

## Pre-Reading Information

How to Prepare for your dedicated session with an EcoVadis Analyst

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# What is a dedicated session with an analyst?



**We are thrilled to meet with you to discuss your EcoVadis Sustainability Scorecard questions!** This 1-hour-long discussion with an analyst aims to provide you with an opportunity to ask a sustainability analyst questions about your assessment and the EcoVadis methodology. The format is a conversation, so please come prepared with questions!

## AGENDA

- Live review of the scorecard and the useful resources together, including a brief explanation of the assessment and scoring methodology
- Review of sustainability theme's areas of strength and opportunity – focusing on management indicators / sustainability themes identified by the analyst as high importance
- **Specific questions about your assessment** (examples on [this slide](#))

**!** We will not pre-check documents for coming assessments or provide consultative advice (e.g., *should we obtain “X” certification or endorse “Y” initiative?*).

**!** Our upcoming discussion is scheduled for one hour. We'll be taking advantage of your scorecard, Score Details, and sharing helpful resources.

**!** Depending on your subscription, **all follow-up questions should be submitted to your Account Manager or to our Customer Care team via our [Help Center](#)**. Please review this before submitting your questions: [How can I get help with understanding my scorecard results?](#)

# How can I prepare for a dedicated session with an analyst?



- **Review your full scorecard and the Score Details section**, including evaluation indicators' scores, strengths, improvement areas, 360 news, and [Industry Risk Profile](#).
- **Please confirm your qualification information**, refer to slide 8 of this deck.
- **Submit your specific questions to the analyst at least 7 business days** before the meeting.
- **Provide the analyst with a participant list** (incl. name, title, email address, and time zone) for the session.
- **All participants should familiarize themselves with the methodology concepts in this deck** for a productive discussion focused on your company's scorecard results, objectives, and questions.
  - **Note:** we can review concepts of our methodology, especially if you want more information about (for example) a specific management indicator (slides 9-10) or activated criterion (slide 11). If so, kindly inform us in advance of the areas you'd like to delve into.
- **Review** the [Scoring Principles](#) and [Document Guide](#) documents.

# Examples of Questions



**Typically, within one hour, we can efficiently cover specific topics.** For instance, a company may choose to focus on areas like Coverage and Reporting across the four themes or delve into indicators scored “low” for two or more themes (based on the company's maturity). Alternatively, the discussion may center around the seven evaluation indicators for high-impact themes, such as Labor & Human Rights.

**⚠** As most of the information is provided in the Score Details, please review this section in-depth to decide which topics to prioritize.

Please review this article before submitting your questions:

[How can I get help with understanding my scorecard results?](#)

**✗ Questions are not just a list or screenshot of your improvement areas.** Please include specific questions about documents or reference clear evidence (i.e., document name **and** page number) to support your questions.

- *Why did I receive the improvement area “Declares a specific process in place to assess and document environmental risks, but no supporting documentation available” if I have provided our ISO 14001 certificate?*
- *What is my Labor & Human Rights policy missing to achieve a score of 100/100?*
- *Why was document Emergency preparedness and Response Procedure not accepted as valid evidence for the questionnaire option ENV100–“Does your company have a formalized environmental policy?” Evidence has been provided on page 56.*
- *Why is some information that is compiled by our parent company not credited or not fully credited?*
- *What is the best approach to provide evidence of coverage for a large number of locations and/or employees?*

# Reviewing Rejected Options

Please note that we won't be able to review and explain all rejected options. There are some important reminders when reviewing rejected options:

- ★ A rejected option does not mean the document itself was rejected. Please review the [Documents tab](#) on your platform to review each Document's status. For rejected documents, please check your Document Library on the platform.
- ★ An option rejected in one document might be approved in another. This means the information has been credited elsewhere, and the rejection of an option from a particular piece of evidence does not negatively impact your overall score.
- ★ As you review rejection reasons, please review the document submitted as evidence for the rejected option.



## Rejection reason

## Reasons why option may be rejected

<p>We couldn't find enough evidence in the provided document to support your answer to this question. Please provide additional documentation.</p>	<p><b>Insufficient detail found in supporting documentation.</b> 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 ...".</p>
	<p><b>A component of the procedure or measure was not found in supporting documentation, e.g.,</b></p> <ul style="list-style-type: none"> <li>- Whistleblower procedures and grievance mechanisms require three components: communication channel/accessibility, confidentiality, non-retaliation</li> <li>- Risk assessments require at least 2 of 3: periodic review of risks, description of risk prevention description and/or corrective action plans</li> </ul>
	<p>An option was rejected because there was a more accurate/specific option already approved from the supporting documentation</p>
	<p><b>The supporting documentation does not match the option selected.</b> Valid evidence could have been provided, however it was attached to the incorrect option. For example, for Diversity, Equity &amp; Inclusion Reporting "% of workforce trained on anti-discrimination topics" the document must contain reporting evidence (i.e., quantitative data and specified reporting time period). Evidence such as training attendance sheets, clauses saying "all employees must be trained," or similar without specific quantitative data will be rejected because there is no reporting evidence present, even if the evidence could be considered evidence for the <i>Measure</i> "Awareness training regarding diversity, discrimination, and/or harassment."</p>
	<p>Other options can be rejected when</p> <ul style="list-style-type: none"> <li>- The page number is not specified, and the description is not sufficient for our analysts to find the answer within the document</li> </ul>

# Assessment Methodology customized based on Size, Country, and Industry



We customize our assessments based on a company's industry, size, and countries of operation and reflect the sustainability risks relevant to these factors.

**N.B.** We do not differentiate between ownership structure (private vs. public) as the best practices in sustainability can be implemented by all companies.

-  **EXTRA SMALL companies:** 1 to 25 employees
-  **SMALL companies:** 26 to 99 employees
-  **MEDIUM companies:** 100 to 999 employees
-  **LARGE companies:** 1000+ employees

# Please confirm your Qualification Information!



If you notice anything wrong with your industry, location or size, please let us know right away as this will directly impact your assessment and needs to be dealt with first.

Directions:

1. Go to My Performance
2. Under your company name, click the “[Show company details](#)” button
3. Confirm your [Legal Entity Name](#), [HQ location](#), [industry classification](#) and [size](#).

This information is also presented to you upon entering the questionnaire through the “**Assessment Toolkit**”.

Help Article: [How is my company's industry \(ISIC\) defined and what do I do if I want to change it?](#)

Reference Document: [The International Standard Industrial Classification of All Economic Activities \(ISIC\)](#)



## 1. Policies

Missions, value statements, engagements, principles, and objectives issued by the company

## 2. Endorsements

Endorsement of external sustainability initiatives and principles (e.g. UNGC, SBTi, etc.)

## 3. Measures

Actions implemented (e.g., procedures, trainings, equipment)

## 4. Certifications

Certificates, labels, and 3rd party audits (e.g. ISO 14001, 45001, etc.)

## 5. Coverage – only applicable to L-sized companies ≥1000 employees

Level of deployment or dissemination of actions and certifications (indicated by proxy)

## 6. Reporting

Monitoring key performance indicators (KPIs)

## 7. 360° News

Positive developments, standpoints of stakeholders, condemnations, controversies

# 7 Management Indicators & Definitions

## Policies

A policy communicates your company's sustainability objectives, commitments, and goals. To approve a policy declaration, analysts look for a set of principles, engagements, **qualitative objectives** and/or **quantitative targets** that address specific sustainability topics (e.g., waste).

## Endorsements

An endorsement is a public commitment or formal public adherence to, or active participation in, external CSR initiatives, industry codes of conduct, set of principles, or charters (e.g., UN Global Compact, SBTi, CDP Supply Chain Member, RBA Member, etc.).

## Measures

Measures are the actions (e.g., trainings, procedures, and risk assessments) that your company puts in place to address sustainability issues. How is your company trying to achieve its sustainability goals and objectives?

## Certifications

A certification should demonstrate adherence to a standard, e.g., ISO 45001, and be produced by a credible third-party accreditation organization, e.g., Bureau Veritas. Apart from certificates, we also consider management system labels, and eco-labels on products or services.

## Coverage\*\*

Coverage refers to the implementation level of actions/certifications throughout the rated company's operations. This indicator is material to large companies, i.e., more than 1,000 employees, and is designed to determine if a consistent deployment of sustainability management is in place throughout their operations/task force. In other words, we want to ensure that your actions (i.e., measures and certifications) are deployed across all your employees and sites, not just the HQ or one out of many sites. Information is communicated as a KPI, i.e., quantitative data, showing % employees/sites "covered" by an action (note: evidence is identical to REPORTING).

## Reporting

Reporting is a company's method of communication to stakeholders on the implementation of its sustainability practices and KPI-based performance. An effective KPI report not only needs to be up-to-date (within the last two calendar years), but also needs to consider the reporting quality and transparency. This indicator captures your quantitative data, e.g., energy consumption in mWh in 2023.

## 360

The 360° Watch serves to collect, classify and selectively apply stakeholder inputs into the EcoVadis rating process. This process combines artificial intelligence with human analysis to identify the most relevant stories within the past five years, both positive and negative, collected from over 100,000 public sources.

\*\*only applicable to companies with  $\geq 1000$  employees

# 21 Sustainability Criteria

[How can I see which criteria are taken into account in the evaluation of my company?](#) EcoVadis has defined 21 sustainability criteria based on international sustainability standards. EcoVadis selects the criteria that are relevant for your company based on your company's business activity's sustainability risks and geographical location.

ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
Policies—Actions—Results			
<ul style="list-style-type: none"> <li>• Energy Consumption &amp; GHGs</li> <li>• Water</li> <li>• Biodiversity</li> <li>• Air Pollution</li> <li>• Materials, Chemicals, &amp; Waste</li> <li>• Product Use</li> <li>• Product End-of-Life</li> <li>• Customer Health &amp; Safety</li> <li>• Environmental Services &amp; Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>• Employee Health &amp; Safety</li> <li>• Working Conditions</li> <li>• Social Dialogue</li> <li>• Career Management &amp; Training</li> <li>• Child Labor, Forced Labor &amp; Human Trafficking</li> <li>• Diversity, Equity &amp; Inclusion</li> <li>• External Stakeholder Human Rights</li> </ul>	<ul style="list-style-type: none"> <li>• Corruption</li> <li>• Anticompetitive Practices</li> <li>• Responsible Information Management</li> </ul>	<ul style="list-style-type: none"> <li>• Supplier Environmental Practices</li> <li>• Supplier Social Practices</li> </ul>



To see which criteria are activated for your evaluation, review the [Industry Risk Profile](#) on your Platform.



# Linking Documents to Questionnaire Options

Please review page 11 of our [Document Guide](#)

Make sure to link the supporting documents to the relevant questionnaire answer options.

Review your declarations by downloading a copy of your questionnaire.

 **If an answer option is not selected, our analysts will not credit information not declared.**

 **If an option is not associated properly to a document (i.e., not matching the content of the document attached), our analysts will not credit the information.**

 **Companies can use the same document (e.g., Sustainability Report, Employee Handbook, Code of Ethics) for multiple questions – if there is evidence for many options in it.**

**Documents that have not been attached to any answers will not be analyzed.**

You can use your Document Library to check which answer(s) each document is linked to, as shown in the screenshot on the right.

**These documents will not be considered for this assessment:**

There are **104** documents in your library which have not been attached to any answers. If you want them to be considered during this assessment, please attach them to the relevant answers before submitting your questionnaire.

Document name	Upload date ^	Uploaded by	Document type	
testing	9 Aug 2023	User name	Certificate	 
2	28 Jun 2023		Certificate	 
1	23 Jun 2023		Other	 
CSr success	15 Jun 2023		Other	 
T&C 2021	13 Jun 2023		Supplier code of conduct	 
Medals policy	13 Jun 2023		Policy/Code of conduct	 
EV Methodo	13 Jun 2023		Supplier code of conduct	 

\* Screenshot is a sample

# EcoVadis Assessment and Legal Requirements

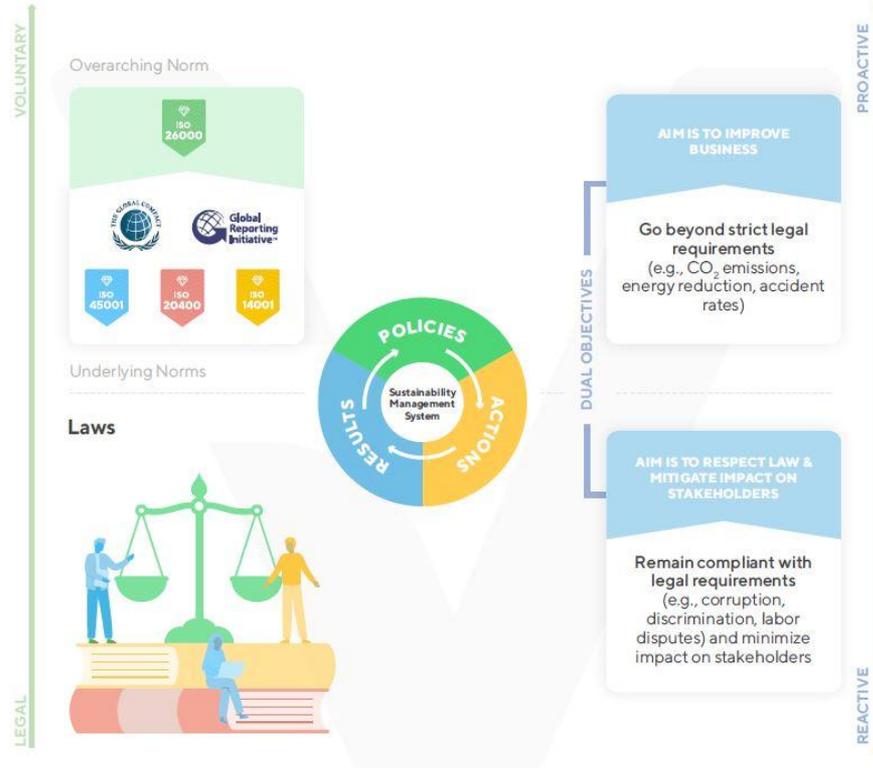
The objective of the EcoVadis assessment is to **measure the quality of the sustainability management system** through its **policies, actions and results** (slides 9-10).

Analysts do not verify your company's legal compliance because compliance is considered an expectation of a management system. *The EcoVadis assessment is interested in the voluntary actions a company takes to further its sustainability performance.*

Of course, there will be overlap between legal requirements and our assessment (e.g., discrimination and child labor). In these cases, we are interested in a company's proactive responses to these issues.

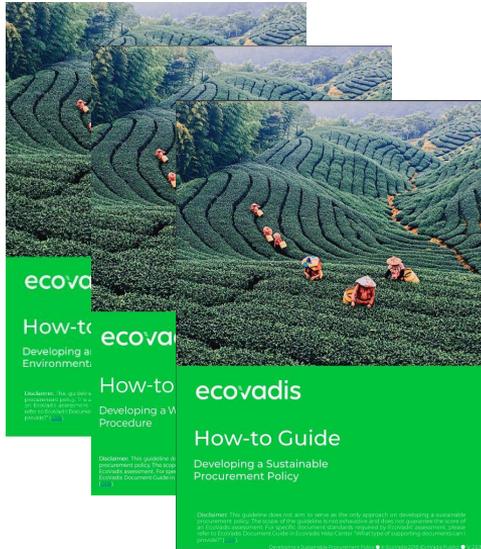
We review legal compliance through the 360 Watch. This tool captures any negative or positive news about your company. Sources include regulatory databases.

For more information about the assessment, please refer to [EcoVadis Ratings Methodology Overview and Principles](#).



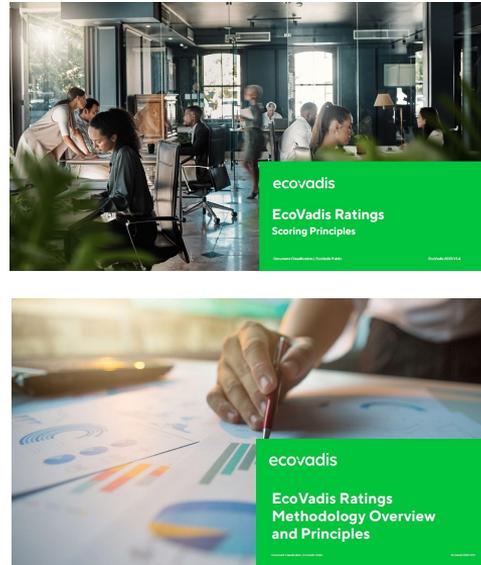
# Documents available on your platform > *Useful Resources* section

## Sustainability How-To Guides



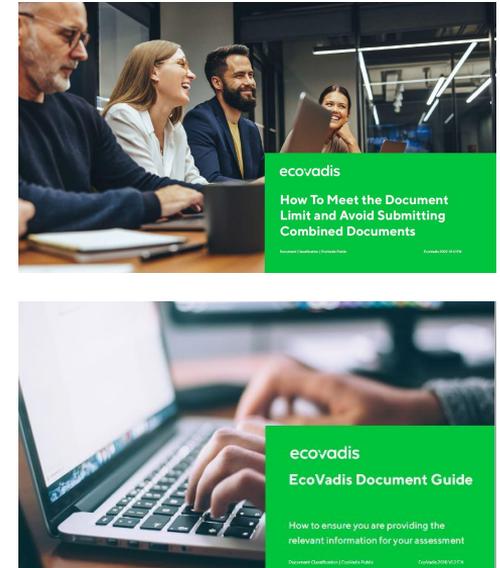
How-to Guides on Policy and Reporting on all 4 themes and Actions on selected criteria

## EcoVadis Assessment Explanation



Documents explaining our methodology, scoring, management indicators, etc.

## Documents



Document eligibility guidelines, practical advice on 55-document limit, etc.

# THANK YOU!

We look forward to meeting you soon.

Platform-related or technical questions &  
Company specific questions or concerns:  
Contact us through our [Help Center](#)

