



Guidance Document

# SBP Audit Portal

User Guide

**Sustainable Biomass Program**  
[sbp-cert.org](http://sbp-cert.org)



# Version 1.1

## January 2022

For further information on the SBP certification system and to view the full set of documentation see [www.sbp-cert.org](http://www.sbp-cert.org)

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## Background

The SBP Audit Portal is a place for all SBP Certificate Holders (CHs), SBP accredited Certification Bodies (CBs) and SBP certification applicants to manage the whole certification process. The Portal enables SBP CHs and applicants to complete the Supply Base Report in-system by completing smart checklists, submitting them for review by their CB and tracking the progress and schedule of CB audits, as well as reviewing certificate details. The Portal also enables SBP CHs to connect to other CHs for the purpose of data exchange. Through the Portal, CBs can manage their SBP CHs, track audits and non-conformances, and complete SBP audit reports directly in-system using online forms.

There are two systems: Test and Live. The URLs are as follows:

Live	<a href="https://portal.sbp-cert.org/">https://portal.sbp-cert.org/</a>
Test environment	<a href="https://sbp.chainpoint.com">https://sbp.chainpoint.com</a>

The Test system account can be activated by contacting [portal@sbp-cert.org](mailto:portal@sbp-cert.org).

# 1 Access to SBP Audit Portal

The SBP Audit Portal can be accessed at <https://portal.sbp-cert.org>.

Starting from January 2021, use of the Portal is mandatory for preparing SBP audit reports (Public Summary Report (PSR)) and SBP Supply Base Reports (SBR) for all SBP main evaluations and surveillance audits that take place after 1 January 2021.

## 1.1 Applicant access

SBP certification applicants are granted access to SBP Audit Portal after their Certification Body has registered them as official applicant in the Portal. An email will be sent automatically by 'support' to the primary contact person of the applicant company, which includes login details to the Portal, username and instructions to set the account password. The applicant account will be automatically upgraded to Certificate Holder account after the Certification Body has issued the certificate.

## 1.2 SBP Certificate Holder access

All existing SBP Certificate Holders (CHs), active and suspended, have access to the Portal.

Please send an email to [portal@sbp-cert.org](mailto:portal@sbp-cert.org) if you do not have access to your Audit Portal account. An email will then be sent by the system to the primary contact person of the CH, which includes login details to the Portal, username and instructions to set the account password. The primary contact person will be the admin user for the company. Each CH can add additional system users to the Portal.

## 1.3 Certification Body access

All accredited SBP Certification Bodies (CBs) have access to the Portal. The primary contact person of the CB will be the admin user. Each CB can add additional system users to the Portal.

## 1.4 Login procedure

Since the system is web-based it can be accessed any place, anywhere provided an internet connection is available. After having entered the URL [portal.sbp-cert.org](https://portal.sbp-cert.org), the login screen below will be shown.

**Welcome.**

Please type your username and password to enter. For further information please contact Sustainable Biomass Program.

**Login here.**

Don't have an account? [Contact us](#)

User name

Password

Remember me on this computer. [I have forgotten my password](#)

**Login**

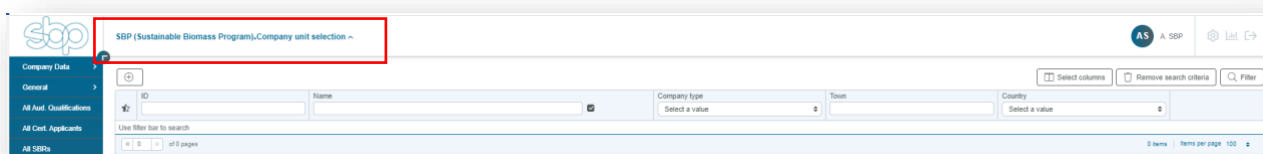
sbp

Help © ChainPoint bv 2020 | Disclaimer **ChainPoint** CONNECTING SUPPLY CHAINS

The user must enter the username and password provided. Each company can have multiple internal users of the system. If desired, username and password data can be stored on the computer by clicking the option 'Remember me on this computer'. For safety reasons, the user must request a new password after three unsuccessful attempts of using the 'I have forgotten my password' link.

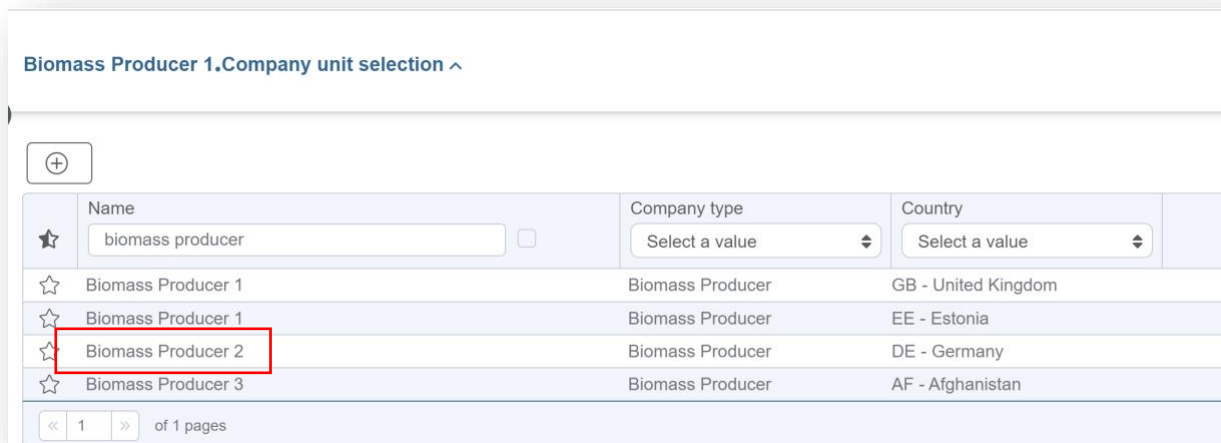
## 1.5 Company selector

The company selector is only available for users managing multiple accounts/certificates. This means Certificate Holders or Certification Bodies who manage multiple accounts with one login email can switch between accounts by using this functionality. The company selector is located as shown below:



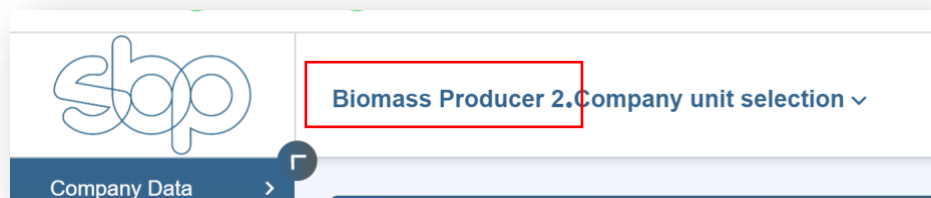
In cases where the user is managing multiple accounts, the company name in use is shown. To change the company, click on the selector and search for the company that you want to switch to. You can use search by company name, company type or country to find the company.

To switch to another company, click on the company name:





You have successfully switched the company if the company name in the selector has changed:



**To switch back to the main company, simply click on the SBP logo on the top left corner at any time.**

Certification Bodies need to use this functionality to work with their SBP Certificate Holders.

## 2 User management

### 2.1 User authorisation roles

Each user in the system has a specific authorisation role assigned.

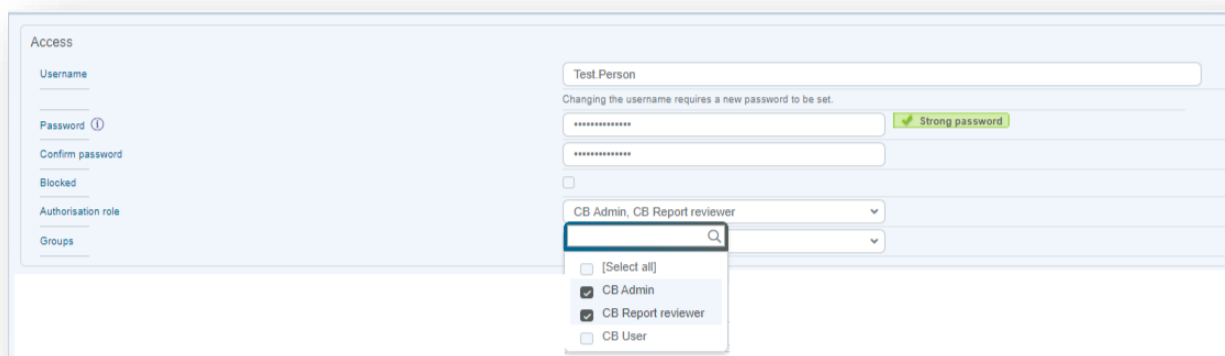
SBP Certificate Holders have two different authorisation roles available to them:

- **CH Admin** – this is an admin user with permission to add other users to the Portal
- **CH User** – has the same permissions as the CH Admin, but cannot add any new users to the system

By default, all the primary SBP contact persons for the Certificate Holders are granted '**CH Admin**' role status. This is an admin role, that allows the user to add other users and contacts to the system.

SBP Certification Bodies have three different authorisation roles available to them:

- **CB Admin** - this is an admin user with permission to add other auditors accounts to the Portal. The CB Admin user can also change the authorisation roles for all existing users. Note that the CB Admin user, by default, cannot conduct report reviews, for that purpose, the user has to be allocated a second role – 'CB Report Reviewer' role.
- **CB User** – this is a regular auditor account. The user cannot add new users and cannot review audit reports.
- **CB Report Reviewer** – the same as 'CB User' but in addition has permission to review Public Summary Reports internally before they are submitted to CH review.



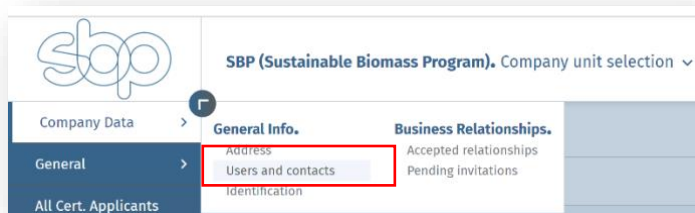
The screenshot displays the 'Access' configuration page for a user named 'Test Person'. The page includes fields for Username, Password, and Confirm password. A 'Strong password' indicator is visible next to the password field. The 'Authorisation role' dropdown menu is open, showing the following options: [Select all], CB Admin (checked), CB Report reviewer (checked), and CB User. The 'Groups' field is currently empty.

## 2.2 Overview of users

To get an overview of all the users and contacts registered with the company, navigate to the **Company Data** menu and click **Users and contacts**.

This opens a page with all the users and contacts for the organisation. NB! Remember to check which company's account you are currently using from the company selector.

To view user/contact details, click on the relevant row. Not all contacts in the system have an associated user account – it is possible to just add a contact to the system. User records have a 'Username'; contacts without a user account do not.



Users and contacts.

Add employee

Name	Email	Function
Lauri Karmas	lauri.karmas@sbp-cert.org	Primary
Roman Polyachenko	RPolyachenko@Sbp-cert.org	Other

Users and contacts details.

Back Edit Delete Reset password Block

**Personal Information**

Forename: Mr. Test

Surname: Person

Remark:

**Access**

Username: Test.Person

Password: \*\*\*\*\*

Blocked:

Authorisation role: SBP User

Groups:

**Employee**

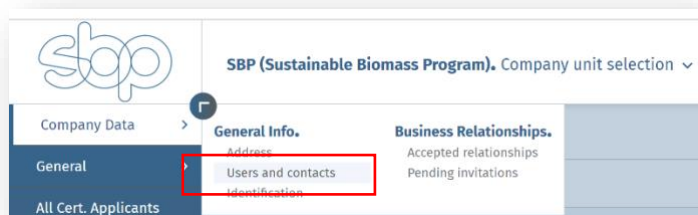
Role: Other

Has passed SBP auditor exam: No

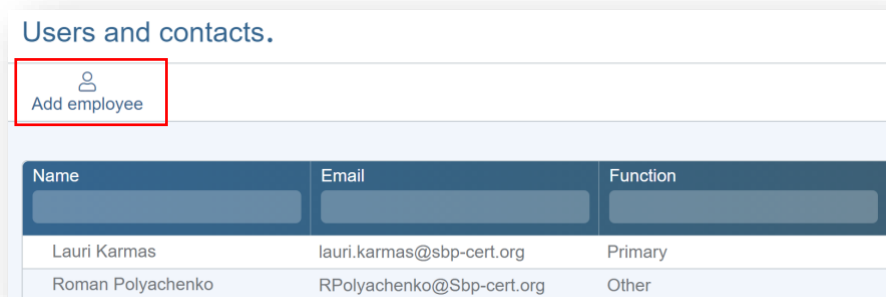
Role description:

## 2.3 Adding new users

To add a new user, navigate to **Company Data** menu and click **Users and contacts**.



This opens a page with all the users and contacts for the organisation. NB! Remember to check which company's account you are currently using from the company selector.



To add a new user or a contact, click **Add employee** button.

**Add employee.**

---

**Personal Information**

Forename

Surname  \*

Remark

---

**Access**

Username  \* test.user

Generate password [i](#)

Authorisation role  Select a value v

Groups  Select a value v

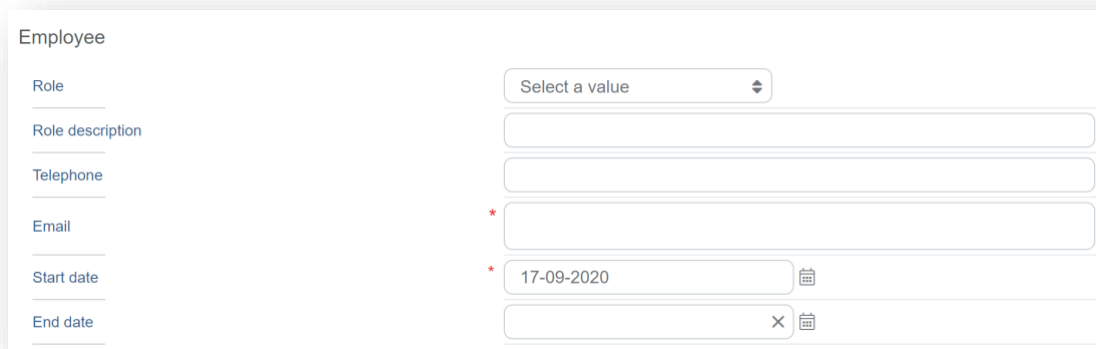
Fill in forename, last name and username. The standard username is the prefix of the email address. For example, if the email address of the person is [test.user@mail.com](mailto:test.user@mail.com), then the username should be 'test.user'.

If you leave the **Generate password** checkbox checked, then the user will receive the invitation for the system right after saving the form. If you uncheck this, you can add the password manually and the system will not send an automatic email to the user – you would need to send the login details manually.

Generate password [i](#)

The last section, 'Employee' details includes role, role description, phone, email address and user account's activation/deactivation dates (start date/end date). This means you can add a user for specific

time period if necessary. If you do not want to limit the user account's validity period, just leave 'end date' blank and save the form. "Primary" role is only assigned to the main SBP contact person of the company.

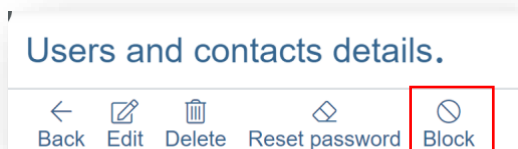


The screenshot shows an 'Employee' form with the following fields:

- Role: Select a value (dropdown)
- Role description: Text input
- Telephone: Text input
- Email: Text input with a red asterisk (\*)
- Start date: Date input with '17-09-2020' and a calendar icon, with a red asterisk (\*)
- End date: Date input with a calendar icon and a close button (X)

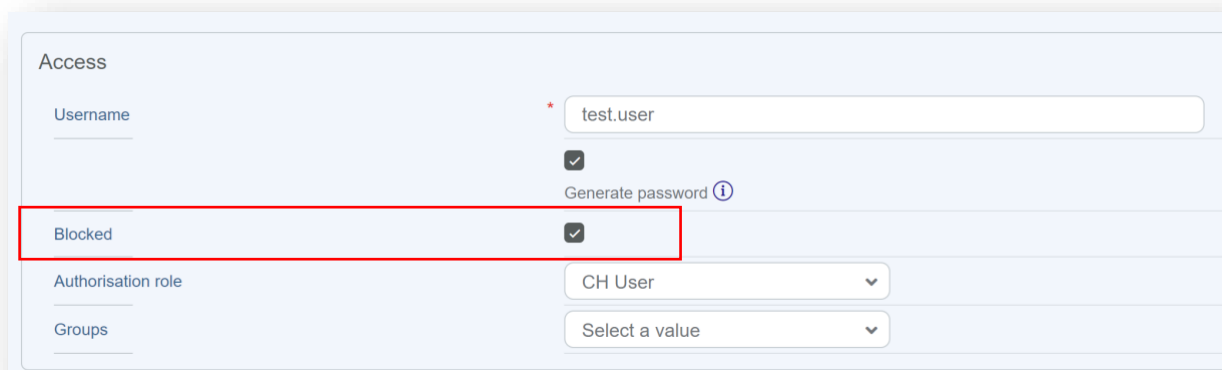
## 2.4 Disabling users

Only the admin user can disable users. To disable the user, navigate to the **Users and contacts** menu and open the user profile that you want to disable. On the top menu, click on the **Block** button.



The screenshot shows the 'Users and contacts details.' menu with the following options:

- Back
- Edit
- Delete
- Reset password
- Block (highlighted with a red box)



The screenshot shows the 'Access' section of a user profile with the following fields:

- Username: test.user (with a red asterisk \*)
- Generate password:  (with an information icon i)
- Blocked:  (highlighted with a red box)
- Authorisation role: CH User (dropdown)
- Groups: Select a value (dropdown)

## 3 Business Relationships

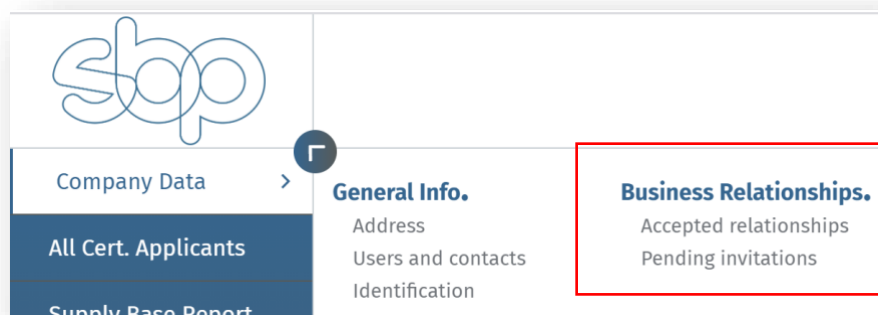
A Business Relationship (BR) concept in the SBP Audit Portal is similar to the Business Relationship in the DTS, although for the time-being these two systems are not connected. A Business Relationship is required between a SBP Certificate Holder (CH) and the Certification Body (CB) – this defines the access permissions for the CB.

Optional Business Relationships can also be created between CHs. This connection enables companies to run aggregated data reports on the Supply Base Report data. For example, an End-user can connect to their suppliers to run a report on the SBR data and export their supplier's SBR data to Excel for data analysis.

**NB! Data reports are not included in the first release of the Portal and will be introduced at a later stage.**

### 3.1 Overview of Business Relationships

To view all existing Business Relationships, click on the **Company Data** menu. This opens a submenu, where you can see **“Business Relationships”**.

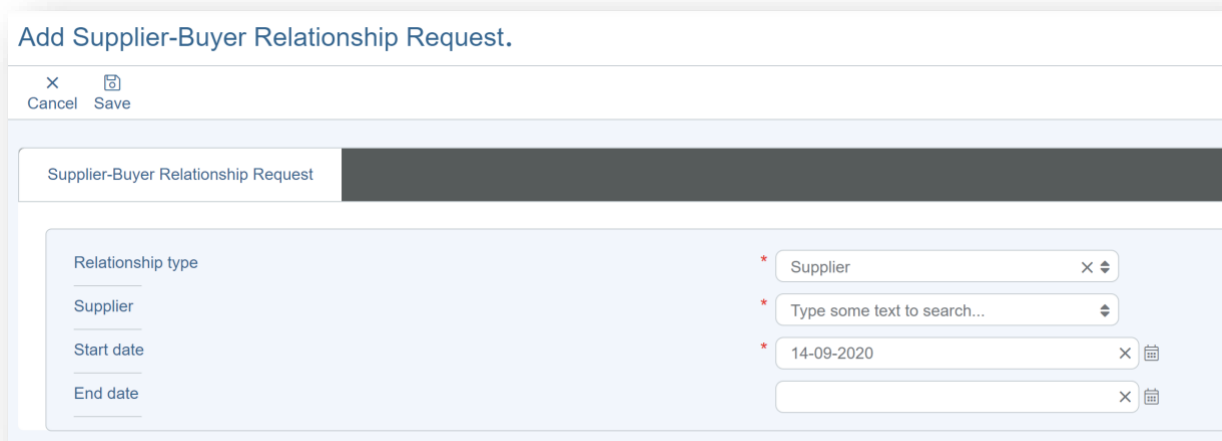
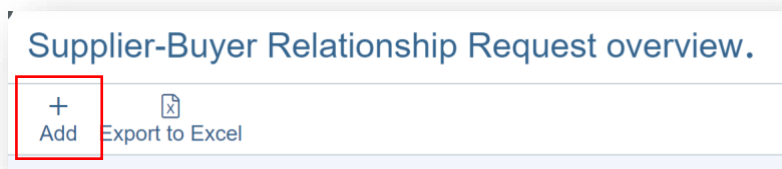


**Business Relationships** are divided into two:

- **Accepted** – Business Relationships that are already established
- **Pending invitations** – either incoming or outgoing invitations that are not yet accepted

## 3.2 Adding new Business Relationships

To add a new Business Relationship, click on the “+Add” button, which opens a new page, where you can add the details.



Add Supplier-Buyer Relationship Request.

Cancel Save

Supplier-Buyer Relationship Request

Relationship type	* Supplier
Supplier	* Type some text to search...
Start date	* 14-09-2020
End date	

After clicking **Save**, a new confirmation window appears, where you can add custom invitation text and submit the invitation. This will trigger an email notification to your business partner.



**Review.**

What do you want to do?

... save the form and submit it later.  
 ... submit for review by the selected relationship partner.

This is an invitation to connect

OK Cancel

Your customer needs to accept the Business Relationship invitation before the company is added to the Business Relationships list.

To accept the invitation, open the invitation by clicking on the row, then review if all the details are correct and hit **Review** button.

Supplier-Buyer Relationship Request details.

Review

Supplier-Buyer Relationship Request | Status history (Ready for approval)

LK 15-09-2020 10:45:27

Last posted by Lauri Karmas

Relationship type	Supplier
Supplier	08-09 Producer A
Buyer	Pellet Trader 18-08
Start date	15-09-2020
End date	

The review option allows the invitation to be accepted or rejected. It is possible to add a custom message to the invitation, which will be saved to the history of the Business Relationship record.

**Review.**

What do you want to do?

- ... just add a remark and leave the status unchanged.
- ... approve relationship
- ... reject the relationship request.

Accepting or rejecting the Business Relationship invitation will also trigger a confirmation email to the corresponding company.

**Status history** is available on most records in the system and it includes full activity history, including date stamp, user making the changes and all changes to individual fields (old field value and new field value).

## 4 SBP certification applicants

All SBP certification applicants shall be registered through SBP Audit Portal by the Certification Body. This requirement also includes registering of re-assessments and scope change audits for those companies already certified.

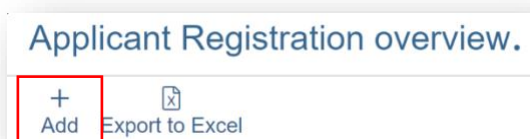
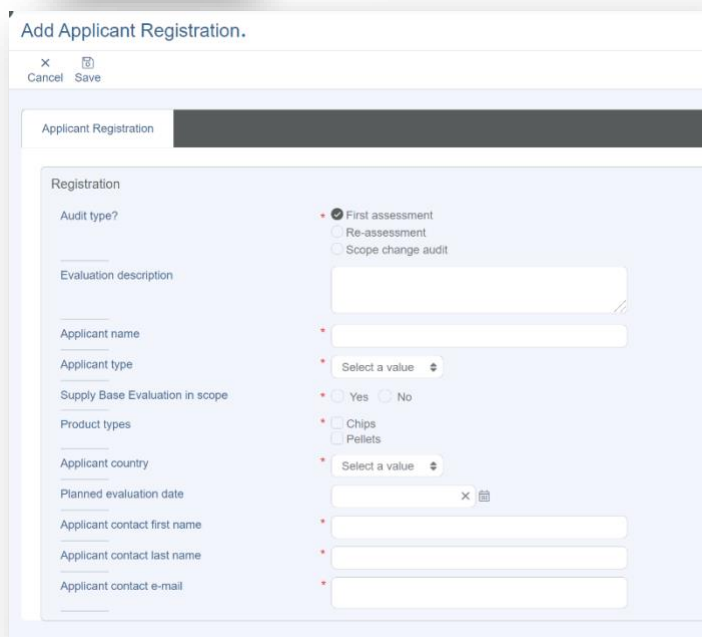
All Portal users will see a list of currently active SBP certification applicants at all times, this also includes companies applying for re-assessment or scope-change audits.

### 4.1 Registering new certification applicant



New certification applicants, re-assessments and scope change audits can only be registered by the Certification Body (CB). To register a new application, log into the Portal and navigate to **Applicant Registration** menu.

This opens a page with a full overview of all applicants registered by the CB. To add a new applicant, click “+ Add” button.

**Add Applicant Registration.**

Cancel Save

Applicant Registration

Registration

Audit type?  First assessment  
 Re-assessment  
 Scope change audit

Evaluation description

Applicant name

Applicant type

Supply Base Evaluation in scope  Yes  No

Product types  Chips  Pellets

Applicant country

Planned evaluation date

Applicant contact first name

Applicant contact last name

Applicant contact e-mail

The certification registration form shall be completed by the CB in cases of a main evaluation audit, re-assessment or scope-change audit. In the case of the first assessment, the applicant company will receive login details to the Audit Portal after the application has been confirmed by SBP. Where the application is made for re-assessment, the CB needs to select the existing company from the system as the Certificate Holder is already a system user. In addition, for re-assessments, the system pre-fills all fields based on the existing data.

Next, click **Save** and choose from the options to submit the application to SBP or just save and submit later. You can also add a message (optional) for the application reviewer.

If you submit the application to SBP, then the form is saved and can be reviewed at any time from the Applicant's overview page. You can also track the status of the application – after submitting the application, it will appear as “Submitted” until it has been confirmed by SBP. In some cases, it is also possible that the application is withdrawn due to incorrect or missing information. In that case, the CB should review the rejected application, make corrections and submit it again. After the application has been confirmed by SBP, the status will be updated to “Confirmed”.

Approved applications will be visible for all companies until the companies receive their SBP certificate, or they are older than 15 months and still not certified or the application is withdrawn.

## 4.2 Applicant access to the portal

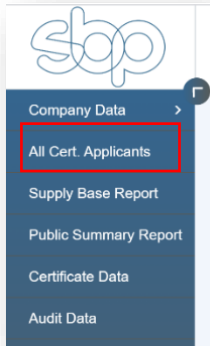
**After the application has been confirmed by the SBP, the applicant company is added to SBP Audit Portal – the person indicated on the application will receive an invitation email to the system.**

All applicants can log into the Portal and track their certification progress, Biomass Producer applicants can, in addition, start preparing the Supply Base Report (SBR).

## 4.3 Withdrawing applicant

For variety of reasons, it is possible that the applicant company decides to stop the certification process and withdraw the application. In such cases, the CB should contact SBP to withdraw the application, after which the company is removed from the public applications list.

## 4.4 Overview of all applicants



All Portal users can see all active SBP certification applicants. All applicants can be viewed by clicking the **All Cert. Applicants** menu.

The public view of all applicants includes limited details for each applicant and does not include personal data.

It is possible to sort and filter applicants by application date, applicant name, type and country.

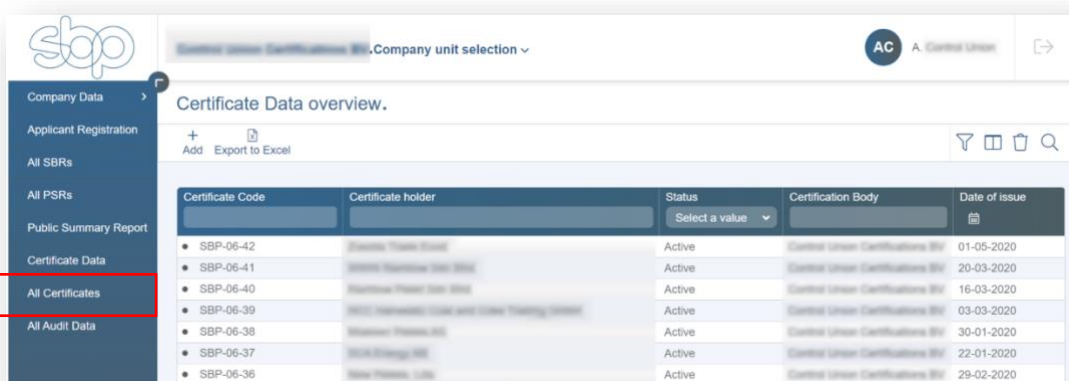
### Applicant Registration overview.

Date	Applicant Name	Applicant Country	Applicant Type	Audit type?
20-10-2020	20Oct20 producer	Estonia	Biomass Producer	First assessment
15-10-2020	15 October Trader	Afghanistan	Trader	First assessment
15-10-2020	15 October Producer	Ghana	End User	First assessment
15-10-2020	Hypersonic Missiles	Czech Republic	Biomass Producer	First assessment
14-10-2020	14 October producer	Estonia	Biomass Producer	First assessment

## 5 Managing SBP certificates (CB only)

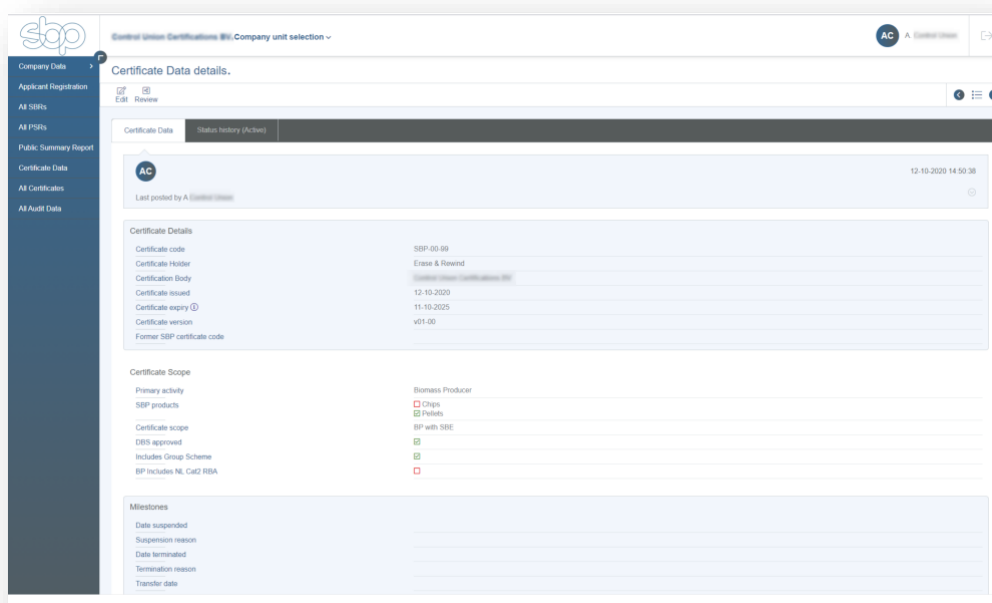
### 5.1 Overview of SBP Certificates

Certification Bodies can get an overview of all their SBP certificates by clicking on the 'All Certificates' button on the left side menu.



This opens a list view of all SBP Certificate Holders, where it is possible to search, filter and access detailed information about each certificate.

Click on the row to open the details of the certificate.



## 6 SBP certification audits

The SBP Audit Portal includes records for each audit taking place. Audits are managed by SBP Certification Bodies (CB), but SBP Certificate Holders (CH) have read-only access to their audit data to keep track of the audit's progress.

The SBP certificate is issued for five (5) years, the certification cycle consists of five standard SBP audits.

Before the certificate expiry date is reached, a re-assessment shall be conducted to extend the validity of the certificate for another five (5) years.

In addition, CBs may need to carry out additional audits for scope change or to close open non-conformities.

During each audit the CB generates a Public Summary Report (PSR) and in cases where the Certificate Holder is a Biomass Producer, the Biomass Producer generates a Supply Base Report (SBR).

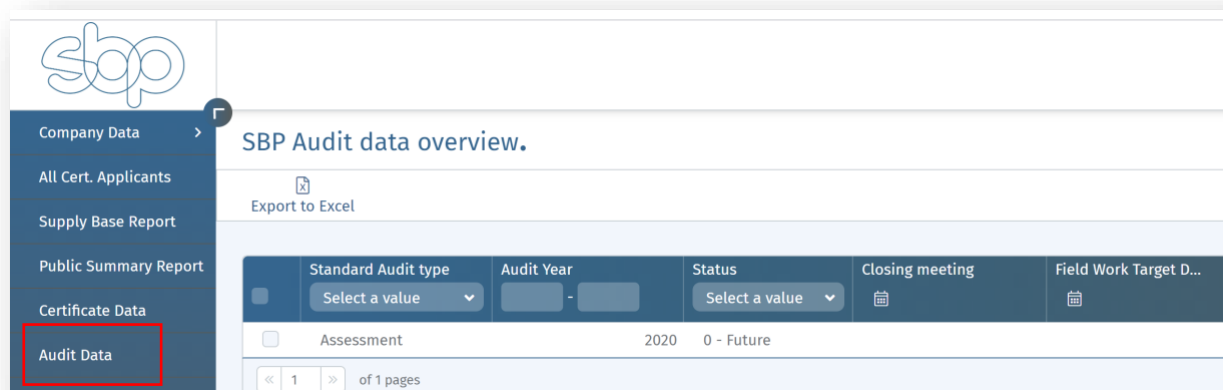
### 6.1 Standard certification cycle audits

The SBP certificate is issued for five (5) years, the certification cycle consists of five standard SBP audits:

- **Main assessment (or re-assessment)**
- **First surveillance audit**
- **Second surveillance audit**
- **Third surveillance audit**
- **Fourth surveillance audit**

Upon registration of the applicant in the Audit Portal, the main assessment record is automatically created for the company.

To view the assessment record, click on “**Audit data**” on the left side menu.



The screenshot displays the SBP Audit Portal interface. On the left, a dark blue sidebar menu contains several options: 'Company Data', 'All Cert. Applicants', 'Supply Base Report', 'Public Summary Report', 'Certificate Data', and 'Audit Data'. The 'Audit Data' option is highlighted with a red rectangular box. The main content area is titled 'SBP Audit data overview.' and includes an 'Export to Excel' button. Below this is a table with the following columns: 'Standard Audit type', 'Audit Year', 'Status', 'Closing meeting', and 'Field Work Target D...'. The first row of the table is 'Assessment', with a value of '2020' in the 'Audit Year' column and '0 - Future' in the 'Status' column. At the bottom of the table, there is a pagination control showing '<< 1 >> of 1 pages'.

Click on the Assessment row to view more details about the specific assessment. The level of detail of the audit fields is different for the CBs and the CHs. Certificate Holders have read-only permissions, whilst the CBs can edit the details and have additional buttons available, for example, an option to create a Public Summary Report for that audit.

### SBP Audit data details.

Print

SBP Audit data | Status history (0 - Future) | Properties

**S**  
Last posted by SBP

#### Audit details

Organisation name	13 October Trader AS
Certification Body	Control Union Certifications BV
Description	
Audit year	2020
Audit scope	Excludes SBE
Standard audit type	Assessment

#### Milestones

Audit closing meeting	<span style="color: red;">!</span> Value of a required field is missing.
SBP audit report submitted to SBP <span style="color: blue;">i</span>	
Audit waive date	

#### Peer review

Peer review?	<span style="color: red;">!</span> Value of a required field is missing.
--------------	--------------------------------------------------------------------------

After the assessment is completed and the certificate has been issued, the system will generate all the standard audits in the certification cycle and calculate the audit field work target dates for each audit.

sbpp Company unit selection AC

### SBP Audit data overview.

+ Add Export to Excel

Organisation Name	Certification Body	Audit Year	Status	Audit type	Field Work Target D...
• [redacted]	Control Union Certifications BV	2019	3 - Closed/ audit completed	Assessment	
• [redacted]	Control Union Certifications BV	2020	0 - Future	First surveillance audit	02-05-2020
• [redacted]	Control Union Certifications BV	2021	0 - Future	Second surveillance a...	02-05-2021
• [redacted]	Control Union Certifications BV	2022	0 - Future	Third surveillance au...	02-05-2022
• [redacted]	Control Union Certifications BV	2023	0 - Future	Fourth surveillance a...	02-05-2023

1 of 1 pages 5 items Items per page 100



## 6.2 Other audit types

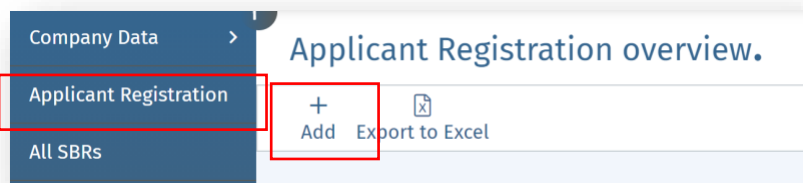
In some cases, the Certification Body may need to conduct additional audits, that are not included in the standard certification cycle. These audits can be:

- **Scope Change Audit** – in cases where the Certificate Holder needs to change the scope of its certificate during standard surveillance audits. For example – inclusion of a Supply Base Evaluation or expanding the Supply Base.
- **Transfer Audit** – in cases where the Certificate Holder decides to change the Certification Body between standard surveillance audits.
- **Reinstatement Audit** – in cases where the certificate of the company has been suspended, the Certification Body may need to conduct an additional audit to reinstate the certificate.
- **NCR-verification audit** – an additional audit to close non-conformities before the non-conformity due date is reached.

Any non-standard audits would need to be created manually by the auditor by first switching to the company profile, navigating to the Audit data menu and the clicking on the '+Add' button. All additional audits will appear on the list of audits, including audits for the next certification cycle after re-assessment.

Organisation Name	Certification Body	Audit Year	Status	Audit type	Field Work Target D...
...	...	2019	3 - Closed/ audit completed	Assessment	
...	...	2020	0 - Future	First surveillance audit	02-05-2020
...	...	2021	0 - Future	Second surveillance a...	02-05-2021
...	...	2022	0 - Future	Third surveillance au...	02-05-2022
...	...	2023	0 - Future	Fourth surveillance a...	02-05-2023

CBs shall register scope change audits that also require stakeholder consultation, through entering a form in the applicant registration page. Example:



**Add Applicant Registration.**

Cancel Save

Applicant Registration

Registration

Audit type?  First assessment  
 Re-assessment  
 Scope change audit

Applicant name \* 13 October Producer AS

Planned evaluation date 13-10-2020

Scope change description? Expanding Supply Base Evaluation to include primary feedstock from Latvia

## 6.3 Field work target dates

Certification Bodies are required to conduct surveillance audits according to a specific timeframe that is set by the close of the main assessment audit. This requirement does not apply to main assessments and re-assessments or scope change audits. The due dates to conduct the audit (complete the on-site/remote audit) are called 'Field Work Target Dates (FWTD)'

FWTDs are calculated by the following formula:

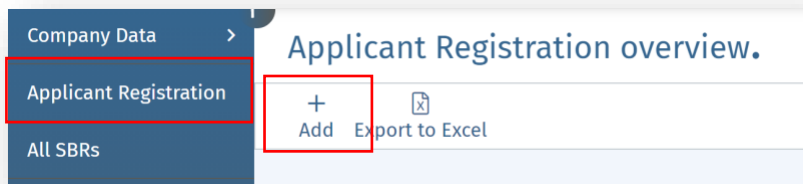
- 'First Surveillance Audit' FWTD = Main Assessment audit closing meeting date + 12 months;
- 'Second Surveillance Audit', FWTD = Main Assessment audit closing meeting date + 24 months;
- 'Third Surveillance Audit', FWTD = Main Assessment audit closing meeting date + 36 months; and
- 'Fourth Surveillance Audit', FWTD = Main Assessment audit closing meeting date + 48 months.

FWTDs are calculated automatically in the SBP Audit Portal after the main assessment or re-assessment is completed by the Certification Body and the certificate is activated.

In exceptional cases, Certification Bodies may ask for a change to the audit schedule or to a specific audit, in which case they should contact SBP for approval after which (if granted) the dates are changed in the Portal.

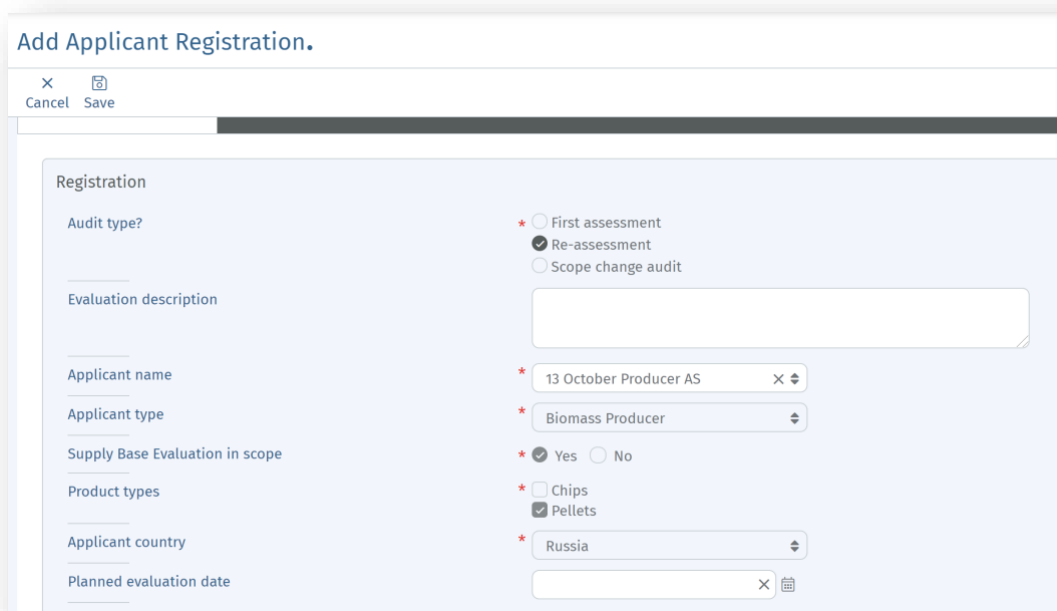
## 6.4 Re-assessments

Re-assessments shall be registered in the Portal in a similar way to registering main assessments or scope change audits, that is, through the applicant registration form. This also triggers the SBP stakeholder consultation on the new applicant.



The application form is different for first assessments, re-assessments and scope change audits.

For re-assessments, the CB needs to choose the existing Certificate Holder by typing the name of the company in the 'applicant' field. This prefills the fields with the existing data from the system.














On saving the applicant registration form it is submitted to SBP for review. After approval of the applicant, a re-assessment record will be added to the Audit data list for the Certificate Holder and a new pending certificate will also be created for this company.

### Review.

What do you want to do?

- ...save the form and submit it later.
- ...submit the application for review by SBP.

**B** / *I* / U / ~~S~~ /  16 /  /  /  /  /  /  /  /  /  / 

## 7 Supply Base Report (SBR) template

Certification applicant companies and SBP Certificate Holders of type “Biomass Producer” are required to fill in a Supply Base Report form before the main assessment and annually before the surveillance audit takes place. The SBR template in the SBP Audit Portal will always be the latest available version. If a new version of the template is released, the form is automatically updated and made available for use.

All Biomass Producers are required to fill in a new full SBR each year, there isn't a separate section for annual updates only. To make this process more efficient, copying a previous SBR is an option when only certain fields are to be updated.

### 7.1 Creating a new SBR




SBP certification applicants of type ‘Biomass Producer’ will have a draft PSR available at the time their account is activated. This allows the company to start filling in the required template relatively early in the certification process. All such applicants and existing SBP Certificate Holders of type ‘Biomass Producer’ can access Supply Base Reports by clicking on the “**Supply Base Report**” menu on the left sidebar.

Certificate Holders who have previously completed SBR templates can see existing records of the SBRs with status “Approved”

To view details of a specific SBR, click on the row. This opens the form giving all the details and history. Note that SBRs completed outside of the SBP Audit Portal include only limited details; full details are only available in the PDF document attached to the relevant audit record.

Supply Base Report overview.

+ Add Export to Excel

Owner	Audit closing meeting date	Audit cycle	Status
		Select a value	Select a value
• [Redacted]	08-09-2016	Main (Initial) Audit	Approved
• [Redacted]	01-08-2017	First Surveillance Audit	Approved
• [Redacted]	19-09-2018	Second Surveillance A...	Approved
• [Redacted]	19-09-2019	Third Surveillance Audit	Approved

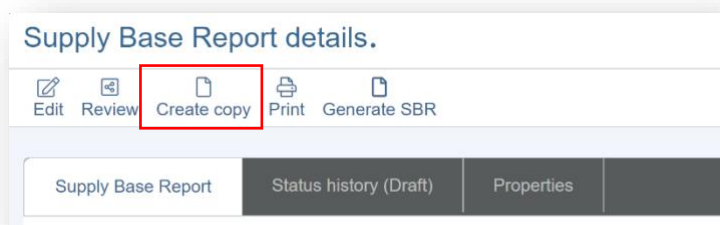
< 1 > of 1 pages

In case you want to start filling in the SBR template from scratch, click on the “+ Add” button.

## 7.2 Copy SBR from last year

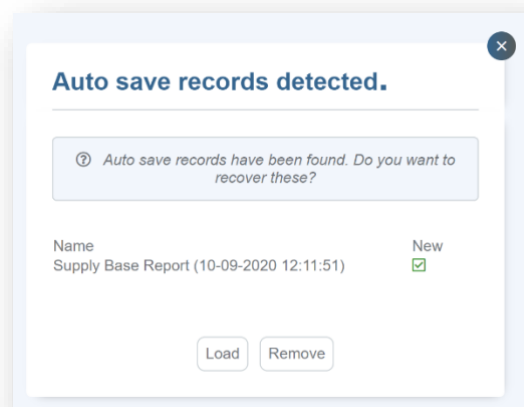
It is possible to re-use the SBR form that has been previously filled in by copying it and updating only those fields that have changed during the year.

To copy an existing SBR template, open the SBR from the list and click **Create copy** button. This will copy the full SBR with the findings and allow the user to update only specific fields, so avoiding spending time on re-writing findings from last year. To avoid unintentional mistakes by using this method to produce the SBR, some findings are not copied and will always require manual updates.



## 7.3 SBR template autosave

The system will automatically save the SBR form every five minutes to prevent any data loss due to accidental closing of the browser, possible network disruption etc. If you return to the Portal and want to continue working on the SBR, but there are some unsaved changes on the form that were auto-saved last time the system will notify you and offer to recover those changes.



## 7.4 SBR Annex 1 - Detailed Findings for Supply Base Evaluation Indicators

SBR Annex 1 – Detailed Findings for Supply Base Evaluation Indicators has been incorporated into the SBR template and relevant additional fields will be visible based on the user selection, if Supply Base Evaluation is used and if Regional Risk Assessment (RRA) has been used or not.

Under section 8 – Detailed findings for Indicators, if the user chooses “No” as an answer to the question of whether the RRA has been used, then the full Annex 1 checklist will be automatically populated.

8 Detailed Findings for Indicators

*Detailed findings for each Indicator are given in Annex 1 in case RRA is not used.*

---

RRA is used (i) 
 Yes  No

The Annex 1 checklist includes following fields for all indicators:

ANNEX 1 to SBR

Indicator

---

Finding

---

Means of verification

---

Evidence Reviewed

---

Risk Rating

---

Comment or Mitigation Measure

---

1.1.1 The BP Supply Base is define... x

\*

\*

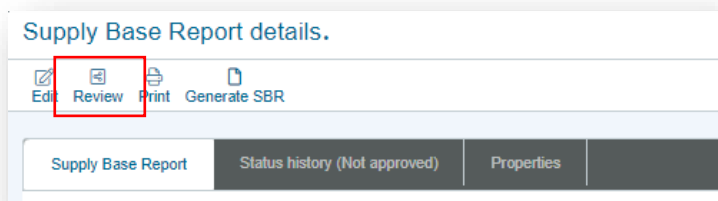
\*

\*  Low Risk  
 Specified Risk  
 Unspecified Risk at RA

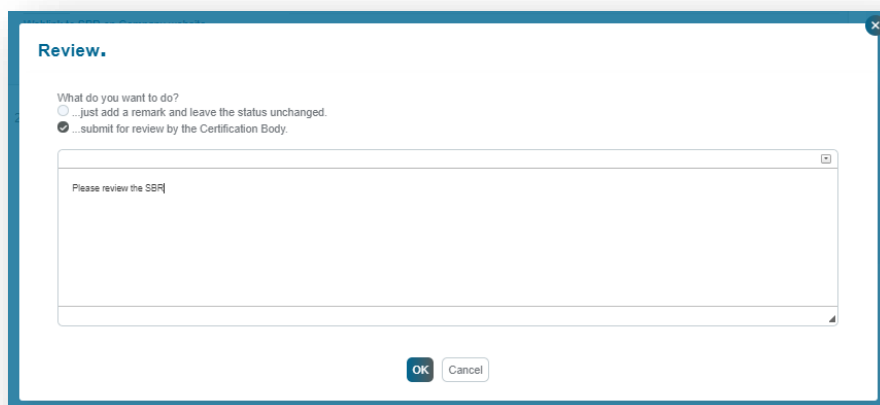
\*

## 7.5 Sending SBR to CB review

The SBR is only visible to the company until this is submitted to the CB for review. To submit the SBR to a CB for review, open the SBR and click on the **Review** button.



This allows the user to add a message and submit the SBR for a review. In cases where there are some mandatory fields still not filled, the system will display a validator warning.

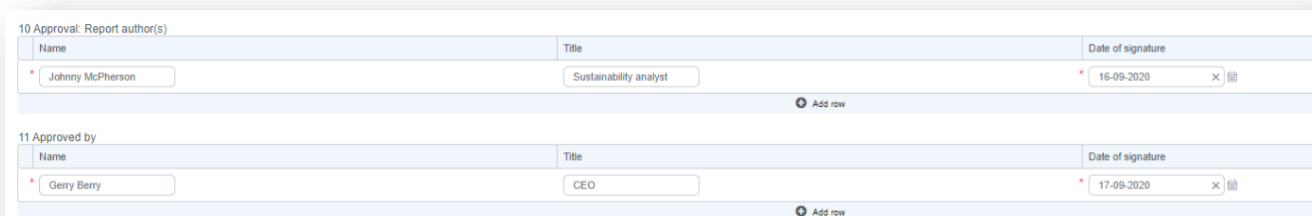




## 7.6 Approval of the SBR

The SBR needs to be approved by the report author and senior management of the company. In addition, the CB can review the report.

The report author and senior management can sign off the SBR by adding their name, title and date of signature to sections 10 and 11 in the SBR:



10 Approval: Report author(s)

Name	Title	Date of signature
Johnny McPherson	Sustainability analyst	16-09-2020
+ Add row		

11 Approved by

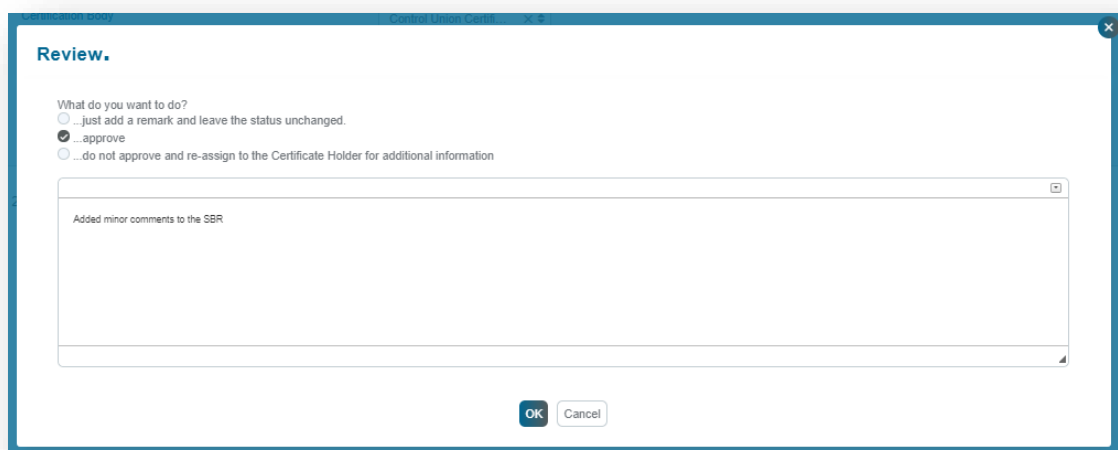
Name	Title	Date of signature
Gerry Berry	CEO	17-09-2020
+ Add row		

It is possible to add multiple signatures by clicking the **+ Add row** button.

When the company sends the SBR to the CB for review, the CB can access the SBR from multiple locations:

- Homepage Tasks Dashboard
- Clicking on the All SBRs menu and filtering SBRs with status “CB Review”
- Switching to the company profile through company selector and navigating to the Supply Base Report menu

The CB can review the SBR by clicking the **Edit** button, and add comments or make changes directly in the report, then saving the SBR and choosing the status and adding any remarks:



**Review.**

What do you want to do?

...just add a remark and leave the status unchanged.  
 ...approve  
 ...do not approve and re-assign to the Certificate Holder for additional information

Added minor comments to the SBR

OK Cancel

All changes that each user makes in the SBR form will be visible under the **Status History** page. Clicking the **Changes** button expands all the changes at the field level that the user has made. This enables tracking of the changes made by different users and the CB.

Supply Base Report details.

Review Create copy Print Generate SBR

Supply Base Report Status history (Approved) Properties

**AC** A Control Union 16-09-2020 09:47:26

Approved

Changes

Field name	Old value	New value
Audit closing meeting date		16-09-2020
Description	asd	Why this field is blank?

**EB** E Biomass 26-08-2020 14:12:55

CB Review

## 7.7 Generating final SBR PDF document

Once the SBR has been completed by the company, signed off and approved by the CB, the system will generate the final PDF version of the SBR automatically. The final pdf report will be attached to the SBR form and will be also available under the related audit 'Documents' section.

To access the final SBR pdf document from the SBR, open the relevant SBR from the list and then open the link 'Report (pdf)' under the 'Overview' section.

13 October Producer AS. Company unit selection ▾

Supply Base Report overview.

Export to Excel

Owner	Audit cycle	Status	Close of last CB audit	Primary Activity
13 October Producer AS	Main (Initial) Audit	Approved	13-10-2020	Select a value ▾

<< 1 >> of 1 pages

13 October Producer AS. Company unit selection ▾

Supply Base Report details.

Review Print Copy

HR

Last posted by Henk Jan Reenen

Overview

Producer name	13 October Producer AS
Producer address	2/5 Ul. Zavodskaya, Magistral'nyy, 666505 Kazachinsko-Lenskiy District, Irkutsk Oblast Russia
SBP Certificate Code	SBP-00-98
Geographic Position	Latitude: 5.85220600 Longitude: 5.85220600
Primary company contact name	Vadim Tarrasenko
Primary company contact phone	+37258157558
Primary company contact email	lauri.karmas@gmail.com
Company website	
Certification Body	Control Union Certifications BV
CB Primary contact for SBP	Andrea Ferrazzo
Close of last CB audit	13-10-2020
Link to publicity available SBR	
Audit cycle	Main (Initial) Audit
Report (pdf)	SBR_Report3096.pdf

The system will always use the latest available version of the Supply Base Report template to generate the final pdf report, which will then be made public on SBP website.

To access the final SBR pdf document from the audit record, navigate to the relevant audit record and scroll to the 'Documents' section:

13 October Producer AS. Company unit selection ▾

### SBP Audit data details.

Edit Print Copy

SBP Audit data | Status history (1 – Field work completed) | Properties

**LK**  
Last posted by Lauri Karmas



#### Audit details

Organisation name	13 October Producer AS
Certification Body	Control Union Certifications BV
Description	
Audit year	2020
Audit scope	Includes SBE
Standard audit type	Assessment

#### Milestones

Audit closing meeting	14-10-2020
SBP audit report submitted to SBP ⓘ	
Audit waive date	

#### Documents

Final public PSR (pdf)	 PSR_Report1995.pdf 14-10-2020 11:22:36
Final public SBR (pdf)	 SBR_Report3096 (1).pdf 14-10-2020 11:22:41

#### Peer review

Peer review?	No
--------------	----

## 8 Generating Public Summary Report (PSR)

Only Certification Body users can create PSRs.

Creation, review and submission of the PSR follows a specific path in the Audit Portal, as follows:

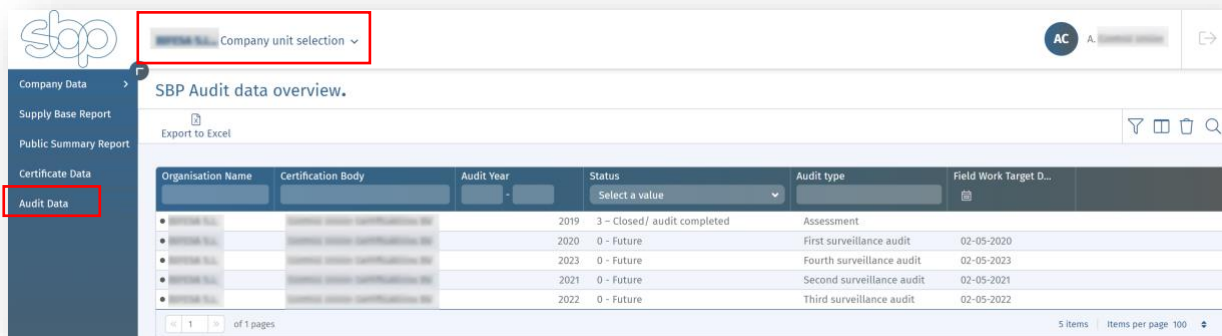
- The first step is always the creation of the PSR from the relevant audit record;
- After the PSR is completed by the auditor, the PSR shall go under internal CB quality review;
- PSR quality review – when the PSR is approved, the auditor can send the PSR for Certificate Holder review;
- PSR quality review – when the PSR is not approved, the auditor needs to make relevant changes and resubmit this to the quality reviewer;
- Client review – the CH can submit comments on the PSR until the auditor finalises the PSR;
- When the CH does not provide any comments or the comments have been received, the auditor needs to finalise the PSR – this generates the final pdf version of the PSR and saves the file under the PSR and audit records.

Each step is described in more detail in the following paragraphs.

### 8.1 Creating a new PSR

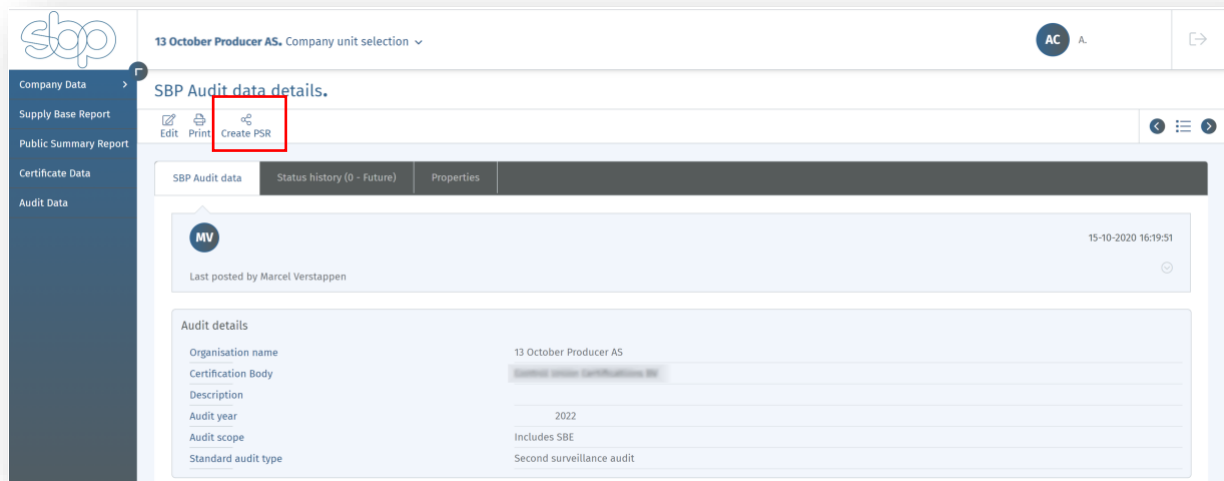
To create a new Public Summary Report (PSR) form for the company, **the CB shall first switch to the CH's profile by using the company selector.**

When you have switched to the CH's profile, navigate to the **Audit data** on the left side menu. Then, open the relevant audit, where the PSR needs to be created.



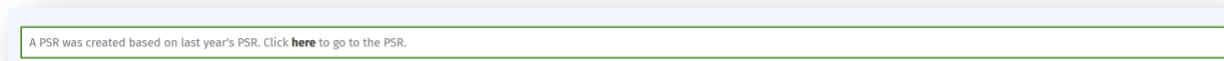
Organisation Name	Certification Body	Audit Year	Status	Audit type	Field Work Target D...
		2019	3 - Closed/ audit completed	Assessment	
		2020	0 - Future	First surveillance audit	02-05-2020
		2023	0 - Future	Fourth surveillance audit	02-05-2023
		2021	0 - Future	Second surveillance audit	02-05-2021
		2022	0 - Future	Third surveillance audit	02-05-2022

On the audit detail view, make sure that the details are filled in on the audit record. Click **Edit** to make any changes to the audit record. To generate a PSR for the audit, click **Create PSR** button.



It is not possible to create multiple PSRs for an audit.

If all the validations are met and the system generates the PSR for an audit, a notification will be displayed, where you can click to start filling in the PSR form immediately.



In case of an assessment or creating the PSR for an audit where the PSR has been generated outside of the Audit Portal, most of the PSR will need to be filled in manually since there is no data to copy from the previous PSR. When creating a PSR for a CH where the previous PSR was completed in the SBP Audit Portal, the 'Create PSR' will copy the PSR from the last completed audit.

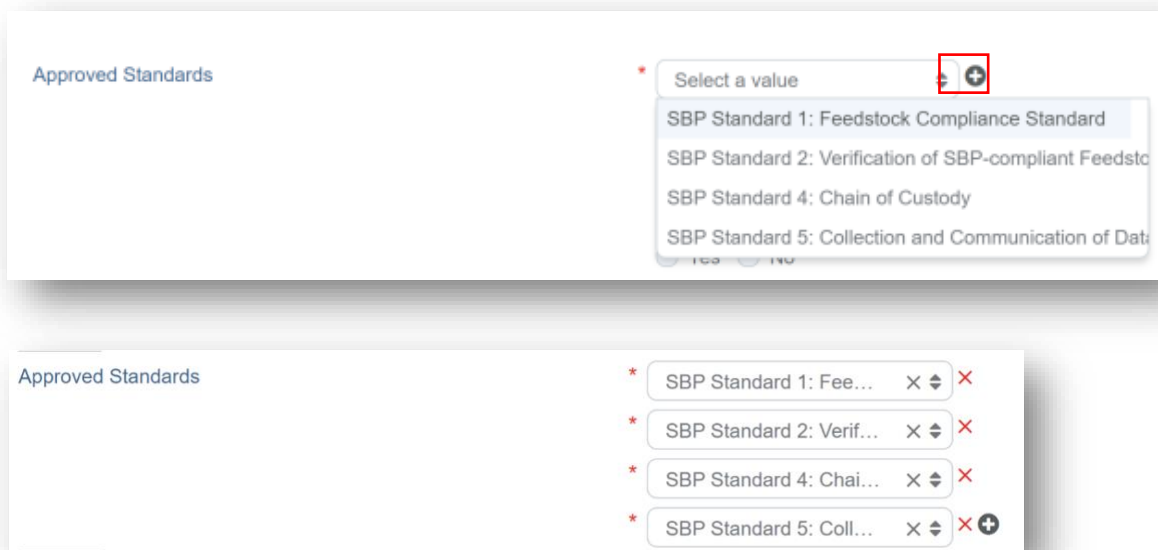
To start filling in the PSR, click on the notification or navigate to **Public Summary Report** button on the left side menu to open the relevant PSR.



The PSR form includes a variety of different fields, field sets, sub-forms and validations. Required fields are marked with a red asterisk. Wherever possible, the system will generate the field values automatically. This includes PSR fields such as: Certification Body, Primary CB contact for SBP, Primary CB contact mail, Company contact for SBP, Audit cycle. The field values for these fields are automatically generated from related records – primary contact person for a CB, primary contact for the company, etc. To update the values, the changes need to be made to the related records directly.

The most common field types used in the PSR form are the following:

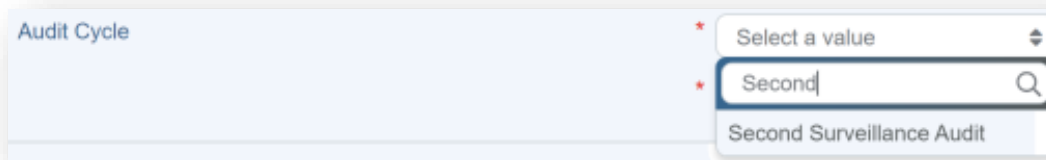
- **Multi-select picklist** – you can add more values by clicking on the black '+' icon next to the



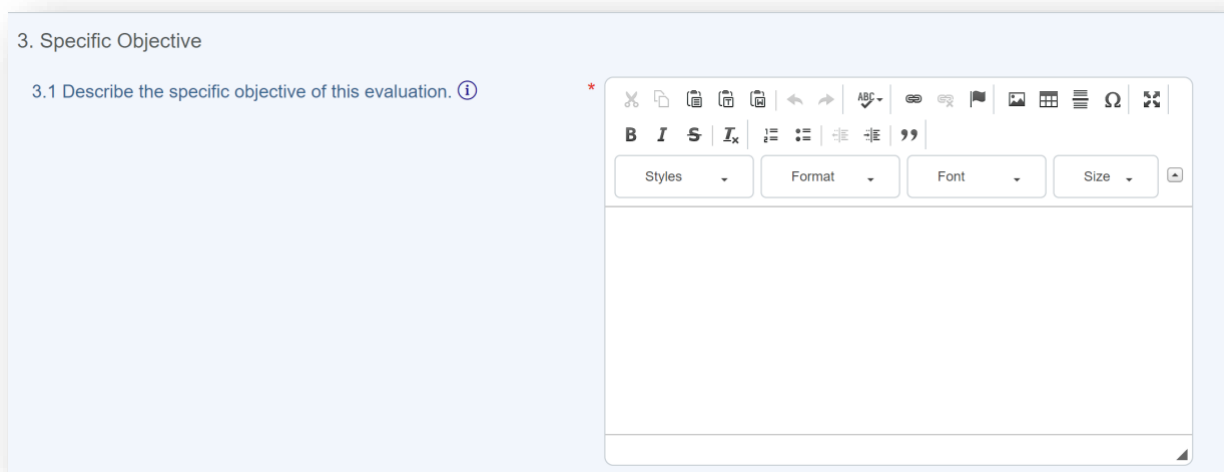
menu.

dropdown

- **Multi-select picklist with the search box.**

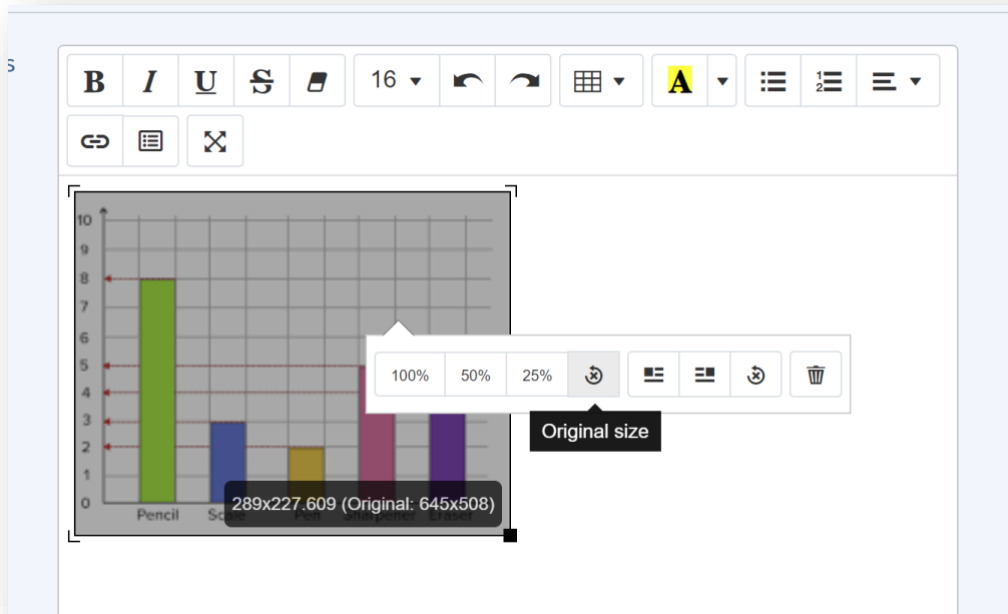


- **Text area** – a free text area, where you can paste text, images, add tables, etc. You can resize the text area by dragging the box from the bottom right corner.



When pasting an image, click on the image to change its size – you can quickly choose between a 100%, 50% or 25% picture size:

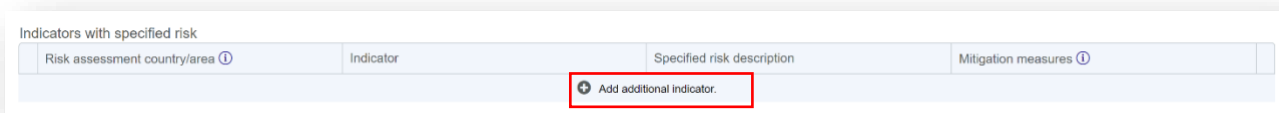
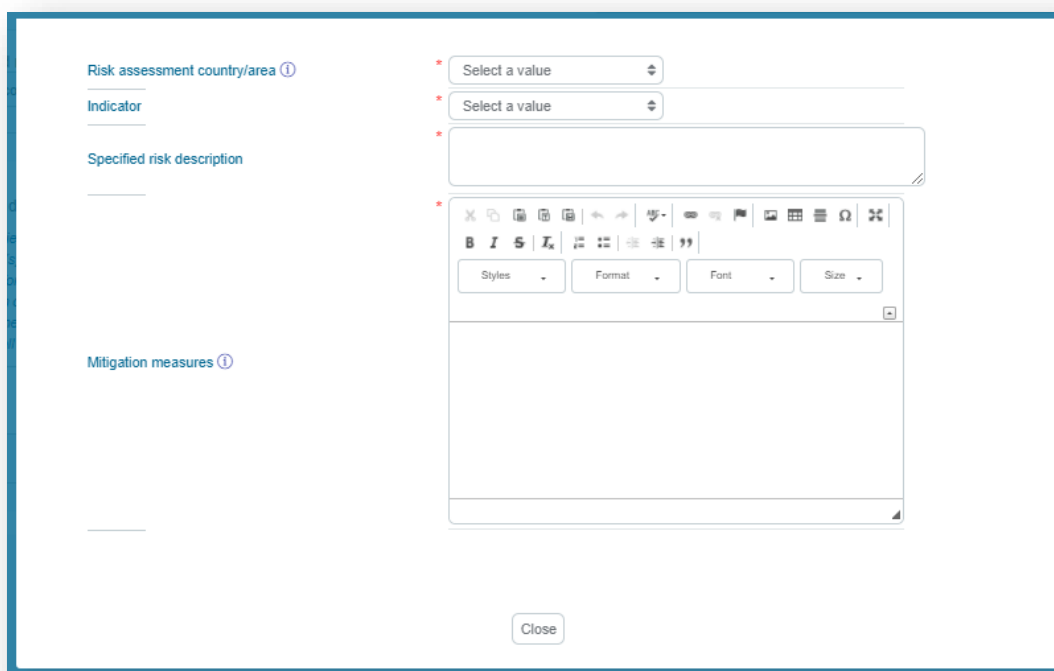




- **Set of fields in a sub-form** – clicking **Add row** below the fields will add a new set of fields.

Audit Schedule					
Activity	Location	Auditor name	Date	Time	
X* <input type="text" value="Opening meeting"/>	* <input type="text" value="Office"/>	* <input type="text" value="Thomas J Junior"/>	* <input type="text" value="15-09-2020"/> <input type="button" value="x"/> <input type="button" value="📅"/>	* <input type="text" value="09.00"/>	
X* <input type="text"/>	* <input type="text"/>	* <input type="text"/>	* <input type="text"/> <input type="button" value="x"/> <input type="button" value="📅"/>	* <input type="text"/>	

- **Sub-forms** – clicking the **Add** button adds a whole new section. You can add multiple sections.

- **Dependent picklists** – picklist values are dependent on the value selected for the previous field. Example: Standards and requirements. The requirements list is updated based on the Standard chosen.

NC number (autogenerated)

Certification Body NC number

NC Grading  Major  Minor  Observation

Standard

Requirement code

Requirement text

Description of Non-Conformance/Observation and Related Evidence

Timeline for Conformance

Evidence Provided by Company to close NC

Findings for Evaluation of Evidence

NC Status

## 8.2 Copy PSR from last year

It is possible to re-use a PSR form that has been previously filled in by copying it and updating only those fields that have changed during the year.

To generate a new draft PSR for an audit by copying the last year's PSR, switch first to the relevant company using the company selector. Then navigate to **Audit data** and open the audit record to which you want to create the new PSR.

sbpp Company unit selection AC A. [Name]

Company Data  
Supply Base Report  
Public Summary Report  
Certificate Data  
**Audit Data**

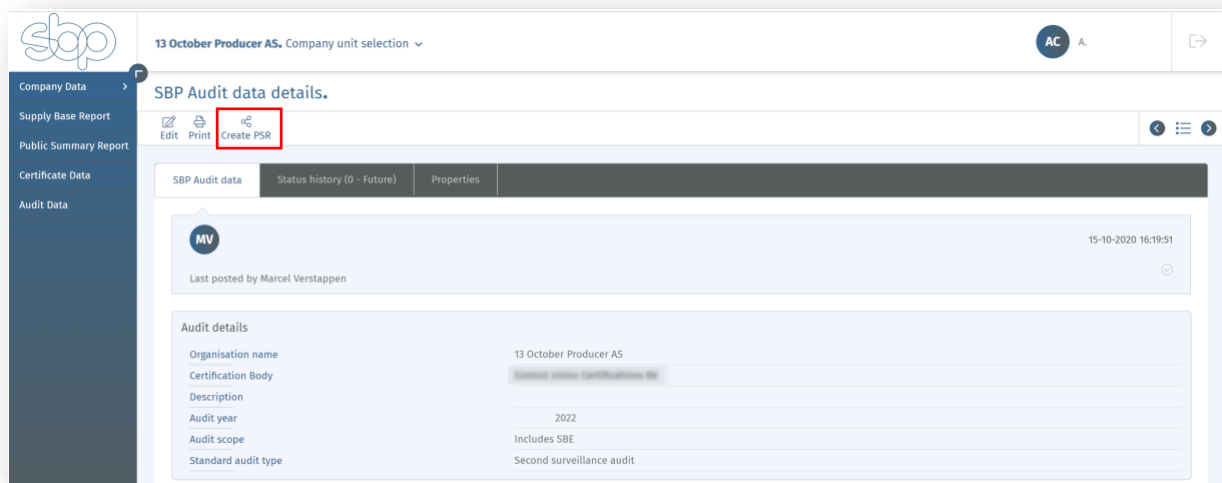
SBP Audit data overview.

Export to Excel

Organisation Name	Certification Body	Audit Year	Status	Audit type	Field Work Target D...
• [Name]	[CB]	2019	3 - Closed/ audit completed	Assessment	
• [Name]	[CB]	2020	0 - Future	First surveillance audit	02-05-2020
• [Name]	[CB]	2023	0 - Future	Fourth surveillance audit	02-05-2023
• [Name]	[CB]	2021	0 - Future	Second surveillance audit	02-05-2021
• [Name]	[CB]	2022	0 - Future	Third surveillance audit	02-05-2022

1 of 1 pages 5 items items per page 100

In the audit detail view, click on the **Create PSR** button.



This operation always checks the latest available PSR and generates a copy of it. The copied PSR is then linked with the audit record it was generated from.

Note that whilst the copy function generates the PSR with most of the findings from last year, it does not copy all sections and the user will always need to update specific sections of the PSR. In addition, only non-conformances with 'open' status are copied.

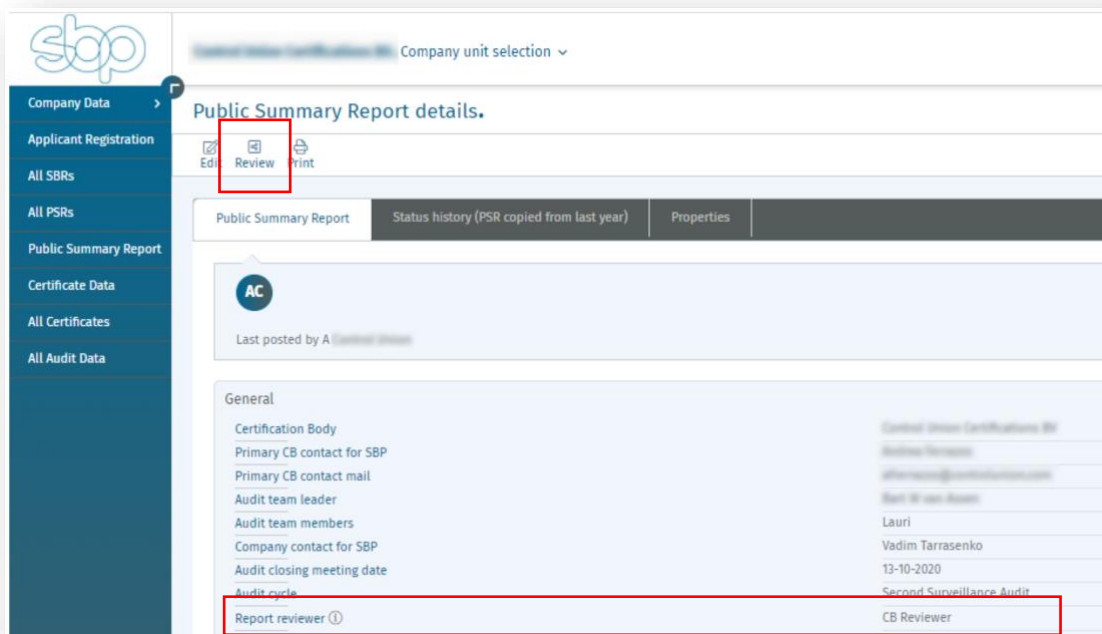
### 8.3 PSR Internal quality review

The PSR shall be reviewed internally by the CB quality reviewer before the PSR is sent for the Certificate Holder review. The user filling in the PSR shall select the person reviewing the PSR in the "Report reviewer" field under the General section of the PSR. The PSR form includes validation rules that prevent sending the PSR for review before all required fields are filled in. When all the required fields are completed and the report reviewer field is filled, the PSR form can be submitted for the internal quality review.

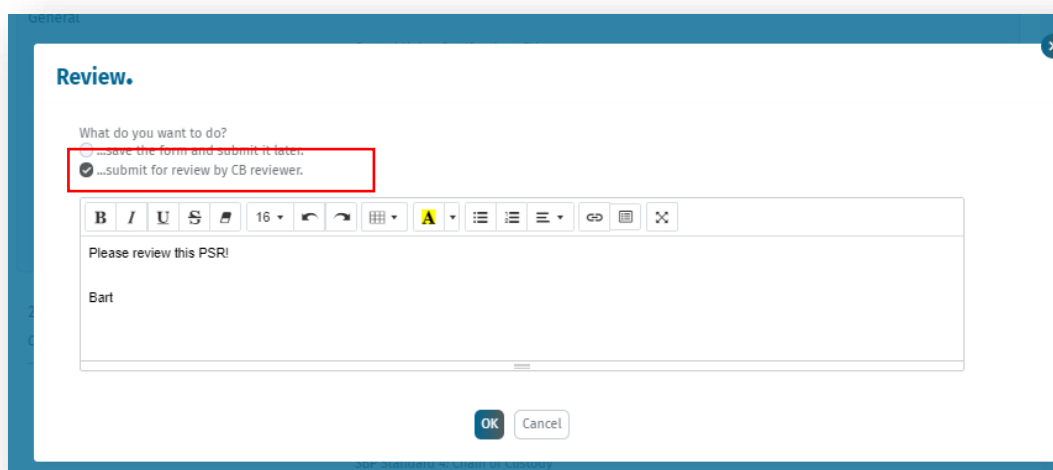
**The internal quality review can only be done by CB users with the role "CB-Reviewer". The person conducting the review shall be made a user of the Portal before the PSR can be submitted for review.**

### 8.3.1 Submitting PSR for internal quality review

To send the PSR for review, make sure that the “Report reviewer” field is filled in with the internal quality reviewer name and then click on the “Review” button on the detailed view of the PSR.



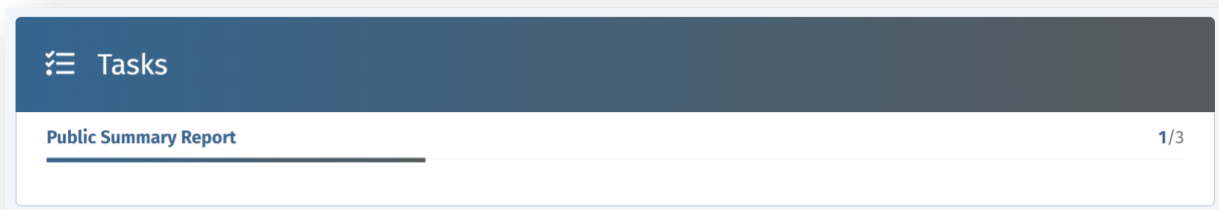
Add any comments or notes to the reviewer and then submit the PSR for review.



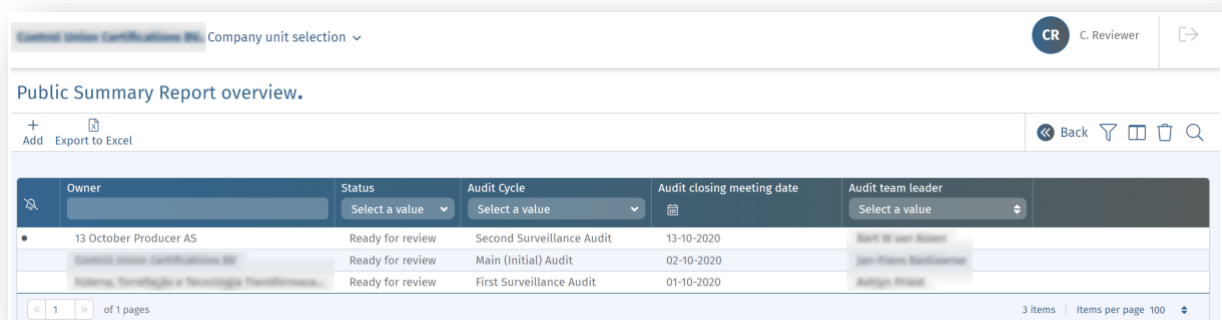
The PSR is then set to status 'Ready for review' and is locked for editing by the report author.

### 8.3.2 Conducting CB Internal PSR review

The PSR quality review can be conducted only by users with the 'CB-reviewer' role. When the reviewer logs into the Portal and there are some PSRs to review, a task appears on the homepage with the number of PSRs to review.



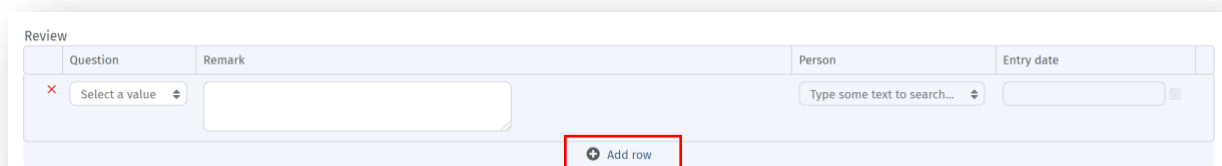
Clicking the task opens the list of reports to be reviewed.



To start the review, open the PSR by clicking on relevant row. The PSR is open for editing for the PSR reviewer at this point, so the user can make direct changes if required. Each change is logged in the status history and can be viewed later by the auditor or by the company.

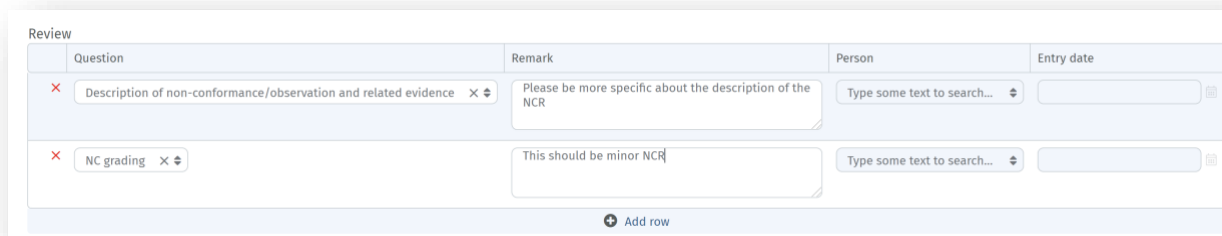
However, if the reviewer does not want to make direct changes, but add comments or notes to the PSR, the review should click **Edit** and then scroll down to the **Review** section.

The **Review** section is only visible to the auditor and to the report reviewer. It is not visible to the company at any point in time.

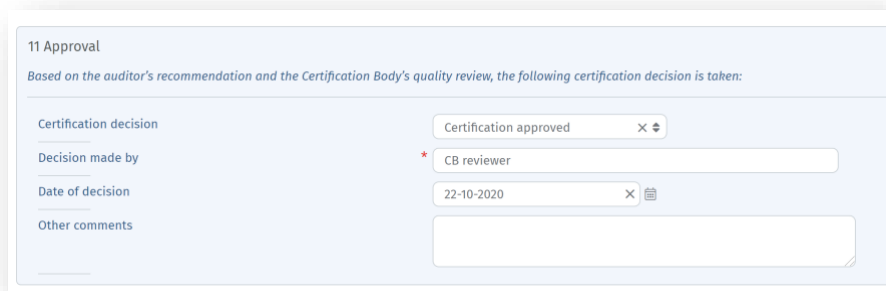


To add new review comments or change requests for the auditor, click on the **Add row** button and choose the relevant section of report.

The reviewer can add as many comments as required. ‘Person’ and ‘Entry date’ will be automatically populated with the date and name of the reviewer after saving the PSR.

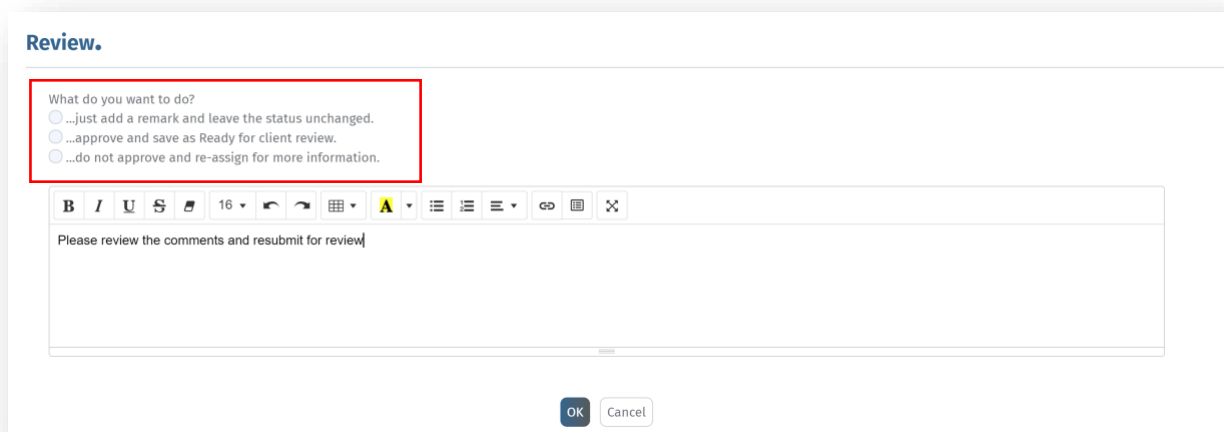


After the review is done, the reviewer needs to fill in section 11 Approval and choose what happens next after saving the PSR.



Options after save:

- Approve the PSR, so that the auditor can send the PSR for CH review
- Not approve the PSR, so that the auditor can make changes and resubmit the PSR to the reviewer.

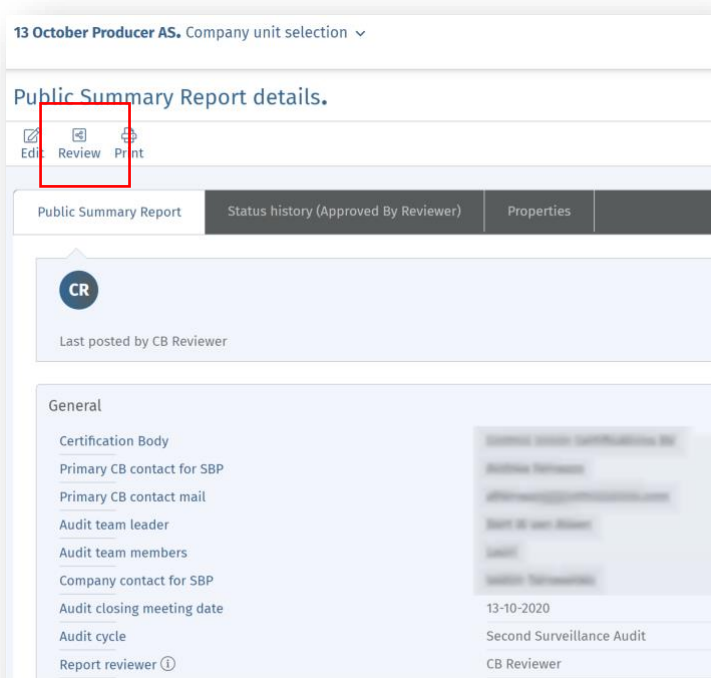


Note that after the reviewer has approved the PSR, the PSR is not automatically sent to CH review. The report author/auditor should do that manually.

## 8.4 PSR CH review

The PSR can be sent for CH review after the internal CB quality review is done and the reviewer has approved the PSR. **The CH cannot see the PSR until it is submitted for their review.**

To submit the PSR to CH review, navigate to the relevant PSR, which should be in the stage “**Approved by Reviewer**”, then click on the “**Review**” button, add a custom message and choose the relevant option to send the PSR for CH review.





### Review.

What do you want to do?

...just add a remark and leave the status unchanged.  
 ...save and forward to client for additional information.

**B** *I* U ~~S~~ 16 ▾

Hello,

Please review the report.

Kind regards,  
Lauri

After setting the status to “Ready for client review”, the CH will receive an email notification and be asked to log into the Portal to review the report. The PSR is still shown as a form at this stage.

The CH cannot edit the report directly, but can add any comments to the review section

### Public Summary Report details.

Review Print

Public Summary Report

Status history (Ready for client review)

Properties

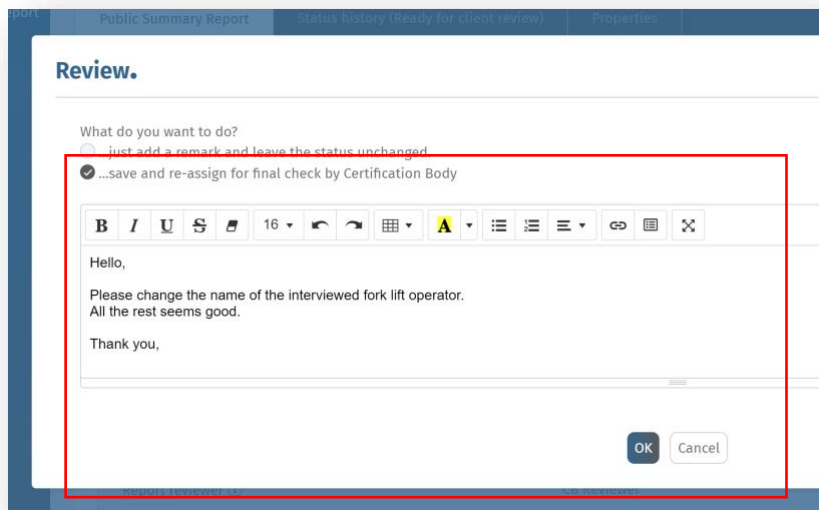
AC

**A Central Union**

Hello,

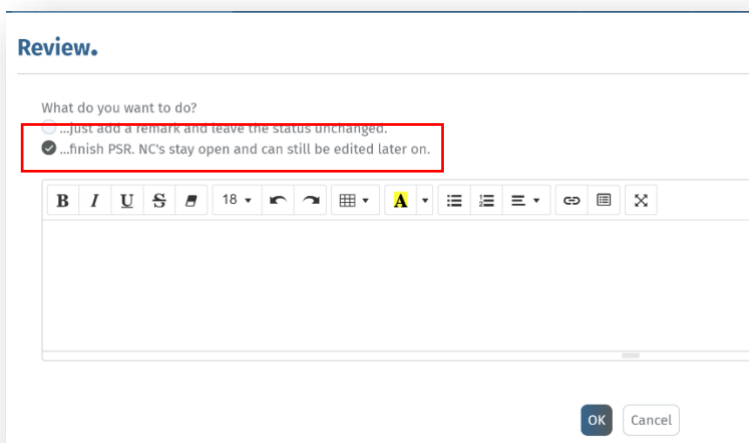
**General**

Certification Body	Central Union Certification Ltd
Primary CB contact for SBP	Address Unknown
Primary CB contact mail	Address Unknown
Audit team leader	Name Unknown
Audit team members	Name Unknown
Company contact for SBP	Name Unknown
Audit closing meeting date	13-10-2020
Audit cycle	Second Surveillance Audit
Report reviewer ⓘ	CB Reviewer



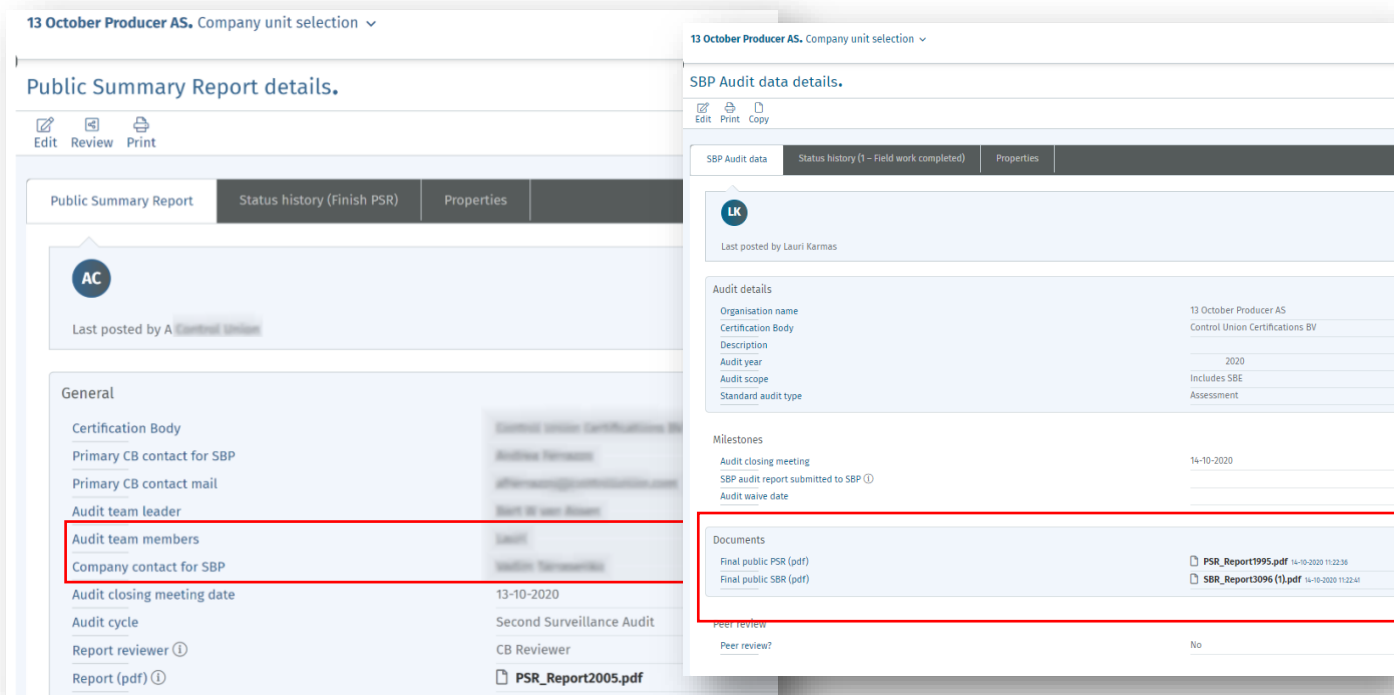
## 8.5 Generating final PSR (pdf)

The CB shall finalise the PSR by setting the status to 'Finish PSR' status. This can be done by the report author/auditor after the CB internal quality review has been completed. In cases where the CH does not respond to the request for review or has already submitted comments, the auditor can finalise the PSR at any point. In cases where the CH has reviewed the PSR, the status of the PSR at that point is "Additional information received", if there is no feedback, the PSR is still in the "Ready for client review" stage.



To finalise the PSR and generate the final pdf document, click on the **Review** button and finish the PSR.

After clicking OK, the system generates a final pdf report from the PSR form and saves it as a final document in two places – under the PSR itself and under the audit record's 'Documents' section.



**13 October Producer AS. Company unit selection**

### Public Summary Report details.

Edit Review Print

Public Summary Report | Status history (Finish PSR) | Properties

Last posted by A **Control Union**

**General**

- Certification Body
- Primary CB contact for SBP
- Primary CB contact mail
- Audit team leader
- Audit team members**
- Company contact for SBP**
- Audit closing meeting date: 13-10-2020
- Audit cycle: Second Surveillance Audit
- Report reviewer: CB Reviewer
- Report (pdf): **PSR\_Report2005.pdf**

---

**13 October Producer AS. Company unit selection**

### SBP Audit data details.

Edit Print Copy

SBP Audit data | Status history (1 - Field work completed) | Properties

**LK**  
Last posted by Lauri Karmas

**Audit details**

Organisation name	13 October Producer AS
Certification Body	Control Union Certifications BV
Description	
Audit year	2020
Audit scope	Includes SBE
Standard audit type	Assessment

**Milestones**

Audit closing meeting	14-10-2020
SBP audit report submitted to SBP	
Audit waive date	

**Documents**

Final public PSR (pdf)	<b>PSR_Report1995.pdf</b> 14-10-2020 11:22:36
Final public SBR (pdf)	<b>SBR_Report3096 (1).pdf</b> 14-10-2020 11:22:41

Peer review? No

## 9 CB Peer Review Process

All CB Peer Reviews shall be registered in the Audit Portal by using the Peer Review checklist under the related Audit record.

All SBP-approved Peer Reviewers have access to the Audit Portal, and access to relevant SBP reports is granted after the CB assigns the Peer Reviewer a new task to review the audit reports.

### 9.1 Assigning a Peer Reviewer

Prior to making the certification decision, the Certification Body (CB) shall submit the draft certification report for a formal Peer Review for the following audit scopes:

- Main and re-assessment of Biomass Producers (BPs) against Standard 1, that is, BPs with Supply Base Evaluation;
- Extension of scope of the Supply Base Evaluation; and
- First assessment and re-instatement of any suspended SBP BP certificate with Supply Base Evaluation.

After the reports are ready for the review in the AP, the CB can assign the Peer Reviewer by navigating to the related 'Audit' record of the company and navigating to the 'Peer review' section:

*Note: Peer Reviewer selection is only displayed when the 'Peer review?' field value is 'Yes' AND the PSR for the audit has been filled in.*

Once the Peer Reviewer is chosen, please save the Audit record and click on the 'Review' button and choose "Send to CB Peer Reviewer for review" option. You may add an optional message for the Peer Reviewer in the text box.

After this has been done, the system automatically sends an email to the selected Peer Reviewer with a notification, that they have been assigned a new Peer Review and also a link to the relevant Audit record in the Audit Portal. **The Audit status is updated to “CB Peer Review in process”.**

Note that the Peer Reviewer user is then also granted permissions to access all audit related documents in the Audit Portal. In cases where the Peer Reviewer is not assigned as the Peer Reviewer on the audit, he/she will not have access to the company records.

## 9.2 Peer Review process

After the Certification Body has assigned a new audit for the Peer Reviewer to review, the following email is sent to the Peer Reviewer:

**Subject:** SBP Audit ready for peer review

**Email body:**

Hello *{Peer Reviewer name}*

This *{Audit year}* audit for *{Certificate Holder/applicant name}* regarding *{Audit type}* is ready for peer review.

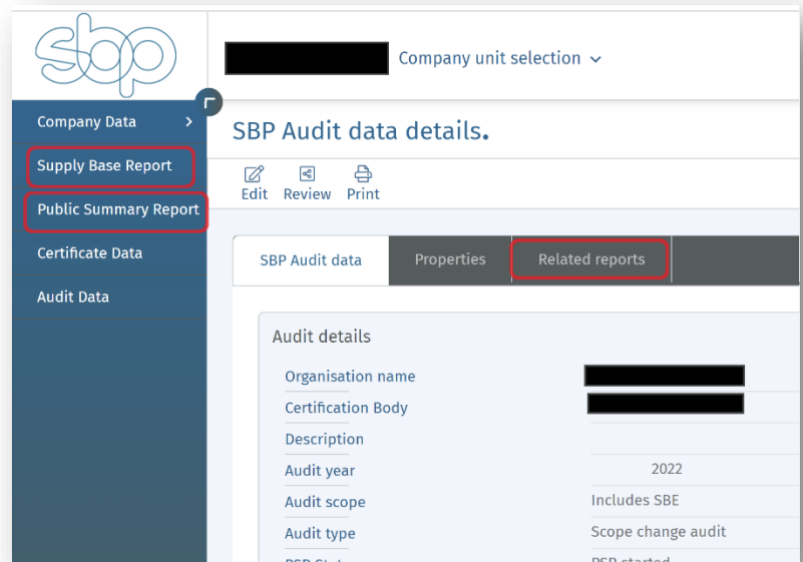
Please follow this *{Link}* in the email to log into the SBP Audit Portal and complete the peer review.

Regards,

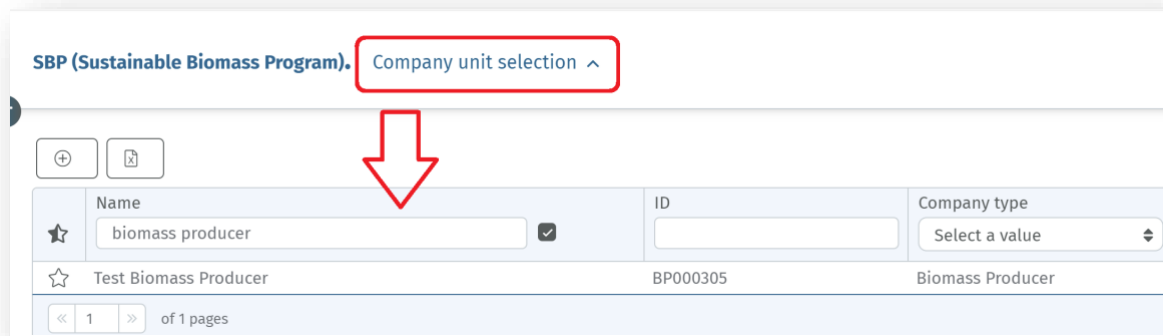
*{Certification Body Name}*

### 9.2.1 Accessing relevant Audit details and forms

Clicking the link in the email will redirect the Peer Reviewer to the Audit Portal's login page. After login, the user is automatically directed to the relevant Audit record, which shows the main details of the evaluation. To access related audit reports – Public Summary Report and Supply Base Report – the Peer Reviewer shall either click on the “Related reports” menu on the Audit record or navigate to “Supply Base Report” and “Public Summary Report” via the menu on the left side of the screen.



When the Peer Reviewer logs into the Audit Portal using the URL: [portal.sbp-cert.org](https://portal.sbp-cert.org), rather than the link in the email, it is required to first switch to the correct company by using the company selector at the top of the page and searching by the company name. Leaving the name field blank and hitting the enter button will display a list of all companies that the Peer Reviewer has been assigned to as a reviewer.



The Public Summary Report (PSR) can be reviewed directly in the Audit Portal as a form as well as downloading a pdf. To access the PSR, navigate to the ‘Public Summary Report’ section and click on the relevant PSR on the list. This will open the PSR form.

Company unit selection ▾

### Public Summary Report overview.

+ Add    Export to Excel

	Owner	Audit Cycle	Status	Audit closing meeting date
<input type="checkbox"/>	[Redacted]	Select a value ▾	Select a value ▾	[Icon]
<input checked="" type="checkbox"/>	[Redacted]	Fourth Surveillance Audit	PSR completed	18-06-2021
<input checked="" type="checkbox"/>	[Redacted]	Main (Initial) Audit	PSR completed	16-12-2016
<input checked="" type="checkbox"/>	[Redacted]	First Surveillance Audit	PSR completed	08-11-2017
<input checked="" type="checkbox"/>	[Redacted]	Second Surveillance Audit	PSR completed	16-11-2018
<input checked="" type="checkbox"/>	[Redacted]	Third Surveillance Audit	PSR completed	12-11-2019

« 1 » of 1 pages

To download the PSR as a pdf, open the PSR form and click on the 'Report(pdf)' link:

[Redacted] Company unit selection ▾

---

**Public Summary Report details.**

[Edit](#)
[Review](#)
[Copy](#)

Public Summary Report
Status history (PSR completed)
Properties

---

**General**

Audit	<span style="background-color: black; color: black;">[Redacted]</span> - Fourth surveillance audit - 2020
Certification Body	<span style="background-color: black; color: black;">[Redacted]</span>
Primary CB contact for SBP	<span style="background-color: black; color: black;">[Redacted]</span>
Primary CB contact mail	<span style="background-color: black; color: black;">[Redacted]</span>
Audit team leader	<span style="background-color: black; color: black;">[Redacted]</span>
Audit team members	<span style="background-color: black; color: black;">[Redacted]</span>
Company contact for SBP	<span style="background-color: black; color: black;">[Redacted]</span>
Audit closing meeting date	18-06-2021
Audit cycle	Fourth Surveillance Audit
Report reviewer ⓘ	<span style="background-color: black; color: black;">[Redacted]</span>
Report (pdf) ⓘ	<a href="#">Public Summary Report <span style="background-color: black; color: black;">[Redacted]</span> Fourth Surveillance Audit-2020.pdf</a>

The Supply Base Report (SBR) can also be reviewed directly in the Audit Portal as a form, as well as downloading a pdf. To access the SBR, navigate to the 'Supply Base Report' section and click on the relevant SBR on the list. This will open the SBR form. To download the SBR as a pdf, open the SBR form and click on the 'Report(pdf)' link.



## 9.2.2 Filling in the Peer Review checklist

The standard Peer Review checklist is integrated into the Audit Portal and can be accessed via the Audit record. The checklist is only visible when the Peer Review for the audit is required, and the Peer Reviewer has been selected.

For each Peer Review, the Peer Reviewer is required to fill in a standard checklist.

The checklist consists of Yes/No/N/A options and optional comment fields. For each Peer Review question/comment field, there is a Certification Body response field, which allows CBs to provide the Peer Reviewer with additional clarifications in case the review recommendation is not to approve the reports.

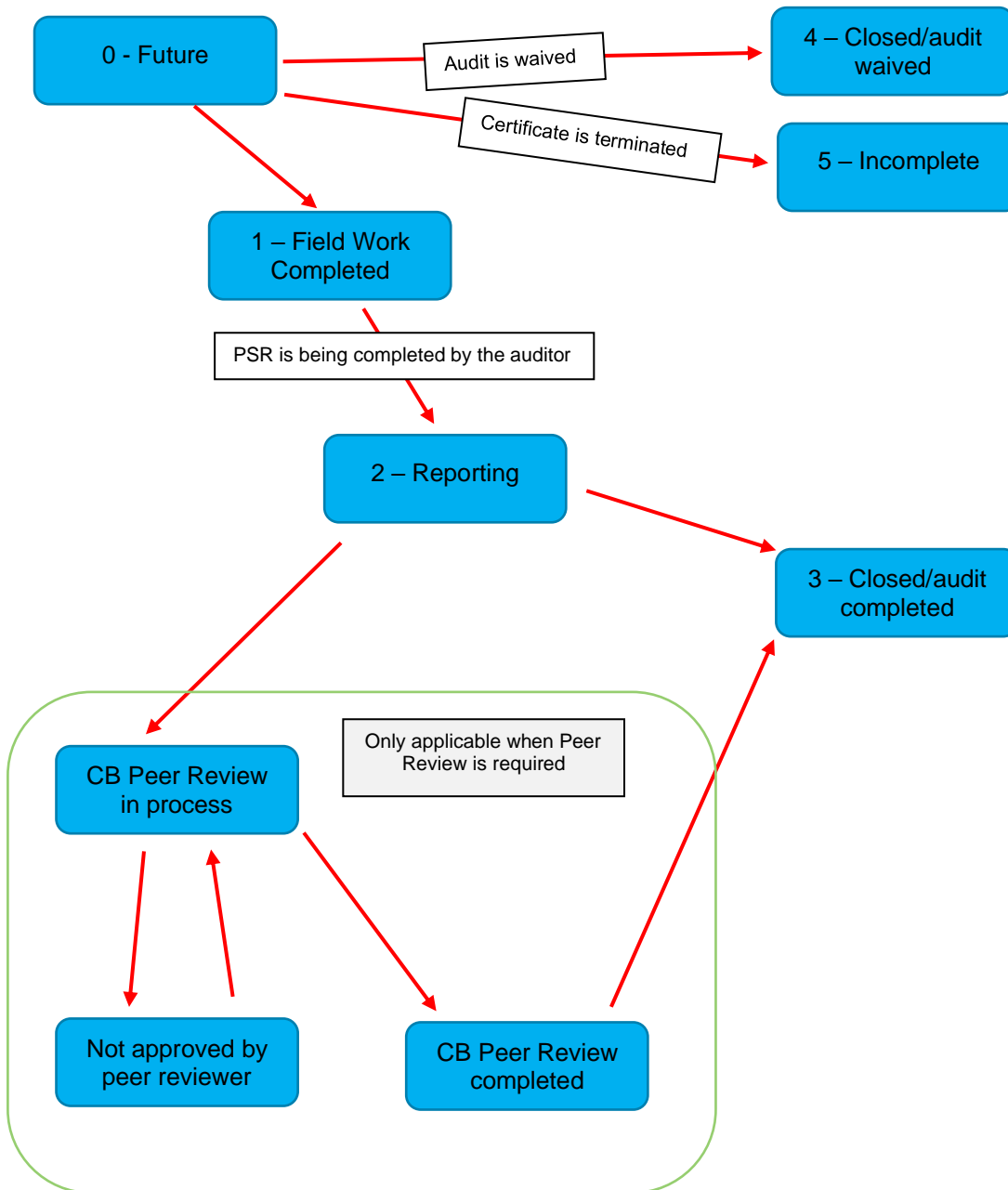
- **Peer review Date**
- **The clarity of presentation of the observations in the report as the basis for a certification decision – Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Stakeholder consultation requirements were followed – Yes/No/N/A**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Competence of audit team was adequate – Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Determination of feedstock origin was audited properly – Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Risk Assessment quality and conclusions were audited properly – Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Effectiveness of risk mitigation was audited properly – Yes/No/N/A**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **The adequacy of the field work (time and sampling) as the basis for making a certification decision - Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **The proposed certification decision is justified by the observations presented – Yes/No**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box
- **Peer Reviewer recommendation: Certification approved/Certification not approved**
  - Peer reviewer findings: HTML box
  - Certification Body response: HTML box

The Peer Review recommendation can be either 'certification approved' or 'certification not approved'. Depending on the Peer Review outcome, the Peer Reviewer should click the "Review" button on the Audit record after filling in and saving the form and choose the next step.

In cases where the recommendation is positive, the "Report approved & Peer Review completed" option should be chosen. This will then update the Audit to the "CB Peer Review completed" status and the Certification Body is notified by email about the positive Peer Review outcome.

In cases where the recommendation is not to approve the reports, the "...do not approve (send back to CB)" option should be chosen by the Peer Reviewer. This notifies the Certification Body about the decision, the Audit is updated to the "Not approved by peer reviewer" status and the Certification Body is required to update the reports based on the Peer Review comments. Depending on the specifics of the case, this might include updating the SBR, PSR or providing additional clarifications in the Peer Review checklist. After these updates have been completed, the Certification Body should open the Audit record and re-submit the Audit to the Peer Reviewer for another review. The Audit is only considered completed, if the Peer Reviewer has indicated a positive certification recommendation and has updated the audit to "CB Peer Review completed" status.

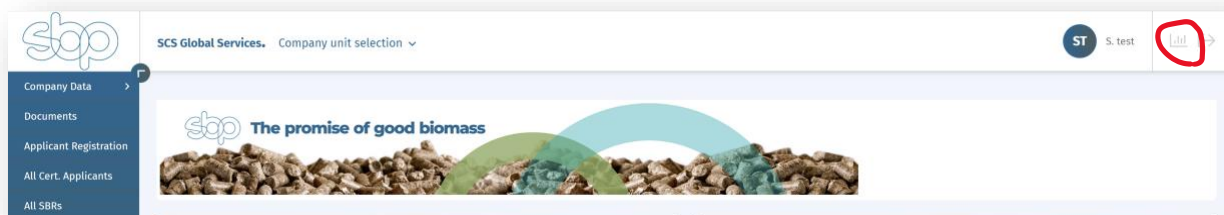
### 9.2.3 Audit workflow



## 10 Data reporting

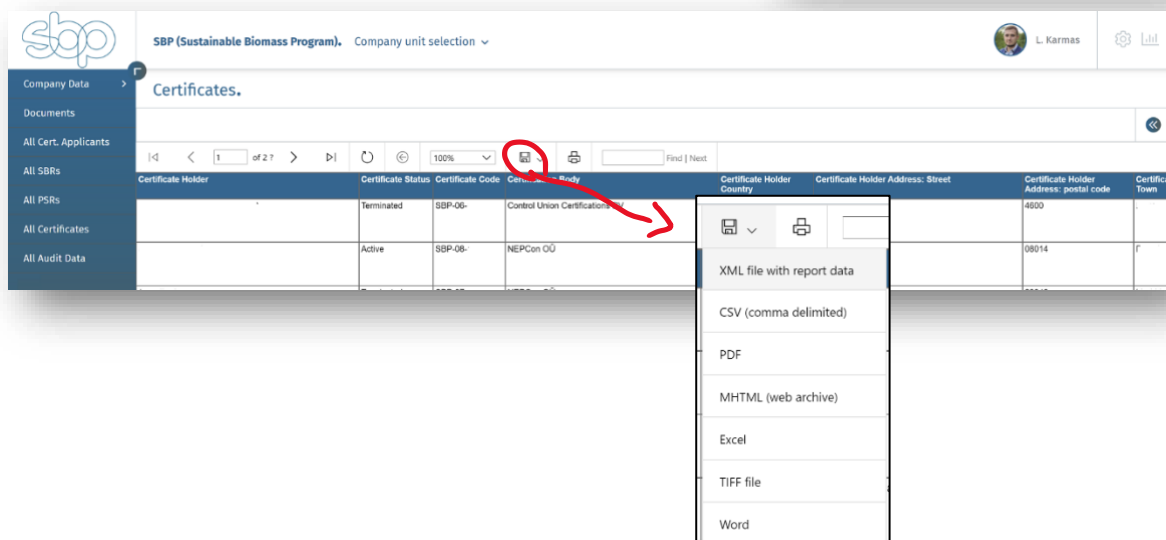
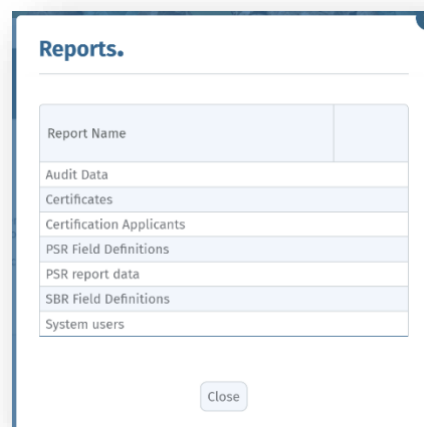
Users can generate data reports on different levels depending on their user permissions.

Chainpoint BI can be accessed by clicking on the button on the top right section of the screen:



This will open a list of available reports for the specific user.

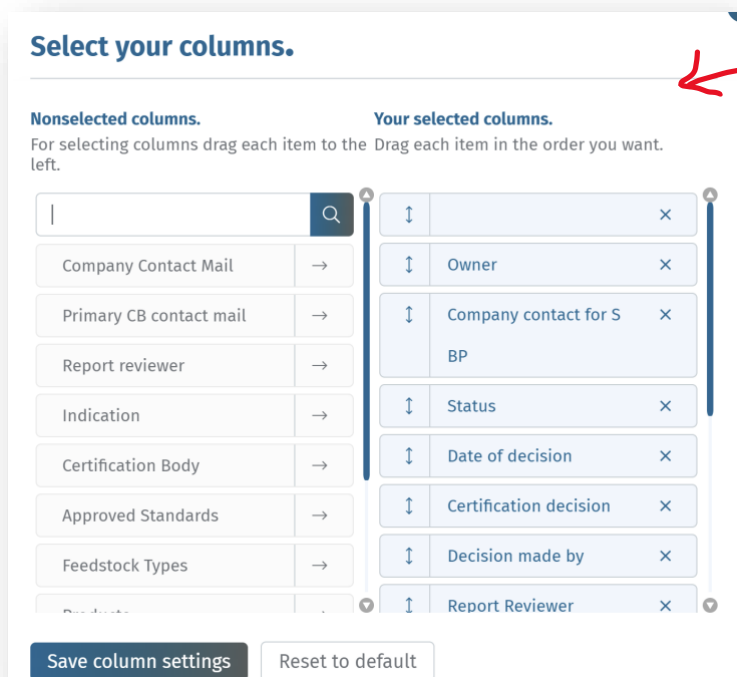
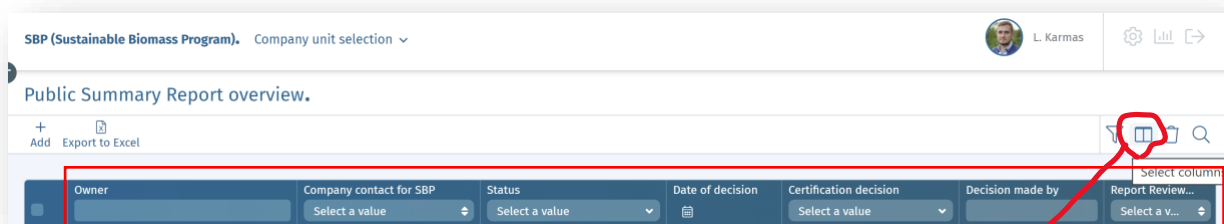
Clicking on the report name will open the report directly in the Audit Portal. To download the report, click on the save button and choose the download format:



Another option to export data is to navigate to the section which you want to export information from – for example “All PSRs” and click on “Export to Excel” option. This will export all data visible in the current view to an Excel worksheet.



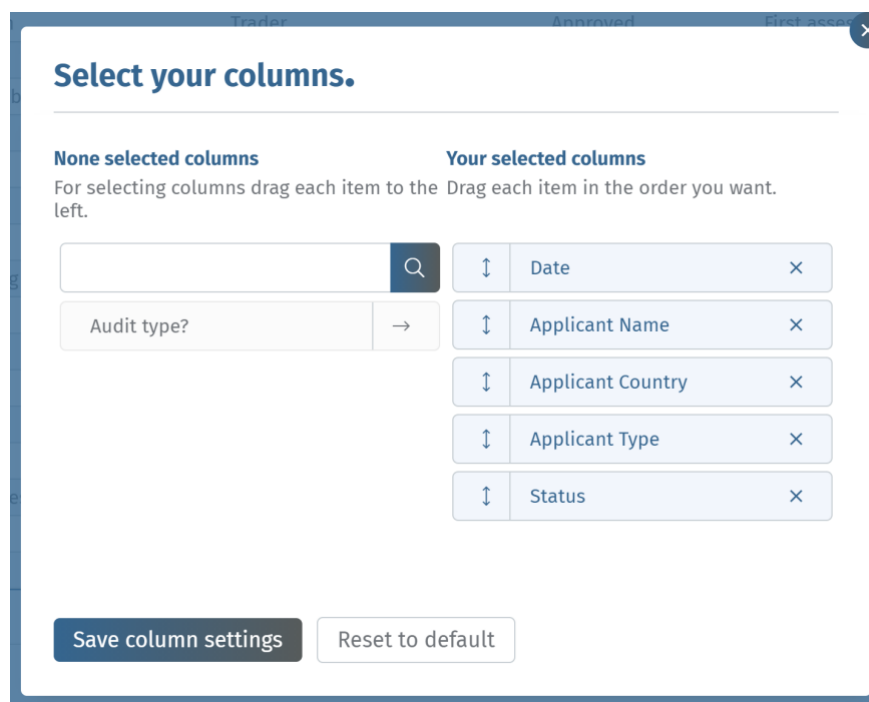
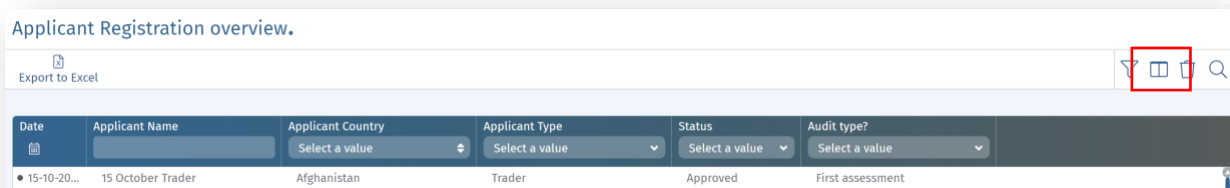
Before exporting data with this method, you may change which data columns are displayed and included in the export:



## 11 Customising list views

Each user can customise the order of data columns and choose which data to show on pages such as Certificates, Audits, PSRs, SBRs or applicants.

To change the order of displayed columns, simply drag the column to the desired location. To change which columns are shown, click on the 'Select columns' button. You can also reorder the columns shown in the column selector view.



## 12 Dashboards

The Home page dashboards are shown after logging in to the Portal and include the main items of interest. By default, this includes a message board, list of tasks and support desk contacts. The dashboards are dynamic, meaning different user groups may see different components and visible dashboards may also change depending on the current status of SBP audits, certificates, etc.

For example, the dashboard may show users a list of open SBP audit non-conformities with due dates, a list of expiring certificates or upcoming audits, overdue audits or the most recent new applicants etc.

Dashboard content cannot be changed directly by Portal users. Please submit any comments, ideas or requests for new dashboard items to [portal@sbp-cert.org](mailto:portal@sbp-cert.org).

## **13 SBP Audit Portal mobile app**

SBP Audit Portal's mobile app for iOS and Android is currently under development.



## 14 Support

Please submit all questions and enquiries regarding the SBP Audit Portal to: [portal@sbp-cert.org](mailto:portal@sbp-cert.org)

With urgent enquiries, please contact the SBP Data Manager & Analyst Lauri Kärmas on +372 58 601 229.