



ecovadis

Preparing Your Scorecard Inquiry

Choosing the Right Support

OPTION 1 – Scorecard Inquiry

Free service, request [here](#).

I have questions about specific rejected questions and documents.

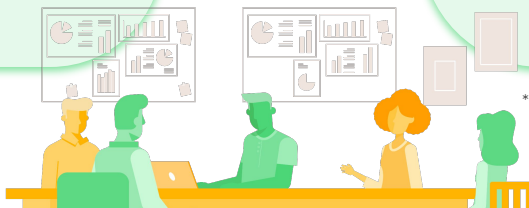
- Use this service if you're already familiar with the methodology, but need clarity on a specific document/question.
- You can submit up to 15 questions in total, and receive a comprehensive written response.
- We generally recommended starting with a written response **before** scheduling a session with an analyst.

OPTION 2 – Session with an analyst

Fee-based service, request [here](#).

I want to understand which areas I should focus on to improve my performance.

- Go with this option if you'd like to better understand our methodology guidelines and scoring principles.
- This session guides on what impacts your score the most and how to provide the right supporting evidence.
- Questions such as “What does EcoVadis expect for a policy score of 75?” can be addressed.
- Recording and AI-generated notes* will be provided afterward.



*Gemini notes are only available for meetings via Google Meet

We are happy to assist you in understanding your EcoVadis scorecard results better!

Document Outline



Slide 4

Review your scorecard

Slide 5

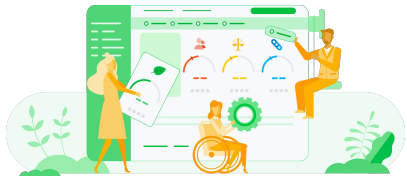
'Analysis of your answers'

Slide 6

Important reminders

Slide 7

Examples of questions



STEP 1 – Before submitting an inquiry, review your scorecard in detail

How to read my EcoVadis scorecard? To understand your company's score, explore the different themes and management indicators. You'll see your strengths, areas for improvement, scoring guidelines, and analysis of your questionnaire. This will clarify your company's score and provide guidance on how to improve it in future assessments. Detailed guidance is available [here](#).

EcoVadis Medal & Badge Program 🏆 In case you missed it, check out this article "[Understanding EcoVadis Medals and Badges](#)" which outlines our medal and badge criteria.

- ★ Download your questionnaire to review the help content of questionnaire options – it can help understand why some information were not considered. **Find guidance** [here](#).
- ★ Rejected options may not necessarily have a negative impact on your score. **Find guidance** [here](#).
- ★ A company with only strengths may not necessarily achieve a score of 100, as strengths can be further worked on (a standard policy can become exceptional). **Refer to our** [Scoring Principles](#).

Scoring Scale



Strengths & Improvement Areas





STEP 2 – Check the ‘Analysis of your answers’ section

To ensure your information is reviewed, link each document to the specific answer(s) it supports.

You can check these connections in the **“Analysis of your answers”** section of your scorecard.



Our analysts can only credit information that you've selected as an answer in the questionnaire and linked to the appropriate evidence.



Information not properly associated with a document (i.e., not matching the content of the attached document) is not credited.

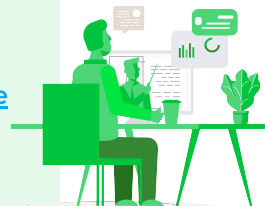


A single document may be used for multiple questions, provided it contains relevant evidence for each.



Documents that have not been attached to any answers are not analyzed.

Please consult our [Document Guide](#) for more information.



Analysis of your answers ^

Find out which of your answers were accepted and which were not.

Environment

Labor & Human Rights

Ethics

Sustainable Procurement

Policies

100/100 ^

^ Environment Policy ENV100

Does your company have sites/operations located in or near to biodiversity-sensitive areas where your activities negatively affect those areas?

Your answers

Answer status ⓘ

Waste management and recycling

Accepted

[Details](#)

Energy consumption and Green house gases

Rejected

[Details](#)

Promotion of Sustainable Consumption

Not applicable

[Details](#)

^ Environment Policy ENV100

Endorsements

0/100 v

Mesures

75/100 v

Certifications

75/100 v

Coverage

100/100 v

Reporting

25/100 v



IMPORTANT REMINDERS



While reviewing your “Analysis of your answers”, please keep in mind:

- ★ To understand an option rejection reason, compare the submitted document with the question's description and help content. [Download your questionnaire](#) to review the help content of questionnaire options, and review this release: [29.3 Update to Answer Rejection Reasons Wording | Methodology Updates Q2 2025](#).
- ★ A rejected questionnaire option does not mean the document itself was rejected. Please review the [Document Library](#) on your platform to review each document's status.
- ★ Information rejected in one document might be approved elsewhere, so the rejection won't negatively impact your score.

Option rejection reason

The details provided in the evidence were insufficient, or they did not provide enough assurance that the actions were implemented.

This report included metrics for your parent company but did not break it down for its subsidiaries or for your assessment scope. Because we couldn't identify which metrics are relevant to your assessment scope, we awarded a partial score based on your parent company's data.

The document lacked sufficient evidence to support the answer. It may have had one of the following issues:

- It did not contain any reporting on metrics.
- The information provided was solely based on invoices, receipts, or bills, without active management from your company.
- It did not provide enough assurance that the reporting practices were conducted. Refer to the Improvement Areas section for further details.

The document lacked sufficient evidence to support the answer. It did not satisfy our criteria for this specific question, or it contained redundant information

Reasons why option may be rejected

For our team to credit an action in place, a certain level of detail must be shared. E.g., EcoVadis requires actual training material, instead of a mention that “employees are trained on ...”.

A sustainability report from the holding company was provided, but it aggregates data for all sites, including sister companies. As stated in our Document Guide, reporting must show metrics specific to the assessed entity. Therefore, the information was only partially credited.

For example, for Discrimination & Harassment Reporting, the indicator “% of workforce trained on anti-discrimination topics” requires reporting evidence (quantitative data with a defined reporting period). Evidence like training attendance sheets or general statements such as “all employees must be trained” will be rejected, since they don't provide actual reporting data—even if they could count as evidence for the Measure “Training of employees on discrimination and harassment”.

“Other” options may be rejected if no page number is provided or the description is unclear. When using “Other,” clearly specify the submitted information in the questionnaire's **Comment** section.

STEP 3 – Elaborate on your questions



EXAMPLES OF QUESTIONS

- ★ Why did we receive the improvement area “*Declares a specific process in place to assess and document environmental risks, but no supporting documentation available*” when our ISO 14001 certificate has been provided?
- ★ Why was the *Emergency Preparedness and Response Procedure* not accepted as valid evidence for ENV100 – “*Does your company have a formalized environmental policy? Air Pollution*”, even though evidence is on page 56?

To ensure we can effectively address your questions about your scorecard results, please:

1. **Review resources:** Before submitting your questions, consult the article [How can I get help with understanding my scorecard results?](#)
2. **Be specific:** Include details like question codes, document names, and page numbers to support your questions.
3. **Reference relevant documents:** Provide names and page numbers of relevant documents so analysts can give a more accurate and thorough response.



Questions answered in help documents: [EcoVadis Platform > Useful Resources > EcoVadis Assessment](#)

- What is my Labor & Human Rights Reporting missing to achieve a score of 100/100? (Refer to the [Scoring Principles](#))
- Why is some information that is compiled by our parent company not credited or not fully credited? (Refer to the [Document Guide](#))
- Why is this document considered obsolete (Refer to the [Document Guide](#) for all questions related to document formats, expiry dates and formal validity)
- Why did my score increase/decrease? (Refer to the [Score Details](#) and the [Scoring Principles](#) to identify specific area(s) to review [e.g., Environmental Policies])
- Why don't the positive 360 news impact my score? (Refer to the [360 Watch Guide](#))



ecovadis

We look forward to
answering your
questions!

Contact us through our [Help Center](#) for platform-related or technical questions and concerns.