

# Preparing your Inquiry

## Content Summary

- Understanding how to read your scorecard before submitting an inquiry
- Tips for reviewing rejected options
- Examples of common questions



## Before submitting an inquiry, we recommend you understand how to read your scorecard

Discover a detailed breakdown of your score by diving into themes and management indicators, then scroll down to uncover strengths, areas for improvement, and a section that presents the **analysis of your questionnaire responses**. Explore the **scoring principles** for the selected evaluation indicator. This not only clarifies your company's current score in that specific area but also offers insights on how to elevate your score in future assessments.

Navigate further to find the **table displaying your scores** across various themes and indicators – **detailed guidance is available [here](#)**.

**2024 Medal & Badge Program** 🏆 In case you missed it, check out this article “[Understanding EcoVadis Medals and Badges](#)” that outlines the updated criteria.

### Important Reminders

- The questions you send to the analyst team are not just a list or screenshot of your improvement areas.
- Please include specific questions about documents or reference document name and page number to support your questions.
- Download your questionnaire to review the Help Content of questionnaire options – it can help understand why some information were not considered. **Find more info [here](#)**.
- Options rejected may not necessarily have a negative impact on your score ([next slide](#)).
- 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](#)**.



## Reviewing rejected options – some helpful tips

There are some important reminders when reviewing rejected options. Read through them before preparing your questions.

- A rejected option does not mean the document itself was rejected. Please review the [Document Library](#) on your platform to review each document's status.
- 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 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

The document met our quality standards but lacked sufficient evidence to support the answer.	<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 ...”.
	An option was rejected because <b>there was a more accurate/specific option already approved</b> from the supporting documentation, e.g., “Affinity or other support groups for minorities/vulnerable groups” and “Other actions to promote the inclusion of minority/vulnerable groups in the workplace” selected for a document showing implementation of employee resource groups. The former option is credited as it is more accurate.
	<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 & Inclusion <i>Reporting</i> “% 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.”
	<b>“Other” options can be rejected</b> when the page number is not specified, and the description provided in the questionnaire is not sufficient for our analysts to find the answer within the document. If selecting “Other” options, it is required to specify precisely what information your company is submitting.



## Examples of questions

Please review this article before submitting your questions: [How can I get help with understanding my scorecard results?](#)

When reaching out to our analyst team, here's how you can make your questions more effective:

- 1. Be Specific:** Ask clear and specific questions about your improvement areas. This helps us understand your concerns better.
- 2. Reference Documents:** Mention relevant documents with names and page numbers to support your questions. It adds context for a more accurate response.



The more details you provide, the better we can assist you in understanding your EcoVadis scorecard results!

- *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?*
- *Why was document Emergency preparedness and Response Procedure not accepted as valid evidence for the question ENV100 – “Does your company have a formalized environmental policy? Air Pollution” Evidence has been provided on page 56.*
- *What is the best approach to provide evidence of coverage for a large number of locations and/or employees?*

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

- *What is my Labor & Human Rights policy 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](#))*