

EFR Company Survey App

USER MANUAL

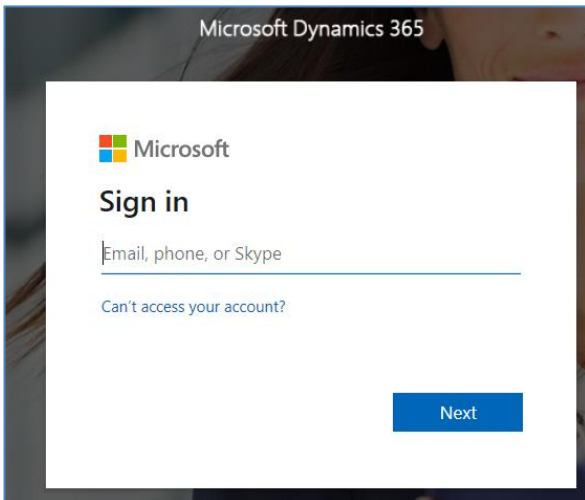
Updated December 2023

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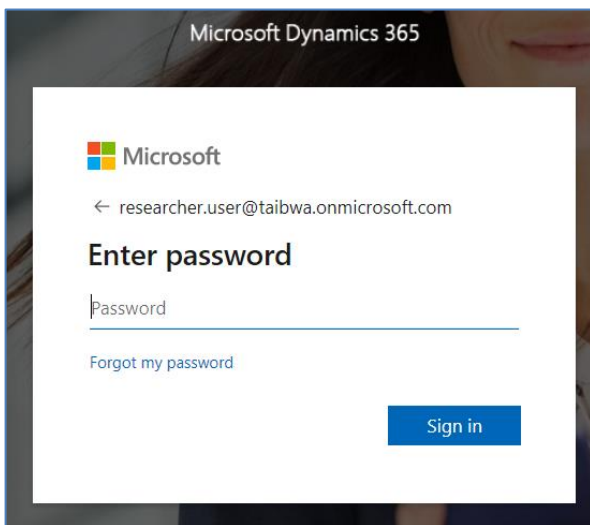
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Logging In

- Your custom survey link and username will be sent to you via email. Your password will arrive in a separate email for security purposes.
- To log in, follow the hyperlink in your email. Please contact us if you need us to provide the link again.
- Enter the username provided and click Next.



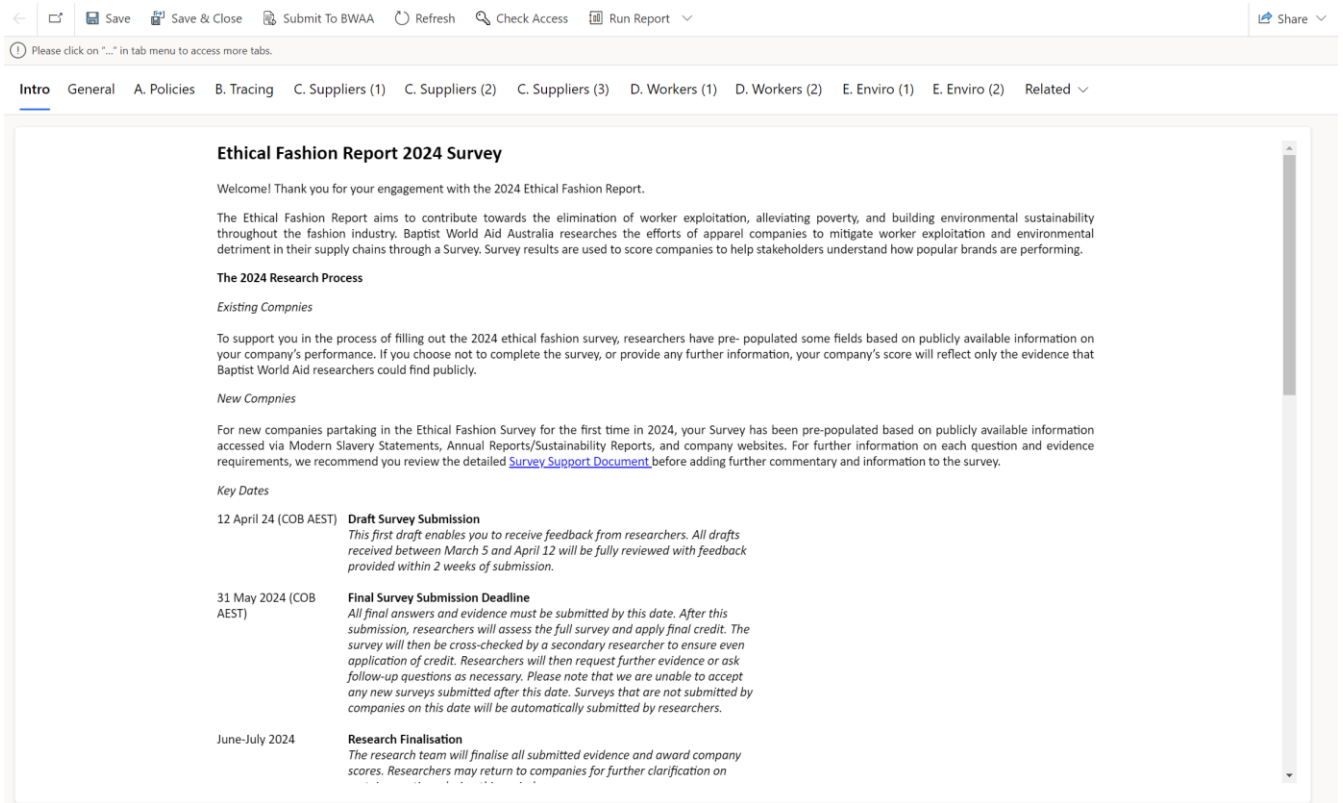
- Enter the password provided and click 'Sign-in'.



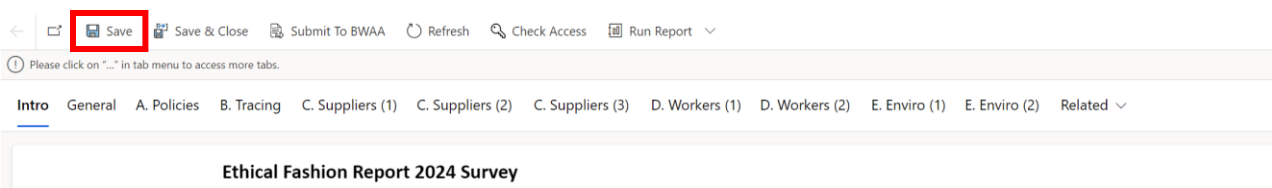
- Note: If you are unable to log in, please try logging out of all existing Office/Dynamics365 sessions and then reattempt the steps above. If you are still having issues, please login using an incognito window. If you need assistance to do this, refer to the [troubleshooting guide](#).

EFG Surveys

- After Login, you will be directed to the below screen, which contains an overview of the survey process.



- Please navigate through each of the following tabs to complete the survey.
 - General - Please ensure that key company information such as brand list, product certifications and revenue are correct.
 - A. Policies
 - B. Tracing
 - C. Suppliers (1)
 - C. Suppliers (2)
 - C. Suppliers (3)
 - D. Workers (1)
 - D. Workers (2)
 - E. Enviro (1)
 - E. Enviro (2)
- Please input answers into as many question fields as possible, and add comments and attachments to validate your response. Some questions will already have answers and supporting information pre-populated by your Primary Researcher.
- Ensure to 'Save' regularly as you work through the survey. Please note, you must post comments before they will save. Drafted comments will not save.

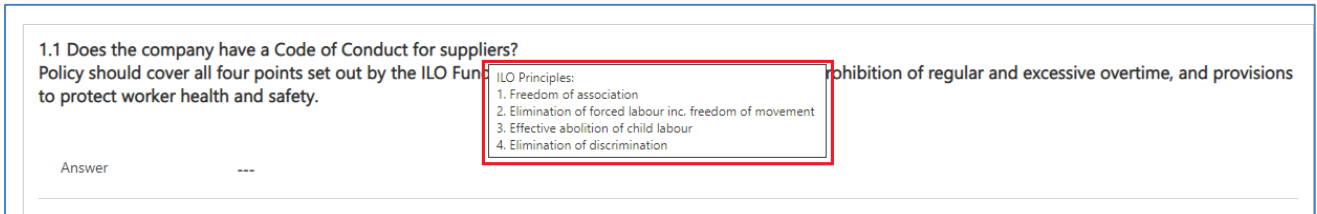


Standard Features in all Tabs

Questions – Further Information

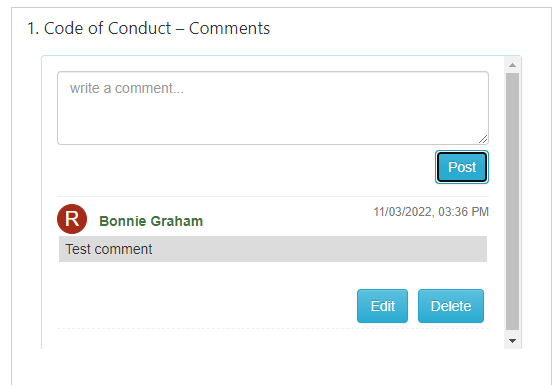
- We have provided extra information about some questions in the survey, which can be accessed by hovering the mouse over the question.

Example:



Comments

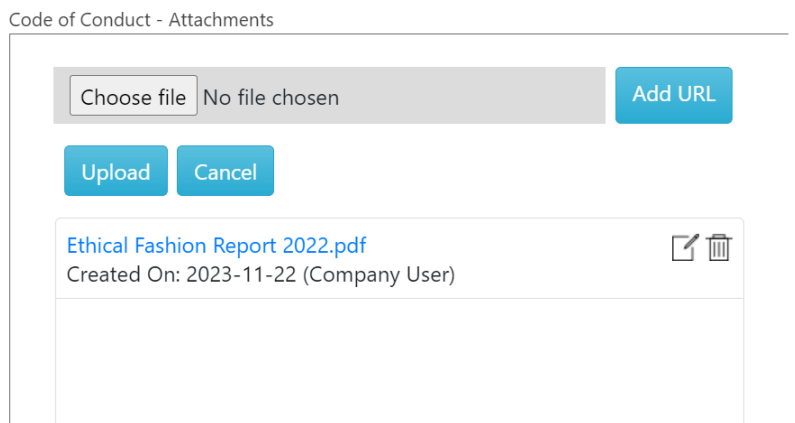
- There is one Comment box per question, on the right side of the white box.
- Enter Comments by typing in the Comment Box and clicking on the Post button. Posted comments are displayed with the name of the user and date & time.
- Please provide supporting information for each question.
- You can edit comments by clicking on the 'Edit' button. Please note, you may only edit comments up to survey submission. Once the survey has been sent to BWA for review, your initial comments will be locked upon the survey being sent back to you.



- You can delete comments by clicking on the 'Delete' button. Comments may only be deleted up to submission of survey.
-

Attachments and URLs

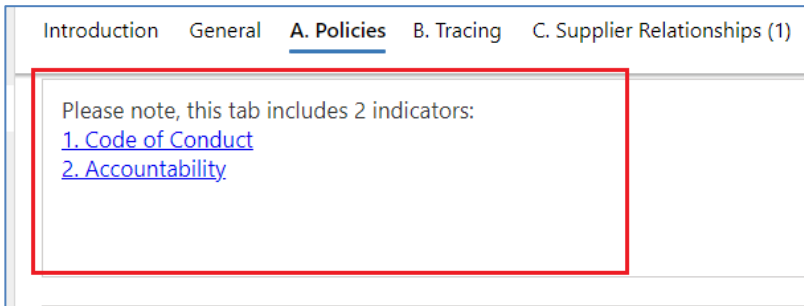
- There is one Attachment section per indicator, on the right side of the page
- Upload the attachments by clicking 'Browse.'
- Add URLs by clicking the Add URL button. The URL can be edited by clicking on the square box and pencil logo.
- Note that you can add multiple attachments and URLs for each indicator.
- Attachments may be deleted by clicking on the trash bin logo.
- Please note that this is not a compulsory field, and there is no need to upload duplicates of the same document. Where you will refer to the same document across multiple indicators, please upload the document once only. In the comments of each indicator, please clarify which document should be used to validate your response.



Jump to indicators

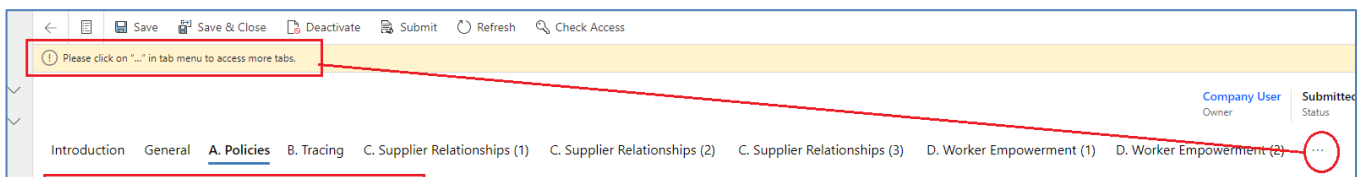
- At the top of each Tab, you can jump to a particular indicator by clicking on it in the ‘Please note, this Tab includes (X) indicators:’ section.

Example:



Access additional tabs

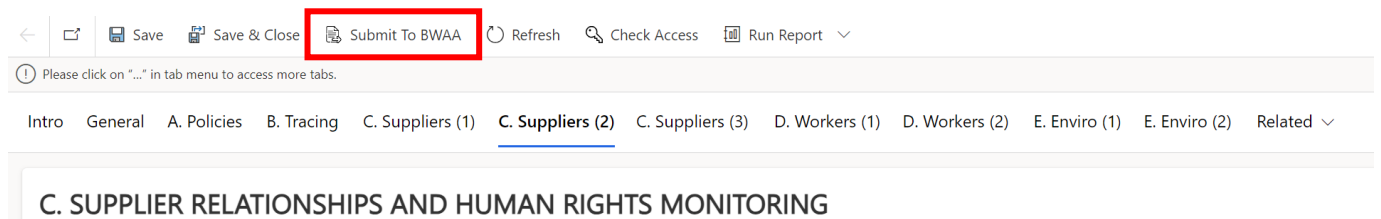
- Depending on your display, some tabs may be hidden. To access, please click on the “...” button on the top right side of the page.



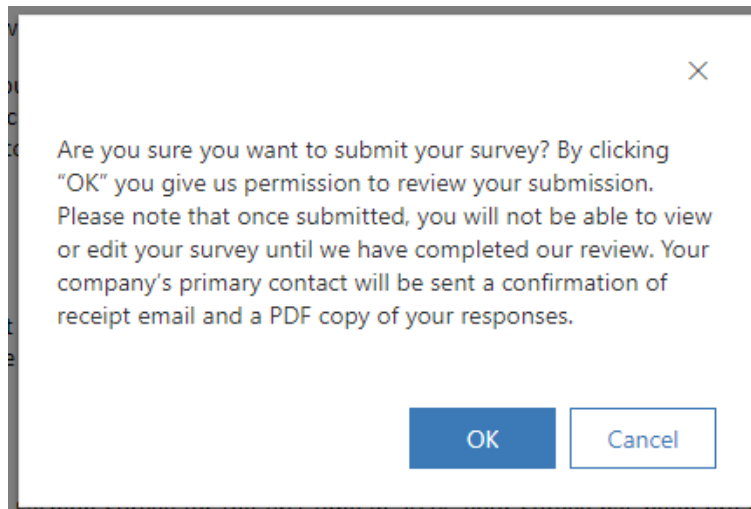
Survey Submission

Downloading a Copy of Your Answers

- Once all questions have been completed and supporting information has been provided, you are ready to submit your survey to the research team for further review.
- Click on the “Submit to BWAA” button to submit the Survey. Please note that once you submit, you are not able to log in to see your response, until we have reviewed it.
- Each time you “Submit to BWAA” you will be emailed a summary of your answers.



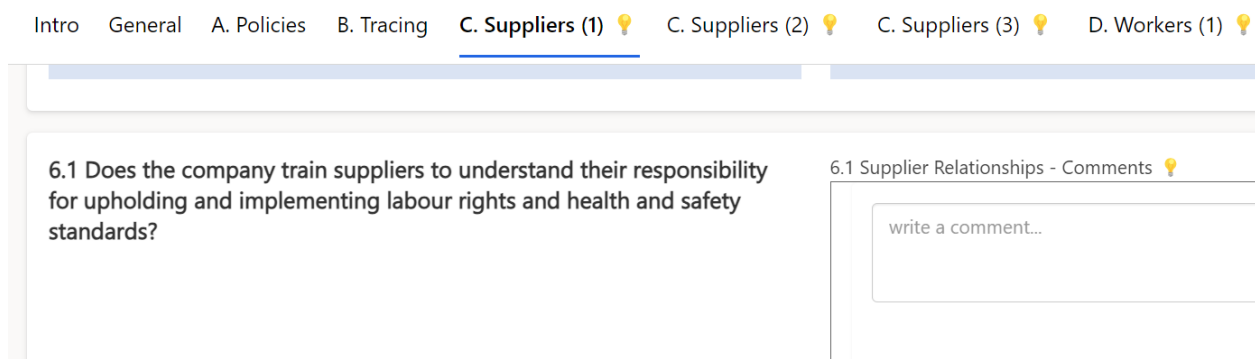
- Click OK to submit the survey.



Survey Review/Reopened Surveys

- Once submitted, your primary researcher will review your submission. If the researcher has further questions for the company, they will reopen the survey.
- You will receive an email notification that the survey has been reopened, containing a hyperlink to the survey.
- When you reopen the survey, you will see that any fields that have been updated by the researcher are highlighted with a lightbulb icon.

Example:



- Once you have provided further information, repeat the submission process as outlined in [Survey Submission](#). The survey will be returned to the researcher for further review and assessment.
- Once the researcher has completed their assessment, they will send you an email notifying you that nothing further is needed at this stage.