Supplier FAQs

1. <u>What is RISQS?</u>
    RISQS is the entry point for suppliers to the rail industry. Buyers of products and services throughout the GB rail industry use RSSB RISQS as its supplier qualification service. In short, we help suppliers sell in to the GB rail industry by providing an open, fair and transparent way for them to be formally recognised as capable providers of products and services.
    This means we support Network Rail, Transport for London, passenger and freight operating companies, rolling stock organisations, main infrastructure contractors and many other buying organisations in the management of supply chain risk.
    The scheme embraces rail's qualification arrangements. RISQS is industry-owned, sponsored by a committee of representatives from across the rail industry. This reports into the RSSB Committee, and RSSB provides a range of services to support operational delivery of the scheme.

2. <u>How much does membership cost?</u>
    Membership fees are based on the number of RICCL codes selected by organisation.

Number of RICCL Codes	Membership Fee
1	£365 +VAT
2-24	£565 +VAT
25-199	£895 +VAT
200+	£1,285 +VAT
Supplier Patron Level	£600 +VAT

    Membership runs for a calendar year from the date your organisation joins.

3. <u>Why is my initial password no longer working?</u>
    When you first logged into the portal you were required to change your password, after this the initial password sent to you by the portal will no longer work.
    Passwords must have a minimum of 8 letters and contain at least one upper case letter, one number.

4. <u>What kind of information does my organisation need to provide?</u>
    Your organisation will need to provide a range of information about your company, things like, your management, insurances, your management systems arrangements, competence management and financial information. Most importantly the products and services you wish to provide to buyers in the industry.

5. **What are RICCL codes and how does my organisation choose which ones to select?**
RICCL stands for Railway Industry Commodity Classification List, it is a flexible list that contains all the commodities that are purchased for the Railway. In the Your Services section of the portal you can search for the RICCL codes relevant to the products and services you wish to supply. Enhanced RISQS uses RICCL codes instead of the previous RISQS coding system as this is based on an ISO that details how a rail system should be broken down into its constituent parts.

6. **How long does it take to answer the questions and provide all the information for my organisations requirements?**
The number of requirements you will need to meet, will depend on how many RICCL codes are applicable to your organisation. Most organisation fill in their information over a few days but it can be done in a few hours, and you can also assign specific requirements to different members of staff.

7. **How long does it take for my information to be assessed?**
Once you submit your completed requirements for assessment, they will be verified and published within 3 working days. If you need to provide more information you will be notified by email.

8. **Will my organisation need an audit?**
That depends on the products codes you select, higher risk codes require audit and you can check on the RICCL whether the codes you wish to supply attract an audit. You may alsorequire an audit due to the location you work. Organisations that work in specific areas of the railway infrastructure must be assessed to ensure that they meet the rules. If you require an audit the system will add it to the audit scheduling system and you will be contacted by the audit provider to arrange a date for your audit. The system will also generate an audit invoice.

9. **What happens if my organisation fails an audit?**
For all rules and guidance on audits please see the RISQS Audit Rules and Guidance document.

10. **How many users can I have for the RISQS portal?**
You can have as many users on the portal as you like. However, your organisation will have one administrator user who can add and delete users for your organisation.