

Supplier Checklist and FAQs

Naturally you may have questions regarding Constructionline and how it works, so we've put together an extensive list of answers, based on the queries our suppliers tend to ask.





Supplier Checklist Silver (Level 2)

Silver (Level 2) Membership

The following four sections and a minimum of **One Work Category** with **Two references** and accreditations (if applicable) must be submitted and Verified by Constructionline to achieve Silver (Level 2) Membership.

When you first join Constructionline you must **complete all** the following sections before you will be allowed to submit them for Verification.

Please have the following information to hand to help with completing these sections

<p>PAS C1 Company Details</p>	<ul style="list-style-type: none"> ▪ Head Office/Registered Office Address ▪ Details of Primary Contact ▪ VAT Number/Set-up date/Companies House Number ▪ Branch Office and Contact Details (if applicable) ▪ Details of Directors/Partners - All currently appointed director/partner/secretary details are required that are named on the latest accounts. All directors will be checked on Companies House and as a company, will be required to complete a Business & Professional Standing Questionnaire. ▪ Areas of Operation – This enables our Buyer to view, where you will operate and your Minimum contract value amount for each area. ▪ Licences & Accreditations - We require all essential Licenses & Accreditations and Trade Federation & Professional Body Certificates. Some may be relevant to Categories you may want to select and gives your buyer a better idea of what your business capabilities are. ▪ Number of Staff - A clear breakdown of all directly employed, permanent staff is required. The staffing selections need to correspond to the categories you select.
<p>PAS C2 Financial & Insurance information</p>	<ul style="list-style-type: none"> ▪ Latest Accounts or Financial Information (start-up business) - Latest Full Accounts. We cannot accept Draft or Abbreviated. (See guidance notes for new firms trading less than 2 years) ▪ Insurance details and policy documents (in PDF to Upload) - A copy of your current Insurance schedule e.g. Employers Liability, Public Liability, must be in the correct company name. Professional Indemnity is required for Consultants and all Design & Construct categories.
<p>PAS C3 Business & Professional Standing</p>	<ul style="list-style-type: none"> ▪ Information relating to any criminal or civil court actions or convictions (including: bankruptcy, or insolvency, conspiracy, corruption, or bribery, fraud, money laundering) ▪ Details of unresolved Environmental Enforcement/Remedial orders ▪ Your data protection policy (for GDPR compliance)
<p>PAS C4 Health & Safety</p>	<ul style="list-style-type: none"> ▪ Third-party Health & Safety Certificates (SSIP, ISO 18001) if available ▪ completion of our Health & Safety Questionnaire or SSIP Acclaim accreditation.
<p>Work Categories</p>	<ul style="list-style-type: none"> ▪ Select Work Categories to inform Buyers about the services your business delivers (a minimum of 1 work categories are required, with 2 references required per category) ▪ Download the reference template and forward to your clients for completion – Remember it may take time for references to be returned. ▪ Provide copies of any mandatory licences or accreditations for the Work Categories selected (as applicable) e.g. Gas Safe Certificates



Information required for SSIP (Acclaim)

Please note - *If you are already registered with any SSIP accredited scheme this part is not required. Please supply your SSIP accreditation scheme registration number*

Here is a quick summary of what is required for contractors:

Q1 – Suppliers must upload a signed and dated HS Policy. There is a link to the HSE template in the larger guidance on page 6 if they do not have one.

Q2 – If no documented arrangements/procedures, then they must explain how they manage each of the topics

Q3 – We need to know where they get HS advice from, details of person/organisation plus any evidence of communications with them. (Note the HSE website cannot be used to answer this question)

Q4 – We need training records to show ALL the training they have done and must include dates. A simple table with name/training topics/dates is all that is required.

Q5 – Upload certificates and competency cards. If they do not have cards, they must explain what other HS training they have done instead.

Q6 – Either upload evidence of an audit/inspection or explain how they monitor/review their activities or documents in regards to H&S.

Q7 – If one man band they can click no and insert comment saying 'N/A sole trader no staff'. If they have staff then they need to show how they communicate with them in regards to H&S i.e. Toolbox talks, meetings etc

Q8 – Need accident figures, what their procedure is for reporting and investigating accidents plus a statement about whether they have had any HSE notices or not

Q9 – Upload document or explain how they check their subcontractors competence along with evidence of checks or a statement saying 'we do not use subcontractors'.

Q10 – Upload document or explain how they undertake risk assessments and method statements plus upload two copies of each from within the last 12 months

Q11 – Evidence of communicating with others in their projects (normally emails or meeting minutes)

Q12 - Upload document or explain how they ensure that adequate welfare facilities are in place whilst at work.



FAQs

1. Data Protection Checks

When contacting Constructionline for support, please ensure you are listed on the Suppliers Membership account within the **Contact** section. If you are not listed, we will be unable to discuss any of the Membership Profile with you.

2. Keeping your Membership Profile Up to Date

It's important to keep your membership profile up to date to ensure you make the most out of it and appear in Buyer searches for future potential projects. It's also important to ensure you receive communications from us – invoices, monthly statement, updates required to be made to your PAS91 question responses etc. Email communications are sent to the email listed as **Primary Contact** within your Membership profile. Please ensure this email goes to the correct person who can action communication emails from Constructionline. You don't want to miss key actions required by you to ensure your profile is up to date.

3. Understanding the Statuses in your Membership Profile

It's important to know what your membership profile statuses means so you can action any outstanding requirements. The key statuses are: **'Verified'** – The information provided has been checked and passed by Constructionline. **'Updates Required'** – there are actions against you to complete within your Profile. It's important you check your Profile Builder to see what sections are up to date or have actions against them with yourself. A full list of status meanings is listed on the Constructionline website: [Supplier Help Resources](#)

4. Paying your Membership Invoice:

Paying your invoice online via your membership portal allows your payment to be applied to your membership profile and show as cleared instantly. You can also pay via the telephone payment service on **01252 383928**, this takes up to two working days to show as cleared on your membership profile. By selecting 'Pay offline', these payment methods can take up to 10 working days to show on your membership profile which will cause delays in the Verification process. If you have any payment queries, please contact finance.constructionline@capita.co.uk.



5. Upgrading your paid Membership Levels:

If you are looking to upgrade your membership from Silver (Level 2) to Gold (Level 3), please ensure your payment for Silver has been made in full and allocated to your membership profile before you select the upgrade button. Depending on how many full months you have left until the renewal is due on your current level, you may be entitled to a pro rata credit applied to your upgrade invoice. The system will automatically calculate the pro rata credit that will be applied. This also applies for upgrading to Platinum (Level 4) from Gold (Level 3).

6. Password Reset Requests:

We are no longer able to reset your password for you. Please go to the portal Login screen and select 'Forgotten your Password'. **Please note**, the reset email will be sent to the email address that is registered against the Admin user only. If your Admin user has changed and you are unable to login as you no longer have access to Admin user email account, we require written notification from you stating that the Admin user has changed and the email needs updating, we can then amend this and send you a Password Reset to the new email address. We are unable to action this over the phone. The person requesting this change must be listed as a **Contact** within the **Manage Users** area under Admin (left hand side main options within the Membership Profile). Please email: Constructionline@capita.co.uk and title the email: **Password Reset**.

7. Delays with Submit Button within Profile Builder

There are, at times, a slight delay with the **Submit Sections** option within the Profile Builder. Please be patient whilst the system catches up with you, this can take up to 15 secs.