



Supplier Chasing Service

Do you want to improve your response rate when requesting information from your suppliers without putting too much burden on buyers?

Are you having trouble finding the right person to respond to the CDP request?

Do you need support chasing suppliers based in different regions due to language barriers?

In 2015, CDP's Supply Chain program had a 50% response rate. For many suppliers, this is a consequence of the request not getting to the right contact. With this Supplier Chasing service, we work closely with our Sustainability Outsourcing Partner, ADEC Innovations (ADEC), to provide you a trained engagement team that emails and calls your suppliers, asking them to disclose information via the CDP request. ADEC will talk to your suppliers to find the 'right' person to get information and explain the benefits of disclosing. **Finding the right contact is just half the work.** ADEC aims to ensure the request went to the right contact, determine whether they will disclose to CDP and, if not, find out why.

How does it work?

Selection: Why have some of your suppliers never responded to the CDP request?

You select which suppliers you'd like to engage in the process. Your CDP Account Manager will provide a list of historical non-responders and discuss priorities with you.

Messaging: Are there specific questions and KPIs you'd like to highlight?

You approve scripted communication guidelines drafted by your CDP Account Manager, featuring key messages you want passed on to the suppliers.

Engagement: How often do you want to follow up?

Your ADEC engagement team calls and emails your suppliers for you, ensuring the correct contact, explaining CDP's request, gauging commitment to disclose and explaining timelines.

Tracking: Do you want to push back on declined participation?

Your Account Manager records their progress and sends you weekly updates on progress, declined participation and updated contact information.

Results

- **Reduced chasing resource burden** on your buyers, especially when there are language barriers
- **Increased response rate**
- **More valuable information** from your supplier base

Packages

CDP and ADEC offer three packages, which can be customized for your needs to include additional languages, supplier coaching and/or support on collecting data across your operations:

	Bronze	Silver	Gold
# of Suppliers	25	50	100
Languages	English, Mandarin	English, Mandarin	English, Mandarin
Cost	\$300/supplier	\$225/supplier	\$175/supplier

If you need a customized package, just contact us for more information.

Contact us today to discuss a customized solution for chasing your suppliers

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