

New Questionnaire Process Announcement:

During the past 12 months we have been monitoring the behaviour of suppliers from various Countries in response to the 'standard' Supplier Approval Questionnaire.

We have noted that in a significant number of cases the supplier either does not open the questionnaire, or that they open it and see that there is a lot of work involved in answering the questions and take no further action. In some of these cases, there is not much that can be done other than for our customer to chase the suppliers using the tools we provide in 3iVerify and when necessary open a direct communication with the supplier.

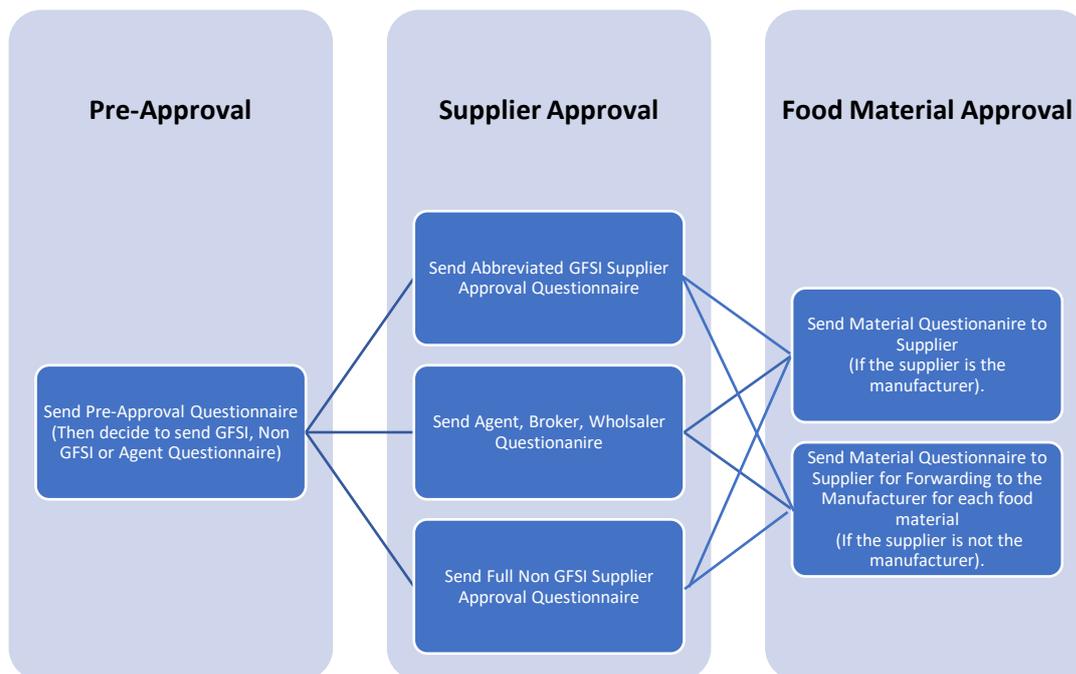
A further objection we have observed is that some suppliers, that operate to a GFSI benchmarked food safety standard, have either delayed or even refused, to complete the standard supplier questionnaire. In many cases this is because they feel that their GFSI certification status means that they do not need to. We believe that if the customer asks a supplier to provide food safety approval information then they should supply it, especially where it is required by law as is the case with FSVP (US FDA Foreign Supplier Verification Program) as the questionnaire is in lieu of a full, on site audit of the supplier. However, we also accept that there is an opportunity to streamline the supplier approval process and make this process as easy as possible for the supplier. For this reason, we have introduced three new types of questionnaire as follows:

- **Pre-Supplier Approval Questionnaire** – this is used to record whether the supplier has a GFSI Certification or not and its primary purpose is to decide as to whether an abbreviated GFSI questionnaire can be sent or whether the supplier should be sent the full Supplier Approval Questionnaire.
- **Supplier Approval – Food (GFSI)** – this is a lighter questionnaire that only asks for a copy of their GFSI certification and a copy of the latest audit report. For US customers, we also ask for a copy of the last FDA audit report. This means that this questionnaire is now much faster for the supplier to complete and overcomes the objection about being GFSI certified and not having to complete the questionnaire. It is intended to make the supplier's life, and that of the customer easier.
- **Agent and Broker Approval** – This questionnaire is designed to fit the situation where we need to approve an Agent, Broker, Wholesaler or Aggregator and has questions and content to reflect the food safety issues in these types of businesses.

Together with the existing standard **Supplier Approval – Food and Material Specification Questionnaires** these additional questionnaires now ensure that 3iVerify customers have a full suite of tools to address any situation. We are currently working on a Dietary Supplements Questionnaire focusing on the US CGMP for Dietary Supplements regulations and this will also be available soon.

Several customers have already been provided with the above and have started using them. If you have not been provided with them and are interested in implementing these, please let us know.

How Does the New Process Work? Although optional, you can now choose to use the new questionnaires in conjunction with your existing questionnaires as follows:



We believe that the above process will achieve three key objectives:

- It gives our customers more flexibility around what questionnaire to send for the individual circumstances they have with suppliers.
- It ensures that the supplier is 'on-boarded' in an easier way because the initial questionnaire is very short and can pre-qualify the supplier for a much lighter GFSI questionnaire.
- It gets the supplier used to using the system and complying with requests for information so that by the time the supplier gets to the Material Questionnaire they will be familiar with the system and not see it as such a barrier.

What Do I Do Next? Check your system to see if you have the three new questionnaires, if you do not and wish to have them in the system then get in touch and we will put them in for you free of charge.

What About Existing Questionnaires? If you have existing questionnaires that are long outstanding and are getting no response, then you should consider deleting these and re-sending the Pre-Approval questionnaire or if you know the Supplier is a GFSI certificated site already send the Abbreviated GFSI Questionnaire.

Other Questions: If you have other questions please email us directly and we will respond or set up a call to discuss.

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