

ANNEX 1 – HOW TO START WITH THE BSCI PLATFORM

This document provides details on the steps to access the BSCI Platform and the kinds of rights and obligations that users have.

The main functions of the BSCI Platform are described and related to each specific group of users.

These are the documents/tools related to this topic:

- [Login credentials from the BSCI Platform](#)
- [BSCI Platform: www.bsciplatform.org](http://www.bsciplatform.org)
- [BSCI Platform Tutorials \(beginner and advanced level\)](#)

The table below shows BSCI Platform terms and the equivalent BSCI terms used outside the platform:

BSCI Platform terms	BSCI Terms
BSCI participant	BSCI Participant
Supplier	Business partner not to be monitored*
Producer	Business partner to be monitored
Auditor	Auditing company
*This may include agents, traders and importers as well as producers not monitored.	

1. BSCI PLATFORM TERMS OF USE

The BSCI Platform is administered by the BSCI Secretariat. It compiles information generated by:

- BSCI Participants
- Their business partners, particularly producers in the monitoring process
- Auditing companies commissioned to conduct BSCI Audits
- When BSCI Participants and their business partners login to the BSCI Platform for the first time, they all “accept” the terms and conditions of use.

Confidentiality and data protection

All information posted in the BSCI Platform is protected by confidentiality agreements. It is not accessible outside the BSCI system, unless a transfer of information is necessary on behalf of FTA/BSCI related activities. FTA complies with all obligations applicable to data processors under European data protection legislation.



The BSCI Secretariat has access to all information contained in the BSCI Platform to check:

- The BSCI Participants' commitment and implementation progress
- Implementation progress of business partners being monitored
- Auditing companies' integrity and quality performance

Business confidentiality is protected, while allowing collaboration among business enterprises on social issues. BSCI Participants can share information about the social performance of common business partners and plan alternatives together to avoid duplication of efforts.

Searching function: BSCI Participants and auditing companies must know the name of a producer to successfully search its profile and access its information. Auditors are only allowed to view documentation related to the facilities that they audited or plan to audit. They can also upload audit results. Access to other functions of the BSCI Platform is restricted.

Auditing companies are responsible for uploading most information into the BSCI Platform. The FTA Framework contract ensures that auditors assume special responsibility in the information management, such as:

- Use only the BSCI Platform to communicate the results of their audits
- Ensure that data submitted through the BSCI Platform are accurate and current as of the date of submission and to the best of their knowledge
- Use information accessed in the BSCI Platform only to audit factories and farms in the supply chain of BSCI Participants
- Treat all information in the BSCI Platform as business confidential and auditors cannot disclose it outside the BSCI Platform

2. OVERVIEW OF THE PLATFORM FUNCTIONS

The BSCI Platform serves the different actors, to coordinate the BSCI implementation in an efficient way.

2.1. For BSCI Participants

BSCI participants can use the BSCI Platform to:

Map the supply chain. For example:

- To verify if significant business partners are already registered by searching for their names in the platform
- To create profiles for each significant business partner that was not previously registered
- To keep an overview of their significant business partners monitored or not monitored



Monitor the supply chain

The BSCI system relies on the link of responsibility (RSP) between the BSCI Participant(s) and the business partners to be monitored (the producers).

Although several companies may source from a certain producer, only one BSCI Participant holds the right to request and authorise audits.

This right implies the responsibility to follow up diligently as the reputations of other BSCI Participants and the BSCI system rely on it.

These are the RSP rights and obligations:

- Order BSCI Audits (full and follow-up audits)
- Follow up on remediation plans
- Follow up on possible alerts generated by auditors or by the secretariat
- Restart the BSCI audit cycle

The status can be:

- Unilaterally released (e.g. because of stopping the contractual relation with the business partner)
- Lost because of lack of exercising the related rights and obligations
- Released upon request of another BSCI Participant

Communicate with:

- Other BSCI Participants
- Their business partners
- The auditing companies
- The BSCI Secretariat

2.2. For business partners

BSCI Participants' business partners can use the BSCI Platform:

- To keep track of their supply chain, in case of agents, traders and importers
- To post their general information if they have a production site
- To coordinate monitoring activities for their significant business partners with the respective lead RSP holder

For more information on RSP, see [BSCI System Manual Part I – Chapter 1: 1.1. Relations between BSCI Participants and their Business Partners](#).

2.3. For business partners to be monitored (producer)

BSCI Participants' producers can use the BSCI Platform:

- To post their general information, particularly in preparation for an audit
- To visualise their social performance progress
- To post their remediation plans after an audit



2.4. For auditors

Auditors can use the BSCI Platform:

- To receive and schedule audit requests
- To receive special instructions for the audit performance (e.g. scope, announcement of the visit)
- To post audit and follow-up results
- To communicate with the BSCI Participants in case of urgent situations such as zero tolerance issues. [For more information, see BSCI System Manual Part V - Annex 5: BSCI Zero Tolerance Protocol](#)

3. HOW TO LOGIN

To be able to login, users need a profile to access the BSCI Platform. Every profile is associated to a unique email address. This email address is the user name.

For BSCI Participants

Once FTA membership has been confirmed, the BSCI Secretariat provides the BSCI Participant with a username and password for both:

- The BSCI Platform
- The BSCI website (Participants' Area)

The logins are different.

The BSCI Secretariat issues the logins for the BSCI Participant's main contact person.

For business partners to be monitored (producers)

These profiles can be created by:

- **The relevant BSCI Participant:** The platform sends an automated email to the main contact person with the login and password
- **An auditing company:** The automated email is subject to the approval of the relevant BSCI Participant

For business partners not to be monitored

These profiles can be created by the relevant BSCI Participant (only): the platform sends an automated email to the main contact person with the login and password.

For auditors

Upon signing the FTA framework contract, the main contact person will receive via email the username and password for the platform. This main contact person will be responsible for creating profiles for all other staff members who may need access.

4. TUTORIALS

The BSCI Secretariat explains via online tutorials to all related audiences how to use the BSCI Platform. Tutorials also cover updates being made to the platform. To access the tutorials, one must login to the platform and click on the tab "RESOURCES". When changes are made to the BSCI Platform, the BSCI Secretariat notifies the users about these changes (e.g. in the help section, which is accessible on the platform's homepage; in user profiles).

