

### 1.1.4 Free Movement of Employees

In order for employees to be able to freely move to a different employment, they should receive payment for the work delivered and be allowed to withhold their identity documents. They should also be able to resign from the workplace, as per termination clauses associated to a work agreement in place. These requirements are included within the following questions (circled in red in screenshot below):

**1.1.4a** Can your company demonstrate it does not withhold any workers' money, government issued identification papers, passports, work permits or internally approved travel permits prior to or after start of employment? **Required**

--Please Select--

**1.1.4d** Does your company have a procedure that allows workers/employees to resign with no penalty after a reasonable notice? **Required**

--Please Select--

The company must be able to demonstrate that they do not withhold any workers' money, identity documents, work permits and that a termination process associated to a working agreement is in place.

Typically, this information is included within a Template Contract of Employment, an Employee Handbook or a Recruitment Policy / procedure. The document must refer to copies and not originals of workers' documents being kept on file. In addition, specific information associated to the termination of the employment agreement must also be included in any of the above or an equivalent document.

### 1.2 Child Labour Avoidance

In order to provide clarity on this section, we refer to the definition of a child and a young worker, as per the Social Accountability International (SAI) 2013 SA8000 Guidance – 2008 Standard.

A child is defined as 'Any person less than 15 years of age, unless the minimum age for work or mandatory schooling is stipulated as being higher by local law, in which case the stipulated higher age applies in that locality'.

A young worker is defined as follows: 'Any worker over the age of a child, as defined above, and under the age of 18.'

Remember that a child may be defined differently, depending on the country where your company operates. It may be that the minimum age of a child is 14 or 16 (and not 15 as above), depending on the local labour laws.

The company must not engage the use or support the use of child labour. In this respect, we expect that the company conducts age verification checks during the recruitment process, to establish that no child labour is used to deliver company's products / services. This requirement is reflected by the following question (circled in red in screenshot below):

### 1.2.1 Confirmation of Employee Identity and Age

1.2.1a Do you review and validate personnel identity documents, including evidence of the birth date of each worker, as part of a process to verify the age of employees? **Required**

To protect against identity fraud, the supplier's process should involve validating the date of birth of workers, by checking original forms of identification documents.

The company must be able to demonstrate that specific checks are conducted to establish the age of their workers during the recruitment process. Typically, this information is included within a Recruitment Policy or an internal document outlining the verification of non-easily forgeable documents, which include details of Date of Birth e.g. passport, National Identity Card, etc.

Depending on your answer, you may be expected to answer additional questions regarding the system associated to the identification of young workers, as well as corrective actions in place, when an underage worker is identified (if young workers are employed). Typically, corrective actions may refer to underage workers being immediately removed from work, enrolled back to school and ensuring that they do not suffer by being back at school as compared to working.

### 1.2.2 Identification and Protection of Young Workers

The questions in this section may not be applicable to you, in which case they may not be displayed.

A company must be able to demonstrate that they have a process in place to manage young workers (as per the definition in the above section) and that specific arrangements are in place, to ensure that the risks to young workers' health are minimised, due to their lack of experience. The following questions cover these requirements (circled in red in the screenshot below):

1.2.2a Does your company employ young workers over the legal minimum age but under 18? **Required**

1.2.2.b Does your company have a system or procedure for managing young workers above minimum age but below 18? **Required**

1.2.2c Does your company ensure that young workers do not perform night work or hazardous work? **Required**

1.2.2d Does your company ensure that young workers do not work excessive hours? **Required**

Typically, this information is included within a Young Workers Policy / procedure, which outlines the company's process when young workers are employed and the prohibition of night / hazardous work or excessive hours being performed by young workers.

### 1.3. Working Hours, Wages and Benefits

#### 1.3.1 Restriction and Monitoring of Working Hours

Companies should ensure that workers at their company work in accordance with applicable laws and standards regarding the working hours in the country of operation. We expect the company to be able to demonstrate that there is a maximum amount of hours that employees are required to work (including overtime) and that provisions for breaks (holidays, weekly days off, lunch breaks, etc.) exist. The following questions reflect these requirements (circled in red in the screenshot below):

1.3.1a Does your company place a limit on the number of hours that employees can work in a day and across a seven day period (including any overtime)? **Required**

--Please Select-- ▼

1.3.1d Does your company provide all categories of workers with legally mandated breaks or rest periods on a daily and weekly basis? **Required**

--Please Select-- ▼

Typically, this information is included within a Template Contract of Employment or an Employee Handbook.

In addition, we also expect that the company answers accurately the following questions included within this section (circled in red in the screenshot below):

1.3.1g Is there a process in place to regularly evaluate production targets and worker capacity? **Required**

--Please Select-- ▼

1.3.1h Does the company have a system in place to plan, record and monitor hours worked by each employee? **Required**

--Please Select-- ▼

#### 1.3.2 Provision of a Fair Wage

The company must provide all workers with a wage that meets the minimum legal requirement in the country / region / state of operation. Remember that this requirement is different for each country. Additionally, different levels within the same country, for the minimum legal wage, may exist, depending where your company operates.

Typically, information on the minimum legal wage is included within a Contract of Employment or an Employee Handbook. You must provide a Contract of Employment, which outlines the wages paid to an employee

(Achilles understands that personal information may not be included e.g. name, etc.). Alternatively, you must provide a copy of the salary scale associated to different employees. This will allow Achilles to establish if the wages paid to company's workers meet the national minimum legal wage (where applicable).

Some countries may not have provisions for a minimum legal wage, in which case we ask that you choose the option 'Not Applicable' (circled in red in the screenshot below).

1.3.2a Is the base wage for all workers in your company greater than or equal to the national minimum legal wage? **Required**

The minimum legal wage is the minimum amount of money that can be paid to workers in the country where the company operates. Minimum wage is different from a country's recommended living wage. If there is no legislative provision for a minimum legal wage in the country of operation, please answer 'Not applicable'.

Employee Housing

Select 'Not applicable', if there is no minimum wage requirement in the country / region / state where your company operates

## 1.4 Dormitory, Housing and Working Conditions

### 1.4.1 The Provision and Conditions of Employee Housing

The company must be able to provide details which demonstrate that working conditions are safe and hygienic. We ask that you accurately answer the following questions (circled in red in the screenshot below):

1.4.1a Are your workers required to live in company provided accommodation? **Required**  
--Please Select--

1.4.1b Which of the following items (if any) are regularly checked by the company?  
**Required**  
 None  
 Adequate safety  
 Living space  
 Temperature  
 Lighting  
 Ventilation  
 Water facilities  
 Sanitary facilities  
 Privacy

1.4.1c Which of the following principles (if any) are included in your Health and Safety Policy or supporting rules and procedures?  
**Required**  
 None  
 Safety Critical Work  
 Occupational Safety  
 Machine Safeguarding  
 Hazardous substances  
 Emergency Preparedness

### 1.4.2 The Provision of Protective Equipment

The company must be able to provide details which demonstrate that working conditions are safe. Information regarding the use of Personal Protective Equipment (PPE) is required (circled in red in screenshot below).

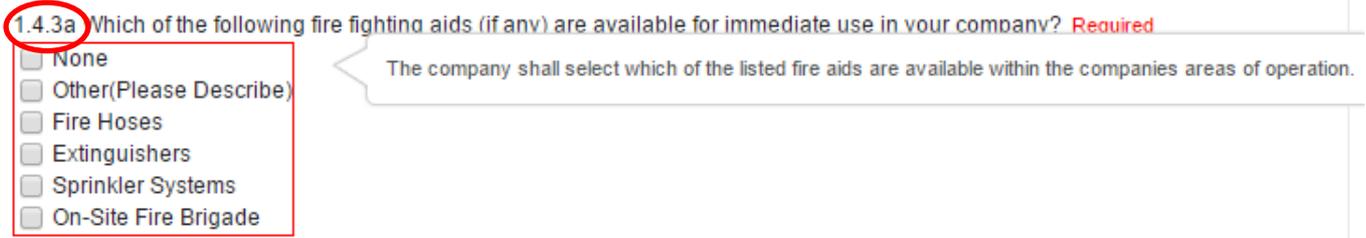
1.4.2a Does your company provide protective equipment to workers who may be exposed to potential hazards free of charge?  
**Required**  
--Please Select--  
--Please Select--  
Yes  
No

By answering yes, the company confirm that they purchase suitable personal protective equipment (PPE) for all workers that work in safety critical areas or areas where risk assessments stipulate that PPE must be worn.

Depending on your answer, you may also be required to provide additional details on what training is provided to workers to ensure correct maintenance of PPE.

### 1.4.3 Information and Equipment Provided for Use in an Emergency

The company must be able to provide details which demonstrate that working conditions are safe. Information regarding the equipment provided in the event of emergency is required and this is encompassed within the following question (circled in red in screenshot below):



Depending on your answer, additional questions may be displayed. These questions allow Achilles to establish if training is provided to ensure adequate use of emergency equipment, as well as identify provisions in place regarding emergency arrangements and how these are communicated to your employees (where these are displayed and in what language).

### 1.4.4 Occupational Health Surveillance/Checking

The company must be able to provide details which demonstrate that working conditions are safe. You should confirm that a risk assessment to identify potential health hazards has been conducted and measures have been put in place to control these hazards.

We ask that you accurately answer the following question (circled in red in screenshot below):



## 1.5 Humane Treatment, Equal Opportunities and Freedom of Association

### 1.5.1 Fair Treatment Policies

The company must be able to demonstrate that no harsh or inhumane treatment is allowed. Particular behaviour, such as sexual and verbal harassment, coercion, threatening behavior, etc. should be prohibited at the workplace. In addition, a process for workers to report such cases should be in place, as well as a mechanism to investigate grievances. The questions below include these requirements (circled in red in screenshot below):

1.5.1a Does your company have a clear policy that prohibits physical punishment, harassment, coercion, threatening behaviour, sexual abuse or verbal abuse towards workers? **Required**

--Please Select--

1.5.1b Does your company have a grievance process that allows workers to report cases of harassment, coercion, threatening behaviour, physical abuse, sexual abuse or verbal abuse in the workplace? **Required**

--Please Select--

1.5.1c Does your company have a procedure to investigate cases / reports of physical punishment, harassment, coercion, threatening behaviour, sexual abuse or verbal abuse, which respects the confidentiality of workers? **Required**

--Please Select--

Typically, this information is included within an Anti- Harassment Policy or a Grievance Policy / procedure. The company must provide evidence to demonstrate compliance, in the form of a policy or procedure that highlights the behavior that is prohibited at the workplace, the grievance process and how they investigate any grievances that may arise.

## 1.5.2 Pre-employment Screening

Generally, the company should not perform any verification of any personal information associated to their workers, prior to employment. We ask that you accurately answer the following question (circled in red in screenshot below):

1.5.2a Before your company makes a job offer to workers (prior to hiring), do you require job applicants to provide any of the following? **Required**

- None
- Medical History
- Marital Status
- Religion
- Physical Disability
- Status
- Ethnic Origin
- Pregnancy Status
- Union Membership
- Political Affiliation
- Sexual Orientation

The company must identify the pre-employment screening checks that they carry out during the recruitment process. It is not to be confused with checks that are performed AFTER the company has made a job offer, but before the worker begins the job.

We understand that in some instances pre-employment checks may be necessary (to establish if a person is physically apt to perform the role). If this is the case, the company must clearly outline measures in place to demonstrate that they maintain the independence of the recruitment process and that obtaining such details prior to employment does not affect the decision to award a contract of employment to a potential candidate.

### 1.5.3 Anti-discriminatory Employment

The company must have policies or procedures in place to demonstrate that they do not discriminate on hiring, promotion, wages, etc. The following question reflects this requirement (circled in red in screenshot below):

**1.5.3a** Do you have written policies and / or guidelines to demonstrate that you do not discriminate when making decisions on hiring, promotion, wages and benefits? **Required**

--Please Select--

Typically, this information is included within an Equal Opportunities Policy or procedure. Discrimination may be relating to age, race, status, nationality, etc. and all applicable areas should be selected, if included in your policy or procedure.

### 1.5.4 Freedom of Association

The company must allow workers to join or create a trade union (if allowed by the legislation in the country where your company operates), so that workers can collectively bargain more effectively for their rights. The question below highlights this requirement (circled in red in screenshot below):

**1.5.4a** Does your company permit workers to join or create a trade union (or equivalent) to negotiate terms and conditions of employment? **Required**

--Please Select--  
--Please Select--  
Yes  
No  
Not Applicable

If freedom of association is not a legal requirement within your country of operation, please select "Not Applicable".

In some cases, freedom of association may not be permitted by the existent legislation in the country where your company operates. If freedom of association is not a legislative requirement, please select the option 'Not applicable' from the drop-down option menu (see screenshot below).

1.5.4a Does your company permit workers to join or create a trade union (or equivalent) to negotiate terms and conditions of employment? **Required**

--Please Select--  
--Please Select--  
Yes  
No  
Not Applicable

If freedom of association is not a legal requirement within your country of operation, please select "Not Applicable".

Select 'Not applicable', if freedom of association is not a legislative requirement in the country where your company operates

While freedom of association may not be a legal requirement in the country where your company operates, you may still have specific mechanisms in place which allow workers to express their views regarding employment e.g. Health and Safety Committee. This information is also required within this section.

## 1.6 Supply Chain and Performance Management

### 1.6.1 The Work Conditions and Practices of Companies that Supply to You

Companies should have a Code of Conduct that applies to their own suppliers. This must include, at a minimum, reference to suppliers' compliance with the local employment legislation. In addition, the Code of Conduct must also outline how you ensure that company's suppliers comply with the requirements of the Code of Conduct. The requirement for the criteria and management of your own supply chain are reflected within the following question (circled in red in the screenshot below):

**1.6.1a** Has your company implemented a program to assess and manage identified risks relating to the social practices of your suppliers? **Required**

--Please Select-- ▼

Typically, this information is included within a Supplier Code of Conduct or an equivalent document.

## Section 2: Sustainable Development Declaration

Further information regarding the details that you are required to provide within this section is included in the text placed below the title of the section, highlighted in red in the screenshot below:

### Section 2: Sustainable Development Declaration

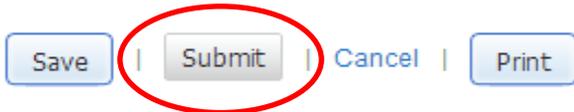
As the company representative, I confirm that the information provided in the SQS Stage 2A Sustainable Development Questionnaire is true and accurate at the time of submission. I, as the named representative, have the required authority and permission to submit the information contained within this questionnaire. I understand this information will be made available to Shell following successful data approval checks by Achilles. **Required**

Additional details on the requirements of Section 2

The company's representative is required to confirm that the information provided within the Shell 2A SD questionnaire is true and accurate at the time of submission.

## What is the Achilles assessment process?

After you have submitted your online Stage 2A SD questionnaire (by selecting the 'Submit' button, circled in red below):



The following steps take place:

- The information provided (responses and supporting documentation) is evaluated by the Achilles Assessment team. Depending on the overall final score, a banding status of green, amber or red will be achieved.
- At the completion of the assessment you will receive an email, including the audit report in .pdf format and information on the banding status achieved e.g. green, amber and red, within the audit report (circled in red below).



### Shell Supplier Qualification System Stage 2A Sustainable Development Online Questionnaire

#### 1. Introduction

The requirement for Shell Supplier Qualification System (SQS) Stage 2A Sustainable Development (SD) is determined by a range of different factors, information which is collated during previous stages of the Shell SQS (Stage 1 and Stage 2). Shell Stage 2A SD aims to develop an in-depth understanding of how labour rights management systems are managed by your company.

#### 2. Supplier Responses to questions within Stage 2A SD

The questionnaire is divided into three sections. Section 0 aims to establish if you have previously undertaken Shell SQS Stage 2A SD and if your company is a part of a larger organisational structure. This information is necessary in order for our assessors to evaluate the relevance of specific documents during the assessment process.

##### Legal entities – part of a corporate structure

It is important for Achilles to understand whether your company is a legal entity within a larger organisational structure and if this affects how management systems relevant to labour rights are implemented. Remember that you are completing the questionnaire for your company only. Any other legal entities in your organisation are required to submit their own questionnaire. Legal entities in the same organisation may or may not follow the same standards, policies and procedures.

If your company governs its own labour rights management system, you are required to complete a standalone questionnaire. The responses and supporting documents that you submit should be specific to your legal entity. The remaining instructions in this section do not apply to your company.

OR

**Shell SQS Stage 2A Sustainable Development Ver: 3.19, Dated: 29 Jun 2015**



Company Name:

SQS ID Number:

Date of Assessment:

Achilles Assessor:

Reviewed By:


Overall Score and Banding			36%
Section	Weight	Score	
1.1.0.0	Freely Chosen Employment	15%	4%
1.2.0.0	Child Labour Avoidance	15%	0%
1.3.0.0	Working Hours, Wages and Benefits	20%	6%
1.4.0.0	Dormitory, Housing and Working Conditions	15%	11%
1.5.0.0	Humane Treatment, Equal Opportunities and Freedom of Association	25%	6%
1.6.0.0	Supply Chain and Performance Management	10%	10%

Information on banding (green, amber or red)

- The final report includes feedback on your submission, for further improvement of your score, within the 'Assessor Comment' column of the questionnaire and the 'Gaps Identified' table of the final audit report (circled in red within the screenshots below). We recommend that you read the feedback that Achilles' assessors provide as it offers information on how your company can achieve a higher level of scoring.
- You can resubmit new information (update your answers and provide relevant supporting documentation) at any time. You are only allowed to submit your Shell Stage 2A SD questionnaire three times while your SQS subscription is valid (3 years). Achilles will follow the same process described above for evaluating any new information provided.

Assessor's comments included in the 'Assessor Comment' column (within the .pdf audit report)

Development Ver: 3.17, Dated: 25 Mar 2015




Information provided in the SQS Stage 2A questionnaire is accurate at the time of submission. Achilles, as the assessor, has the permission to submit the information provided in this questionnaire to Shell and the information will be made available to Shell.

Supporting documents as evidence:

Supporting document
Supporting document
Supporting document
Supporting document or equivalent document
Supporting document

Information	Supporting Document Required	Answer type	Supplier Response (DO NOT MODIFY)	Help text	Assessor Comments
Does your company have a contract with the Shell Supplier?		Drop Down	#N/A	Please answer 'Yes', if your company has not previously submitted a Sustainable Development Questionnaire for Stage 2A. Please answer 'No', if your company is submitting this questionnaire as part of the renewals process for Stage 2A Sustainable Development.	
				It is important for Shell to understand whether your company is a legal entity within a larger organisational structure and if this affects how Labour Rights are managed at your company. Remember that you are completing the questionnaire for your company only.	

Assessor's comments included within the 'Gaps Identified' section (within the .pdf audit report)

Question	Assessor Comments
	<b>GAPS IDENTIFIED</b>

## Summary

Remember the following key points when submitting the online Stage 2A SD questionnaire:

- We recommend that the HR Manager or a member of the HR Department of your company is present / consulted when completing Stage 2A SD.
- You are required to provide 6 specific supporting documents, which we recommend that you collate before you start completing your online Stage 2A questionnaire.
- You will receive feedback on your Stage 2A SD submission when the assessment process is complete. This will include information regarding the banding status / score achieved, as well as feedback for further improvement.
- You can resubmit Stage 2A SD at any time, if you wish to improve the banding / score. Remember you are only allowed to submit your Shell Stage 2A SD questionnaire three times while your SQS subscription is valid (3 years).

If you have any further questions when completing the Stage 2A SD, please contact the Achilles Assessment team, using the following email address [sqsassessment@achilles.com](mailto:sqsassessment@achilles.com).