Access to Seeds
Index

Questionnaire for the 2019 Access to Seeds Index

Company User Manual

Version 1.0 – 5 April 2018

Company User Manual

Access to Seeds Index
Mauritskade 63
1092 AD Amsterdam
The Netherlands
Phone +31 8 53 03 29 32

Table of Contents

Introduction

T his user manual will help company's navigate the 2019 Access to Seeds Index online questionnaire. The structure of the questionnaire is designed to be filled out page-by-page, in chronological order. Therefore, the contents of this manual is less step-by-step instructions, and more a guide on the best way to approach the questionnaire, how to maximize company answers, and includes a section on frequently asked questions (FAQs).

This is the first time the Access to Seeds Index is using an online data collection tool. This manual will be updated throughout the data collection process to include further clarifications and explanations as needed.

Please feel free to reach out to the company's First Contact in Access to Seeds Index team with any questions you may have.

About the questionnaire

1. Google Chrome, Opera, Microsoft Edge, or Firefox provide the best and fastest user experience when filling out the questionnaire.

2. The questionnaire has been prepopulated for each company, meaning some questions already have answers. This work was done by the Access to Seeds analysts and is a reflection of publicly available information, or information provided by companies for the 2016 Index.

3. There is no auto-save function in the questionnaire. Answers will only be saved after pressing "Save", "Save and previous page", "Save and next page", or selecting another page from the drop-down menu located at the top of each page.

4. Some companies have been selected for multiple indexes (indicated at the top of page 2 of the questionnaire). Answering a question as it applies to one region may not impact a company's score in another region.

5. From page 10 onwards, the questionnaire will contain an "Upload relevant documents" feature and "Elaborate here" text boxes. This gives companies the opportunity to include documents or weblinks that provide evidence (i.e. Code of Conduct or Annual Report) – such documentation can influence a company's commitment and transparency scores.

6. In the case that an answer is provided by a company under non-disclosure, the "Elaborate here" text boxes can also be used to indicate which portion of the answer is provided under non-disclosure.

7. There is a 3 MB limit on document uploads and only 3 documents can be uploaded per question. Larger documents can be shared with the Access to Seeds Index team through email or other means. Using links (i.e. if the information can be found on the company website) rather than uploading documents improves the questionnaire's loading time.

Chapter

2

How to Navigate the Questionnaire

This chapter provides an explanation of the different user roles, how to log in and add new users, as well as highly recommended suggestions of what you should do first. Please reference this section as you begin the questionnaire.

User roles

There are two roles that companies can designate to colleagues tasked with participating in the questionnaire: Submitter and User. These roles vary slightly and are explained in more detail below.

Submitter: is generally the first point(s) of contact between a company and the Access to Seeds Index team and is responsible for filling out and ultimately submitting the questionnaire. The Submitter is able to add and remove users (and submitters) to the questionnaire. The Submitter is also able to print the questionnaire by selecting the "Print" tab, found at the top of the questionnaire after logging in (Fig. 1). Depending on the amount of content included in the questionnaire, it may take a while for the print-friendly version to load.

Please note that pressing "Submit" on the submission page (this is the final page of the questionnaire for submitters, a page regular users cannot see) <u>will close the survey to further data entry</u> .

User: is any other representative of a company that is enlisted to fill out specific parts, or all of, the questionnaire. The User is added by the Submitter, the User can fill out the questionnaire but cannot submit it on behalf of the company. The User does not have the option of editing of adding additional users but can print the questionnaire (as seen in Fig. 1). Depending on the amount of content included in the questionnaire, it may take a while for the print-friendly version to load.

Logging in for the first time

The first point(s) of contact between a company and the Access to Seeds Index team will initially be the only person(s) within a company that can sign in to the questionnaire. They will have received an e-mail from Access to Seeds Index

indicating that the period of data collection has commenced and will need to log in first before others can gain access the questionnaire. Logging in *for the first time* is possible with Login Link 1. After following the steps indicated on that webpage page (Fig. 2), it will then be possible to log in for the duration of the data collection period via Login Link 2.
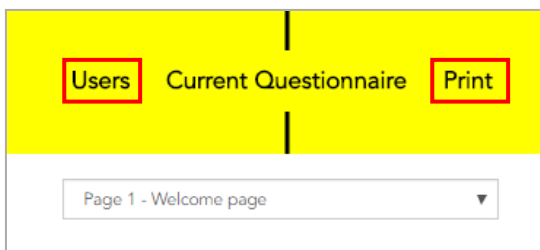
This process will be the same for all new users.

Figure 1: options for a Submitter after logging in. Users also have the ability to print but cannot view users.

Figure 2: logging in for the first time.

Adding news users

 The Access to Seeds Index team register the first point(s) of contact at the company as a Submitter. If a company prefers to give access to the questionnaire to additional users, these must be added manually by a Submitter through the "Users" tab indicated on the left in Figure 1. After clicking this tab, an overview of current users (known as either a Submitter and User) is displayed. These can be edited or removed (Fig. 3).

Figure 3: A Submitter's overview of editing, removing, and adding users

All news users should receive [Login Link 1](#) and [Login Link 2](#) in order to begin the login procedure. The Access to Seeds Index analysts can also add additional submitters and users on behalf of a company, if needed.

Navigating the questionnaire

The questionnaire has been prepopulated: relevant data from your company's website, annual and company reports, and in some cases 2016 Index data, have been uploaded where relevant. These data entries are in many cases limited, only referring to part(s) of a question. You are encouraged to check, modify and expand on these prepopulated questions to ensure that they are accurate and complete.

The questionnaire is designed to be answered in chronological order. Filling out pages 4 and 5 are particularly critical before moving further in the questionnaire. Answers collected on page 4 (company portfolio) and page 5 (company presence) will influence which questions are asked later (for example, it will update the table on page 6 and determine whether a company is asked further questions at the end of questionnaire).

The questionnaire does not allow multiple users to use the questionnaire at the same time. A warning message (Fig. 4) will appear when a user tries to save while another user is already working in the questionnaire.
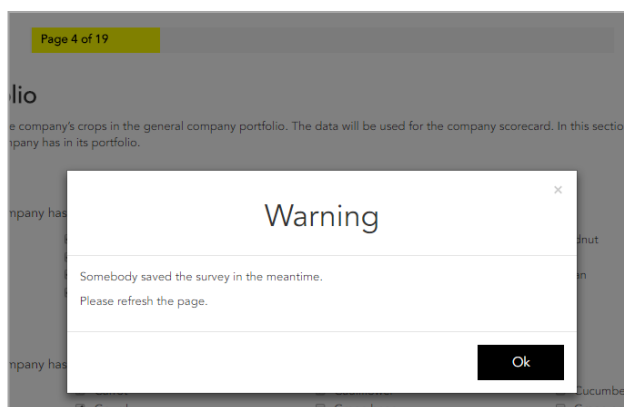

Figure 4: warning message for multiple users

<u>Loading and saving time may be slow, particularly between pages 4-9</u>. This is because complex tables (i.e. the tables that are generated on page 6 and page 7) are being updated each time a box is checked or an answer is updated.

In some instances, an exact number is asked for as part of an answer. For example, on page 9 in the section about company activities per country. It is not possible to include text in such fields, an approximation is sufficient if an exact number is unknown (Fig. 5).

Figure 5: only numbers can be entered into fields which ask for a number- estimations are acceptable

Frequently Asked Questions

General	
Who can I contact if I have a question?	An analyst from Access to Seeds Index team has been designated to help you with any questions you may have. The original Submitter will have received information about this analyst in an e-mail but the analyst's information can also be found in the questionnaire on Page 2, labelled "First contact Access to Seeds Index".
What is the deadline for data collection?	Companies can submit their questionnaires on or before 31 May 2018, after this date the questionnaire will be manually submitted (and locked to further editing) by the Access to Seeds Index team.
Account Management	
I forgot my password, how can I reset it?	If you receive the error message upon trying to log in, "We don't recognize this user ID or password", simply select "Forgot your password?" and follow the steps to reset your password. We don't recognize this user ID or password Please try again. Forgot your password?
I lost the URL for the questionnaire website, where can I find it?	The link to the questionnaire is: https://atsi.worldbenchmarkingalliance.org This link can also be found on the webpage of the methodology for the Access to Seeds Index: https://www.accesstoseeds.org/methodology/
I would like a colleague to support me in filling out the questionnaire, how can I add a colleague as a "user"?	The action of adding new users is only possible as a 'Submitter'. Please see the section of the manual labeled "Adding a new user" for more detailed instructions.
What is the difference between a "user" and a "submitter"?	A submitter has the ability to add, remove, and edit other users. Submitters are also able to submit and the questionnaire to the Access to Seeds Index when the data entry is complete. Users may enter data into the questionnaire but do not have the ability to submit the questionnaire on behalf of the company.
Can anyone else access my account?	The Access to Seeds Index analysts have access to each company's questionnaire but will not access these except when assistance has been specifically requested by a company's users.

The Questionnaire	
I just logged in for the first time and information has already been filled in, who did this?	The questionnaire has been prepopulated: relevant data from the company's website, annual and company reports, and in some cases 2016 Index data, have been uploaded where relevant. These data entries in many cases are limited, only referring to part(s) of a question. Companies are encouraged to check, modify and expand on these prepopulated questions to ensure that they are accurate and complete.
Can I fill in the questionnaire in offline?	No, internet access is required to fill-in the questionnaire- and to ensure all your work is saved.
Will the questionnaire auto-save my answers?	No, data entered in to the questionnaire is only saved by (1) pressing "Save" (2) pressing "Save and go to next/previous page" or (3) selecting another page from the drop-down menu at the top of the questionnaire. As the questionnaire does not auto-save, please make sure to press save before logging out.
Why are some of the pages in the drop-down menu colored red?	As an extra warning, all pages which contain incorrect values or invalid answers are show in red in the drop-down menu.
I have been selected for one index but I have activities in countries for one of the other indexes as well, do I need to include this information? (i.e. a company has only been selected for the Regional Index for South & Southeast Asia but also has activities in countries included in the Regional Index for Eastern & Southern Africa)	If a company has activities in regions other than the region it has been selected for (indicated at the top of page 2 in the questionnaire), the company may include information about other regions – but this information will not be used for scoring the company.
Many of my answers require that I upload the same document, do I have to keep uploading the same document every time?	No. If you will be referencing a document (i.e. Annual Report 2017) in multiple responses, simply upload it once. When the document is needed again, use the text boxes to indicate that the document has already been uploaded and where to find the relevant information. For example:
When I enter a large number (i.e. 150,000) it autocorrects to a smaller number (i.e. 150), how do I prevent this?	Do not separate numbers with commas or periods, only enter the integers. The correct way to enter a number is "150000". All other input is invalid: 150.000 / 150,000 / 150,000.00 / etc. will not be accepted.

The Questionnaire (cont'd)	
Why do the "Local Crops" I added on page 4 not appear in the "Crops and number of varieties" table on page 6?	At this point in time, the Access to Seeds Index is interested in knowing which local crops companies are working with but any more specific information is outside the crop scope (see methodology), therefore we will not ask companies to provide any more detailed information about these.
What will happen with all the information I submit?	An analyst from Access to Seeds will review your answers and score the company based on our scoring guidelines. The ranking for the 2019 Access to Seeds Index will be developed based on these scores.
Can I change my answers after submitting?	No, once a questionnaire has been submitted, answers cannot be changed.
What Happens Next?	
What happens with the questions I submitted under non-disclosure?	These answers will be used by the Access to Seeds analysts to score the company for the 2019 Access to Seeds Index but the information will remain secure and confidential and will never be made publicly available.
What happens after the data collection period is over?	The Access to Seeds analysts will review each company's answers, and if any clarification is needed the analysts will get in touch with the first contact(s) of the company.