CSA Portal Guide

Corporate Sustainability Assessment (CSA)

March 2024

S&P Global

Table of Contents

Introduction

This document provides an overview of the main features of S&P Global's CSA Online Portal. All functionalities can be accessed using the tabs located in the top header on the Portal's landing page.

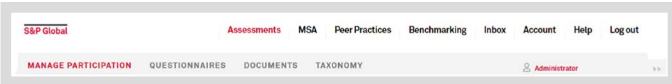


Figure 1: Overview of tabs on the landing page.

The Assessments tab allows you to manage your company's participation, access the CSA questionnaire, upload documents and URLs, and pre-populate the CSA questionnaire with sustainability information using taxonomy architecture (where applicable).

The **Help** tab gives you an overview of the icons and indicators used throughout the platform.

Assessments Tab

Manage Participation

The Manage Participation section allows you to view the available participation windows as well as the resulting impact of choosing a specific window (i.e., anticipated score release date, cut-off dates for index eligibility, and/or cut-off dates for Sustainability Yearbook eligibility). Participation windows are subject to quotas and are available on a first-come, first-served basis.

Select a Participation Window

Your company's participation must be confirmed each year in order to respond to the questionnaire. A company can only participate after selecting an assessment participation window and a datapoint confidentiality designation within the CSA Portal.

Only an administrator user may select or modify the company's participation window, taking into consideration the company's own reporting cycles and other project planning needs.

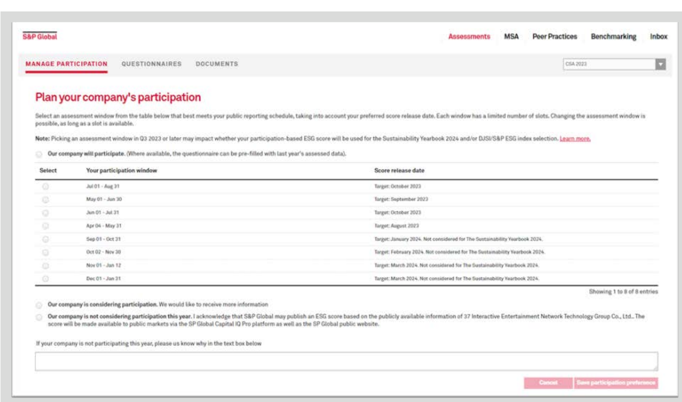


Figure 2: Selecting a participation window.

If a company does not wish to participate at this time, or would like to receive more information, these options are also available in the Manage Participation section.

An interested company may view the questionnaire online or download a PDF version without selecting a participation window.

Confirmation of participation is non-binding, and any information entered in the Portal will not be used unless you submit the questionnaire. Accessing the questionnaire online or downloading a PDF version of the questionnaire does not require confirmation of participation but does require a registered company account for the CSA Portal.

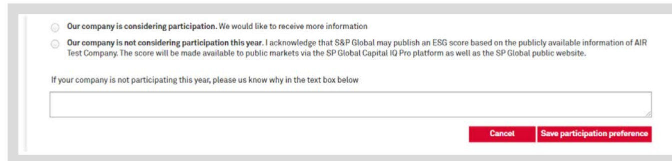


Figure 3: Additional options regarding participation.

Changing Your Assessment Participation Window

A company may change its participation window as long as it has not started the questionnaire (i.e., has not selected the start questionnaire button). Once the questionnaire has been started, a company cannot change its window, however, it can request a deadline extension directly via the Manage Participation section. Deadline extensions are also subject to quotas and are available on a first-come, first-served basis.

Datapoint Confidentiality Designation

As part of confirming your company's participation, an administrator must also select a datapoint confidentiality designation **before you can start working on the questionnaire**. The Portal will not allow you to start editing the questionnaire until you do so. You may change the designation in the Manage Participation section at any point up until submission of the questionnaire. For more information on the datapoint confidentiality options see this FAQ.

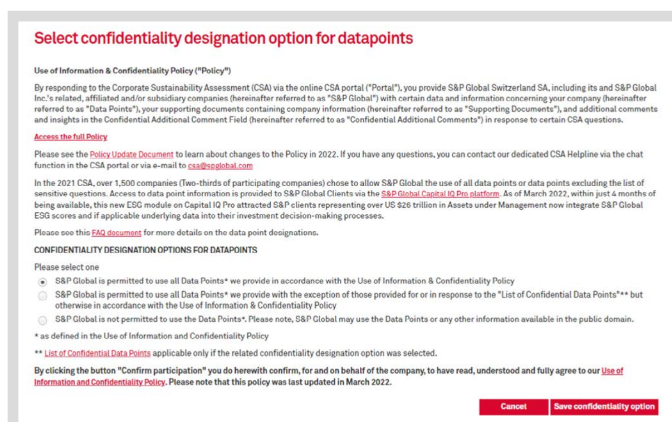


Figure 4: Selecting a datapoint confidentiality designation.

Requesting a Deadline Extension

A company may request a deadline extension only once the selected participation window has opened and the company has started the assessment by clicking the 'Start Questionnaire' button in the 'Questionnaires' section. The deadline extension may be requested directly via the 'Manage Participation' section within the 'Assessments' tab.

Deadline extensions are also subject to availability, and companies should be aware of the resulting impact on score release dates, index eligibility, and/or Sustainability Yearbook eligibility.

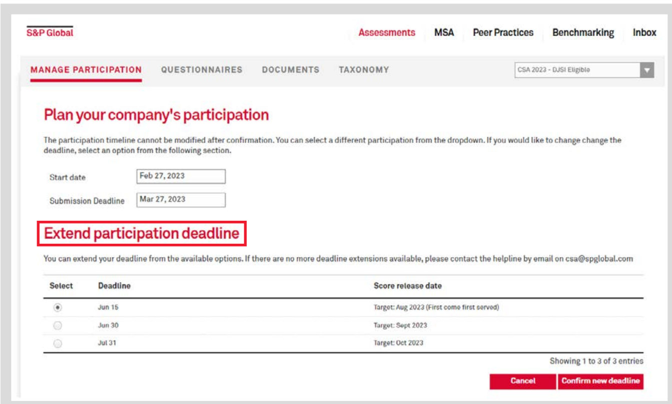


Figure 5: Requesting a deadline extension.

Questionnaires Section

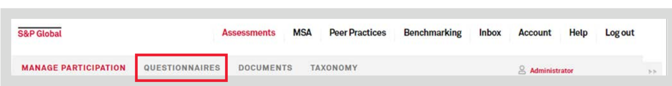


Figure 6: Overview of tabs sections on the landing page

The 'Questionnaires' section is located within the 'Assessments' tab (along with Documents, Manage Participation, and Taxonomy). It contains the current year's questionnaire, as well as access to all past assessments of your company.

To see a prior year's questionnaire, use the dropdown indicated below to select the relevant year.

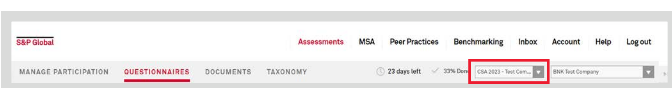


Figure 7: Dropdown to select current assessment year (or earlier assessment year) questionnaire.

For instructions on how to view questionnaires that your company has submitted in previous years (showing analyst changes), see the Appendix.

If your email is linked to more than one company account in the CSA Portal, ensure the correct company is selected in the dropdown indicated below.

Figure 8: Dropdown to select the appropriate company when user has access to more than one company account.

Getting Started

The 'Questionnaires' section provides access to the current year's assessment, and stores all questionnaires pertaining to your company from previous years.

If the date of the participation window your company selected has not yet been reached, you will not be able to work on the questionnaire. A message will be displayed prompting you to wait until the start date of the participation window.

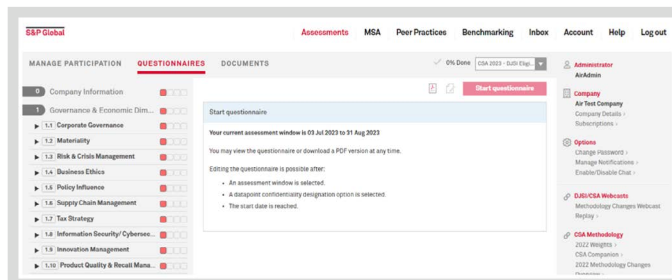


Figure 9: Prompt for company to wait for start date.

Once the start date of the participation window has arrived, and you have selected a datapoint confidentiality designation, the 'Start questionnaire' button will be activated. Once you click on the red button, you may begin editing the questionnaire within the Portal.

You may, however, view the questionnaire and download a copy from the Portal at any time after the start of the 2024 CSA on Wednesday, April 3rd (see Figure 13).

General Navigation

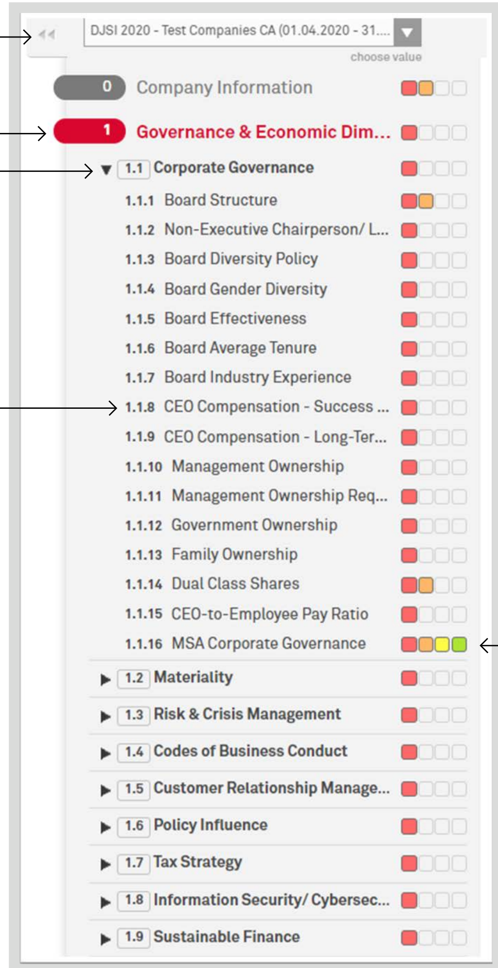
Questionnaire content is displayed in a tree structure consisting of three dimensions: Governance & Economic, Environmental, and Social, and sub-levels called criteria that contain questions belonging to the same topic.

Click the double arrows on the border for smaller screen sizes.

Dimension level

Criteria level

Question level



The colored squares indicate the status of the questions, criteria, and dimensions at any given moment. If a user has marked an answer or filled in data, the question is set to in progress (orange). Both administrators and users can set the status (within each question on the top right), to signal content as complete (yellow). Administrators can additionally prevent unwanted changes by users by marking a question as approved (green).

Figure 10: Questionnaire tree structure.

Changing A Question Status

Administrators are able to utilize both 'question completed' and 'question approved' statuses and can revert an 'approved' status back to 'completed'. Users may revert a question from 'completed' status to 'in progress'. using the series of buttons that appear on the upper right corner of the page. Hovering over each icon will show tooltips explaining their function.

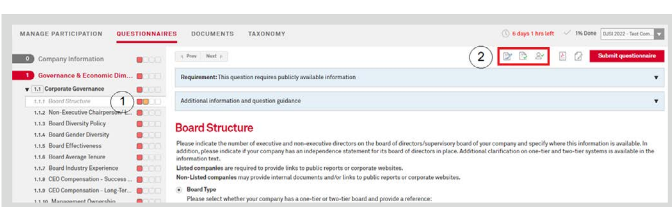
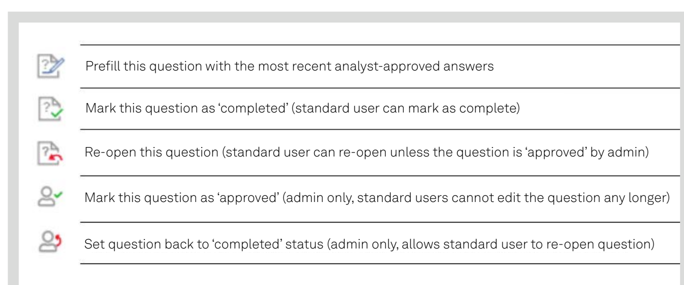


Figure 11: Question at 'in progress' (marked orange) status (1) with the option to mark it as 'completed' and 'approved' (2). See list of icons in the image to the right.



CSA Completion Status

Figure 12 below shows the indicator with time left to complete the questionnaire by the deadline (e.g., 28 days left) and the completion status information in percentage (e.g., ‘‘33% Done‘‘).

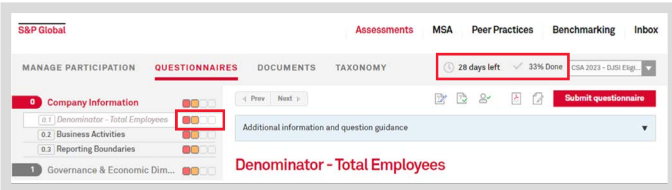


Figure 12: Tracking completion status.

The completion status (% Done) is calculated as a ratio between how many transitions between the different stages have occurred , and how many are needed to have everything ‘Approved’. It is calculated as the average status of the answers, which is between 0 and 3 (referring to these statuses: ‘Not Started’, ‘In Progress’, ‘Completed’, ‘Approved’ that are visualized by the colored boxes).

Example:

A questionnaire of 50 questions needs 150 stage transitions in total (i.e., 50 times three status changes). Having everything ‘Completed’ (all question in icon status yellow) means that 50 questions were moved first to ‘In Progress’ then to ‘Completed’, i.e., 100/150 = 66%.

Generate a PDF of the Questionnaire

It is possible to generate a PDF document of the questionnaire, with the option of including your answers, the question rationale, and definitions. See Figure 13 below. This document may be printed, or a read-only version may be shared with internal stakeholders. Please note that we are not able to offer a Microsoft Word or Excel document of the questionnaire.

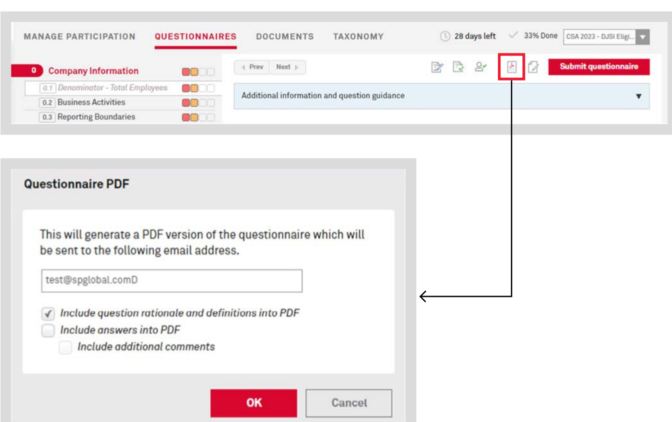


Figure 13: Generating a PDF of the questionnaire.

Prefilling the Questionnaire with Data

If your company submitted an assessment in previous years or was assessed by S&P Global based on publicly available information, you can utilize the prefill icon to automatically import answers into this year’s questionnaire. (see Figure 14). This function is available both for individual questions (1; users and administrators can select this option) as well as for the entire questionnaire (2; only administrators can utilize this functionality). Prefilling can significantly reduce the workload.

There will be a few scenarios where it will not be possible to prefill data. If your company has a CSA score from last year, or you were informed that analysts have assessed your company using publicly available information for the current assessment year, and you are not able to prefill, please contact the Corporate Engagement Team.

When utilizing prefill functionality, related references are made available in the ‘Documents’ section and are also referenced at the bottom of each question.

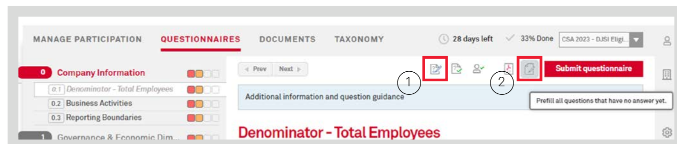


Figure 14: Prefill icons for individual questions (1) as well as for the entire questionnaire (2).

If you have started to answer a question, please note that prefilling the question with the previous year’s answer will overwrite the current answer.

The following pop-up window will provide you with options for the prefill (where available). Options are verified information of your company’s own CSA submission or S&P Global’s assessment of public data on your company.

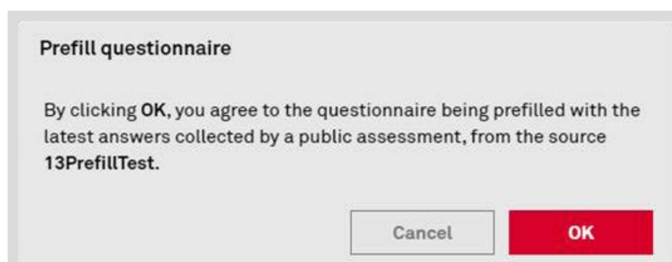


Figure 15: Pop-up window when prefilling questionnaire.

External Data Used

When prefilling, data on your company already gathered by S&P Global may get imported into the questionnaire (e.g., data available in S&P Global Market Intelligence or S&P Global Trucost). Examples of questions where this may be the case are Denominator, and Effective Tax Rate.

If this is the case, a banner will be shown above the question. Expanding the banner provides more information, including which datapoints exactly have been considered, and if available, a reference to where data was found, e.g., 10-K, Annual Report, etc.

You may review or overwrite any of the information prefilled in the question with updated information as applicable. Please ensure to follow the question guidance provided.

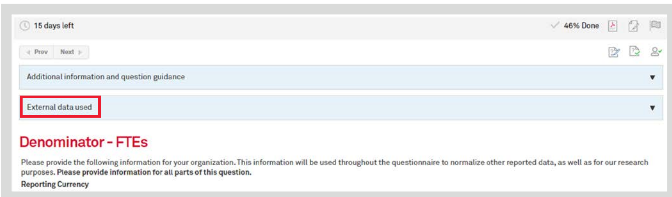


Figure 16: 'External data used' banner.

Submission

Any administrator user may submit the completed questionnaire, thus finalizing the assessment.

Clicking the 'Submit questionnaire' button (see red box in Figure 17 below) will present you with a final confirmation pop-up box that includes the submission approval form. You need to accept the conditions in order to complete the submission (see Figure 18).

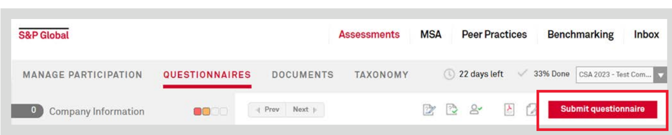


Figure 17: Submission button.

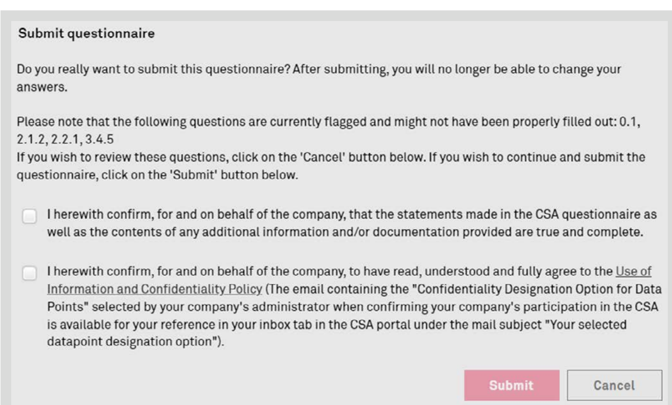


Figure 18: Submission and Approval Form pop-up box.

When going back through any questions that are noted in Figure 18, you will want to make sure that any figures noted in boxes that have orange coloring (such as in Figure 30) are accurate. They have been flagged automatically by parameters set up within the CSA Portal to alert users to potential mistakes.

Questions

The questionnaire is laid out with several recurring types of tick boxes, input fields, document attachments, and comments. In addition, each question always has a Not Known or Not Applicable* option.

*If you believe that a question is not applicable to your company's business model, please contact the CSA Helpline, csa@spglobal.com with the question number and the rationale AFTER you start the questionnaire. This way, we can review justification for the claim with you. Any 'Not Applicable' selections submitted without prior agreement will be carefully evaluated and those deemed irrelevant will be modified to an appropriate option.

For each question, there is an introductory text, giving context and specifying what is being asked.

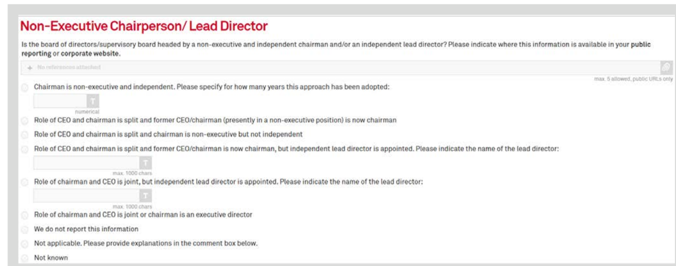


Figure 19: Example of question layout 1.

You may need to select a radio button to activate the ability to enter information (see Figure 21). Inactive input elements will be shown in light grey (see Figure 20). Active parts will be highlighted in dark grey (see Figure 21).

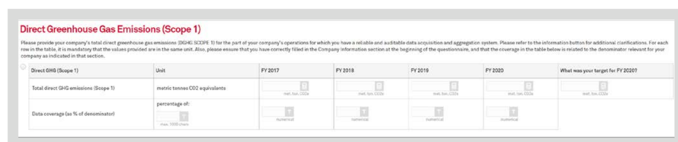


Figure 20: Example of question layout (inactive).

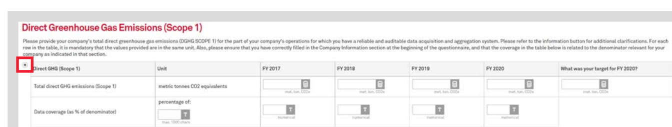


Figure 21: Example of question layout (active).

Saving a Question

Once you have finished filling out a question, you can save the answer on our CSA Online Portal server. While this is done automatically every time you switch between questions, for further control, we provide a save button at the bottom of the page, along with the ability to cancel your current changes, or to reset the question completely to its empty status.

See the 'Help' tab for further explanation of the associated icons.

Unit Converter

Several input fields request data in specified units. Clicking on the grey calculator icons will open a zoomed-in view with a unit converter allowing you to convert data from a predefined set of metrics. The conversion factors used can be found in the CSA FAQ document.

Figure 22: Calculator icon example.

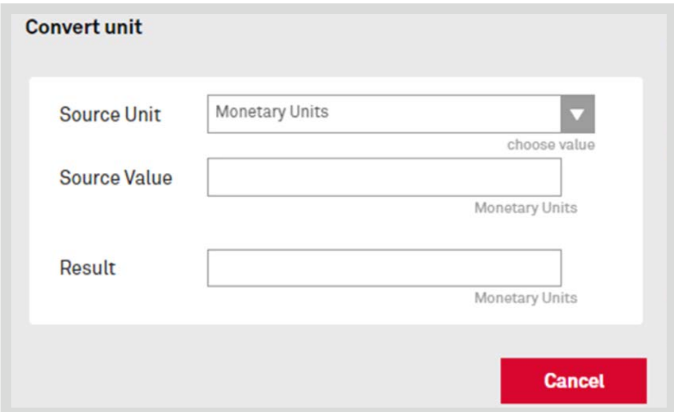


Figure 23: Unit conversion example.

Blue Banner (1) — Additional Information and Question Guidance

Always review the information under the light blue banner before answering a question. Clicking on the black arrow expands the box to reveal the rationale, data requirements, and key definitions for the question.

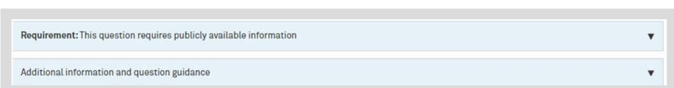


Figure 24: Information banner.

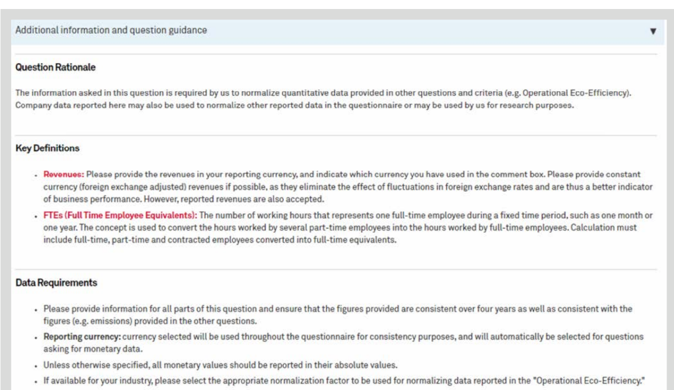


Figure 25: Example of text from an information banner that has been selected.

These informational sections should answer all inquiries you might have for a certain question. Should you have additional questions or wish to further clarify how the question methodology applies to your specific business context, please contact the CSA's Corporate Engagement Team.

Blue Banner (2) — Questions Requiring or Rewarding Public Disclosure

Questions that require publicly available information, or where more credit may be awarded for public availability of the information, are clearly marked at the top of the question by a blue banner.

Figure 26: Banner indicating requirement of publicly available supporting information for question.

Questions requiring or rewarding public information have a different behavior with regards to prefilling and adding references.

For questions where only publicly available references are accepted, you will only be able to provide a web link (and not a document) as evidence. Please attach the link which leads directly to the document, in addition to including the URL of the webpage that hosts the document.

For example, the document, 'S&P Global ESG Scores Methodology' is available at this link: https://portal.s1.spglobal.com/survey/documents/spglobal_esg_scores_methodology.pdf

And this is the URL for the website where the document can be found: https://www.spglobal.com/esg/csa/methodology/

In addition to providing the URL, you may upload a copy of the public document to the Documents section within the Assessments tab if you wish.

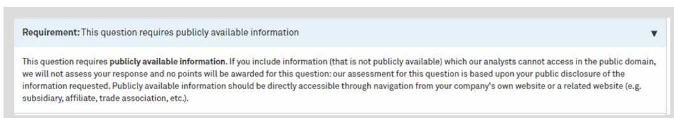


Figure 27: Example of banner text for questions requiring publicly available supporting information.

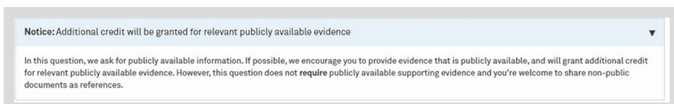


Figure 28: Example of banner text for questions granting additional credit for publicly available supporting information.

Warning Messages

The Portal will perform basic data-level checks on your input for some questions. These checks inform you that your entered data may be relatively high compared to your own past data or compared to the expected range for this data value, or that more data in a time series is needed. A warning message will appear when you try to save the question or move to another question. If the data you entered is in fact correct, you can choose to ignore the warning message. We encourage you to add a comment that would explain any deviation of your data within the Confidential Additional Comments section.

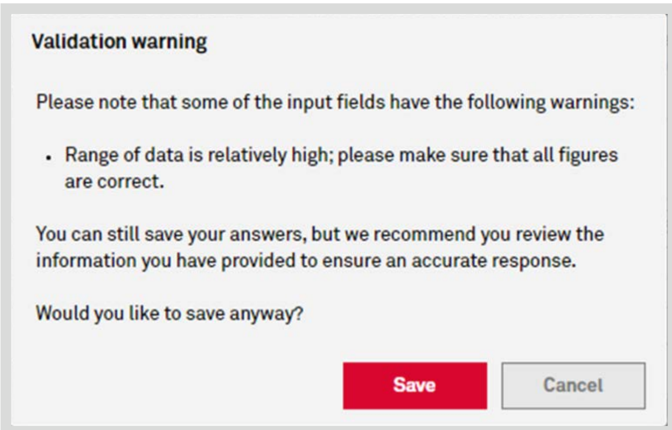


Figure 29: Example of a warning message.

In addition to the warning message, the field in the question will be highlighted (see Figure 30). In the example below, it could be difficult to see that the data for the second year has been entered in the wrong order of magnitude (i.e., a multiple of ten of the other values), which could be a typo. In this case, the value is highlighted to encourage you to review your answer.

Figure 30: Example of in-question warnings.

Adding References

Some questions require supporting evidence. Wherever applicable, this will be mentioned in the question text and indicated with a paperclip icon (see Figure 31).

Figure 31: Reference clip.

Clicking on the paperclip icon opens a dialogue window allowing you to attach an existing reference (i.e., already uploaded to the Portal) or attach a new reference. When attaching a file, you will be asked to provide a page number that refers to the location of the information needed in the context of that question.

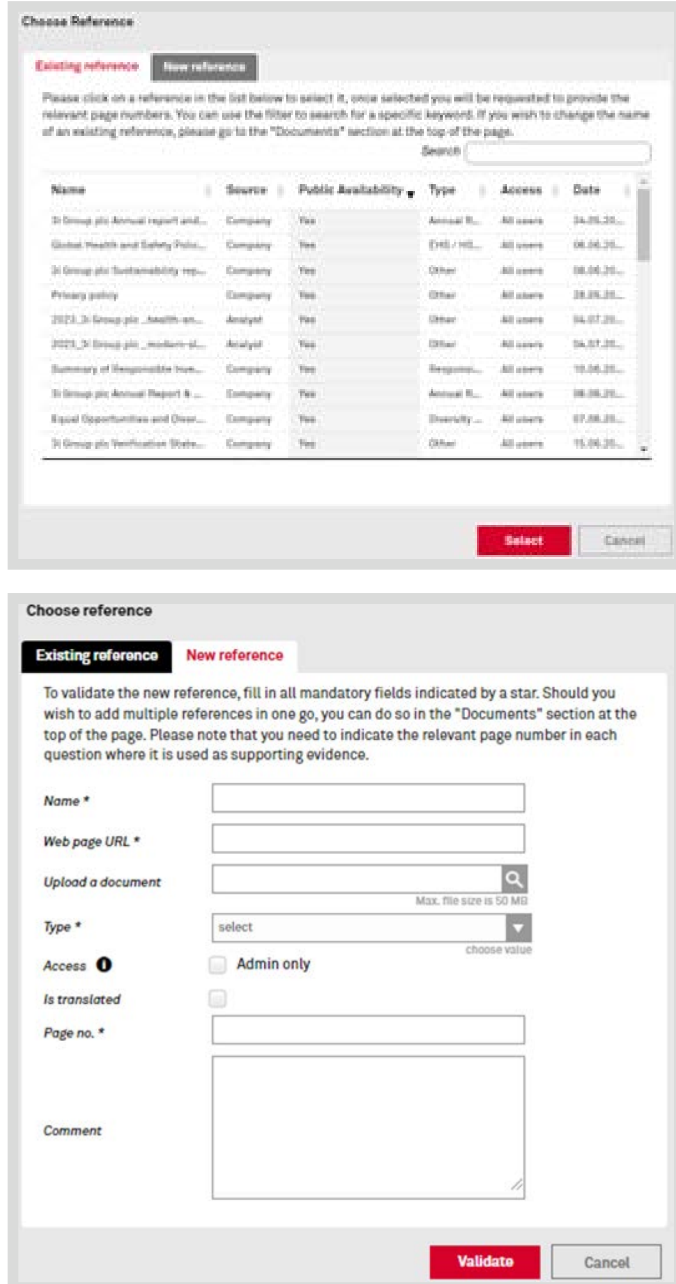


Figure 32: Reference pop-up box.

Please make sure you are as specific as possible in referring to the location of the information that you deem relevant to the question and refrain from adding information that is only partially relevant, or not at all relevant to the answer to this question. This, in addition to precise page numbers, will best allow our analysts to assess your answer.

Documents can be marked as confidential by setting their access as ‘Admin only’. The ‘Admin only’ documents can only be viewed and downloaded by an administrator. All other documents are ‘All access’ and can be viewed by anyone with a user account. Users cannot open or download documents set as ‘Admin only’. Both newly added documents, as well as the historical documents can be marked as ‘Admin only’.

In addition to the source, users can specify the type of document (Annual report, Sustainability report etc).

While adding a new reference, please be aware that Name, Web page URL, type and page number (if it’s a document) are mandatory fields.

As described above, some questions only allow adding a public reference. In this case, hint text appears underneath the paperclip icon, e.g., ‘max. 5 allowed, public URLs only’. The ‘Choose reference’ pop-up will show the field ‘Web page URL’ as mandatory. If the element does not require a public reference, the user is free to upload a physical file, paste a URL or both.

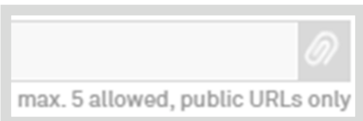


Figure 33: Reference clip, public URLs only.

The number of references that can be uploaded per question is limited to five with the intention of reducing the overall reporting burden on companies and ensuring that supporting evidence remains relevant and specific.

- You will still be able to prefill all documents or references from the previous year. A warning will appear upon saving a question where the maximum number of references has been exceeded. However, all documents and references from the previous year will be prefilled.
- Editable answers to questions with too many references introduced during prefill will be highlighted.
- The online questionnaire will provide you with a warning message both upon saving the document and upon submitting the questionnaire if you have exceeded the document limit in any question (see Figure 34). Please review all documents and only attach those that are specifically linked to the answer you have provided.

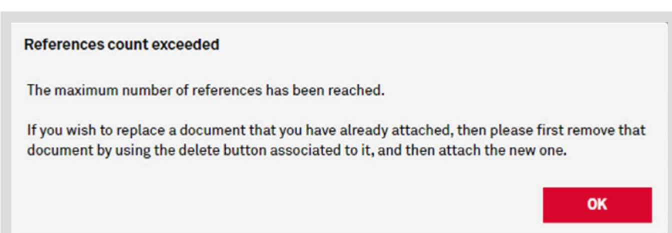


Figure 34: Pop up box when references count is exceeded.

Please be aware that additional links to documents provided in the company comment box may not be considered in the analysis of the question.

Figure 35: Companies can also order the references according to priority/importance/relevance.

We encourage you to order the attached references according to priority/importance/relevance. As previously noted, the number of references is limited with the intention of reducing reporting burden on companies. Therefore, of those maximum references submitted, you can now highlight which documents are the most relevant.

Documents Section

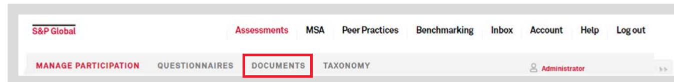


Figure 36: Documents section.

In this section, you can upload documents separately or in bulk. The entire collection of attached documents, both past and present, can be managed within the Documents section. You can rename, download, or delete all* documents for one participation. Each document can be referenced multiple times.

*Deleting the document will be disabled for any documents that are referenced in at least one question within a participation, You can see how many questions a document is attached to through the number in the References column (shown in Figure 37).

Other documents might also appear in this tab, acquired from different sources, namely:

- Analyst: Documents uploaded by S&P research analysts during a previous relevant assessment. These documents will be carried over to the current assessment during the prefill process.
- S&P Global Market Intelligence: Public documents collected by the S&P Market Intelligence team. All available relevant documents are automatically added when the participation is confirmed. Users can attach these documents within questions as references, but they are not able to edit or delete them.

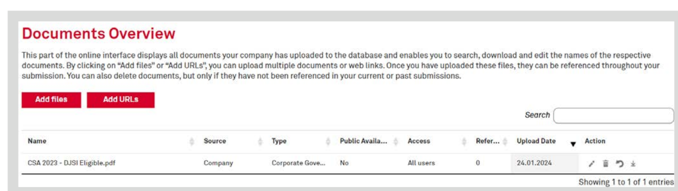


Figure 37: Documents Overview section.

Documents Columns

Name: The name of the document or URL that was added to the Portal.

Source: Options are Company or Analyst. This indicates who uploaded the reference to the Portal.

Type: When adding a reference, you can categorize it to indicate what the file/URL is- e.g., sustainability report.

Public Availability: Options are Yes or No and indicates if the reference is available publicly. Only if the reference is a URL will it be labeled 'Yes'.

Access: By default, all users can see all documents. Each document's permission can be either 'All users' or 'Admin only'. 'Admin only' documents are visible in the document overview for all users but are not downloadable for the other users. Only an administrator will be able to download them. Only administrators can choose for a file to be Admin Only when it is uploaded to the Portal. URLs cannot be set as 'Admin only'. If a user also has access to a question containing a reference to a confidential document, they will also see any comment provided on this reference.

References: This column indicates how many times the file or URL has been added as a reference within the CSA questionnaire. If a file has been referenced at least once, it cannot be deleted from the Documents section.

Upload Date: This is the date when the file or URL was added to the Portal.

Action: Edit, delete, replace the file, download, or open URL

Adding Files or URLs

Within the Documents section, you can add files or URLs that can then be linked to relevant questions within the assessment. Both can be uploaded individually or in bulk from this location.

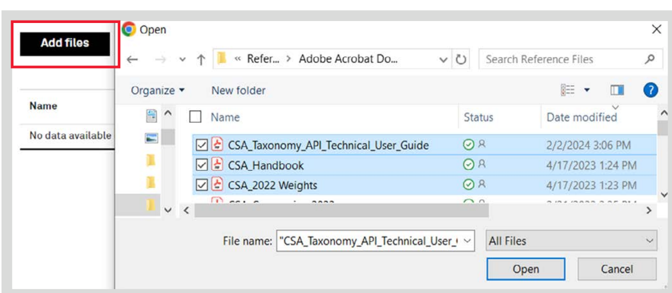


Figure 38: Adding multiple files.

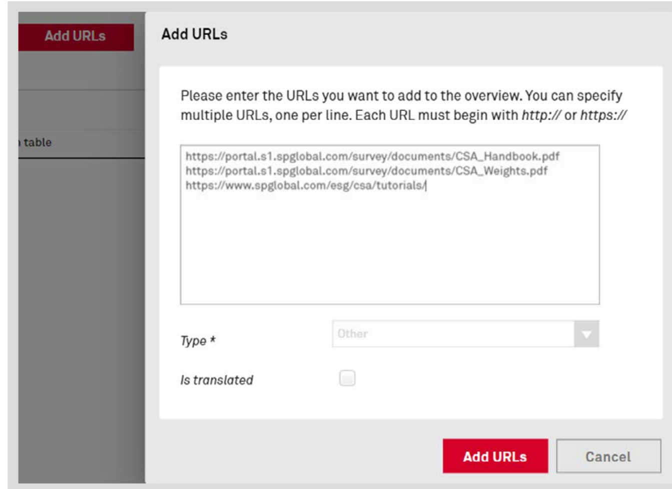


Figure 39: Adding multiple URLs.

Taxonomy Section

This section is visible to companies that have indicated to us that they are working with a third-party provider of software solutions for disclosing sustainability information. Utilizing the taxonomy resources provided, software vendors supporting reporters on the collection, consolidation, and reporting of sustainability information can submit data directly to S&P Global for the company's participation in the CSA. For more information and a copy of the CSA Taxonomy API Technical User Guide, please contact the Corporate Engagement team.

MSA Tab

Figure 40: MSA tab.

This tab is only visible for administrator accounts and users who have specifically obtained permission from an administrator. In this tab, you can access Media and Stakeholder Analysis (MSA) cases in which we focus on issues that might affect your company's reputation and, eventually, have a material impact on its financial performance.

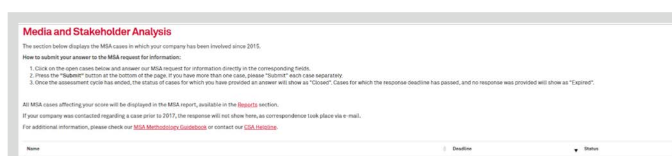


Figure 41: Media and Stakeholder Analysis.

If the section is empty or does not include any cases with an 'Open' status, no action is required from your company.

Once you have completed the information request for an open MSA case, please press the 'Submit' button at the bottom of the page. In case you have more than one case, please 'Submit' each case separately. Once you have submitted a case, the case status will show as 'Submitted' and you will not be able to edit your response further.

Once the assessment cycle has ended, the status of cases for which you have provided an answer will appear as ‘Closed’. Cases for which the response deadline has passed, and no response was provided, will appear as ‘Expired’.

All MSA cases affecting your score will be displayed in an MSA report, available in the Reports section of the CSA Portal (within the Benchmarking tab).

If your company was contacted regarding a case prior to 2017, the response will not show in this section, as correspondence took place via e-mail.

For additional information, please see the MSA Methodology Guidebook.

Peer Practices Tab

Figure 42: Peer Practices tab.

In this tab, peer practice examples are provided to illustrate good business practices in areas related to the questions in the S&P Global Corporate Sustainability Assessment. With a paid subscription to the Peer Practices Database, the filters and functionalities are made available to CSA Portal users. Watch the tutorial video.

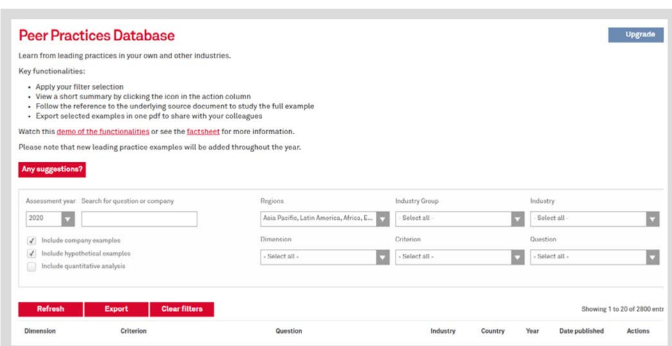


Figure 43: Peer Practices Database.

Benchmarking Tab

Figure 44: Benchmarking tab.

In this tab, you can benchmark your company against your industry peers. Based on your service package, different filters and functionalities are available.

Within the Benchmarking tab, on the left, four different sections are available: Database, Index Membership, and Reports, Leverage S&P Global.

Figure 45: Database, Index Membership, Reports, and Leverage S&P Global sections.

Database Section

Within the Database, you can identify your company’s yearly changes for both the score and percentile ranking for each of the criterion. You may also identify the weighted gap between your score and the best company in your industry, and how closing this gap would impact your company’s total CSA score.

You can also view a four-year trend analysis of your company’s performance for each criterion when you click either the Total Score, or one of the Governance & Economic, Environmental, or Social dimension lines.

Figure 46: Example view of Benchmarking Database.

Figure 47: Example view of Benchmarking Database.

Based on your service package, different filters and functionalities are available within the Database. Watch the tutorial videos available for the different versions of the Benchmarking Database.

Index Membership Section

In this section, you can identify how your company performs against index constituents, specifically the Dow Jones Sustainability Index (DJSI). Here you will see the minimum total score for index selection within your designated industry, and if applicable, index memberships for the selected assessment period.

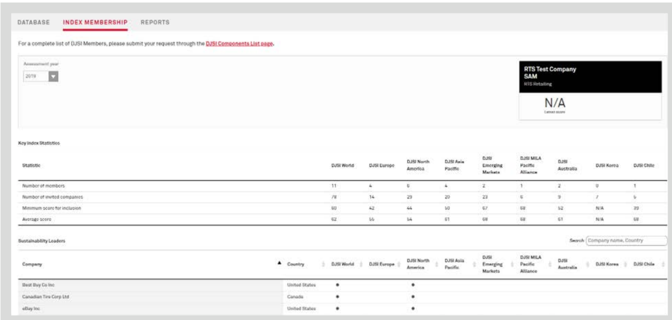


Figure 48: Index Membership.

Reports Section

This section is a repository for your assessment results. DJSI invited companies can access a PDF of their Benchmarking Scorecard for each finished assessment, and all companies can access MSA reports if there were any cases that impacted your company's score since 2015. Any ESG Score reports will also be found within this section of the Portal.

You can also order a Feedback Report from the Sustainability Benchmarking Services team based on your company's last submission. More information is available by clicking the 'Order Feedback Report' button.

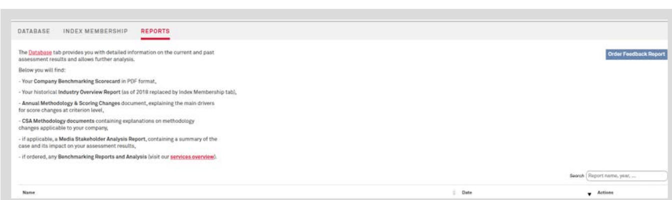


Figure 49: Reports.

Leverage S&P Global Section

S&P Global offers a wide range of sustainability platforms and services, which you can become familiarized with through this page and request demo access in case of interest.

S&P Global Capital IQ Pro provides data, news, and research, combined with tech-forward productivity tools.

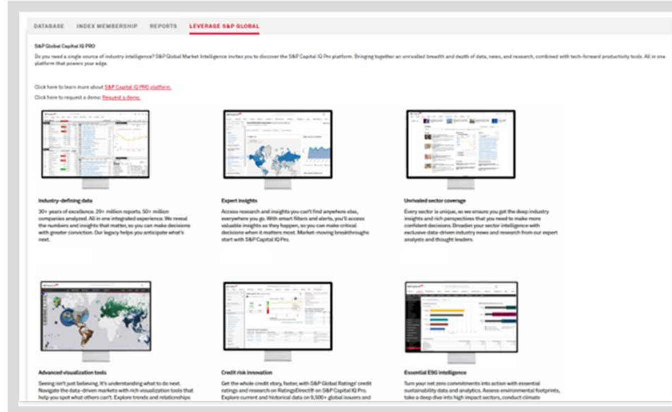


Figure 50: Leverage S&P Global.

Inbox Tab

Figure 51: Inbox tab.

Within this tab, your team can see key communications from S&P Global's CSA team, organized by year. To see a copy of the email, select the icon with 3 lines under the 'Actions' column.

Figure 52: Inbox communications view.

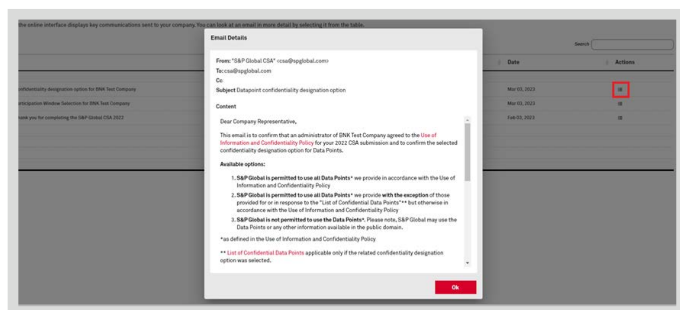


Figure 53: Email details view.

Account Tab

Figure 54: Account tab.

The account tab allows you to set up new administrator or user accounts, change access to questions, and update contact information and company details. It also allows you to manage notifications related to the CSA that are sent throughout the year, such as methodology changes, opening of the questionnaire, etc.

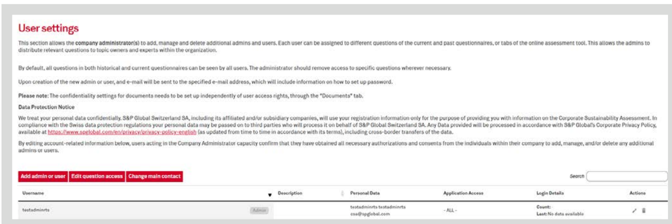


Figure 55: User settings.

Creating New Administrator or User Accounts

In this tab, you can create and manage any number of administrator (admin) or user accounts. This functionality allows for maintaining confidentiality for some answers and for the distribution of questions among relevant departments and colleagues.

Administrators are responsible for managing the company's account. Each admin will see the entire questionnaire and all of the Portal tabs and associated sections. Each user can be assigned to any of the combinations of individual questions, as well as the tabs (e.g. MSA). These users cannot confirm participation or submit the questionnaire, edit questions marked as 'Approved', or manage account and user settings.

When setting up a new role, the administrator specifies the user type (admin or user), e-mail address, title, last name, first name, phone, department, and function/position. An unlimited number of admins and users can be added. Each role needs to have a unique e-mail address. Once a new role is created, they will be notified via the specified email address that a new account has been created for them, and they will need to follow instructions to set up their password.

S&P Global is using Okta to authenticate, authorize and secure access to its application. If you are a user of an additional S&P platform, e.g. S&P Global Capital IQ Pro, you will be able to log in there using your CSA Portal credentials.

New Users

Upon creation of an account, users will receive an email from csa@spglobal.com confirming their account creation and user ID (i.e., email address). A separate email will be sent from donotreply@spglobal.com, that contains the link to set a new password. To the right is a screenshot of the email.

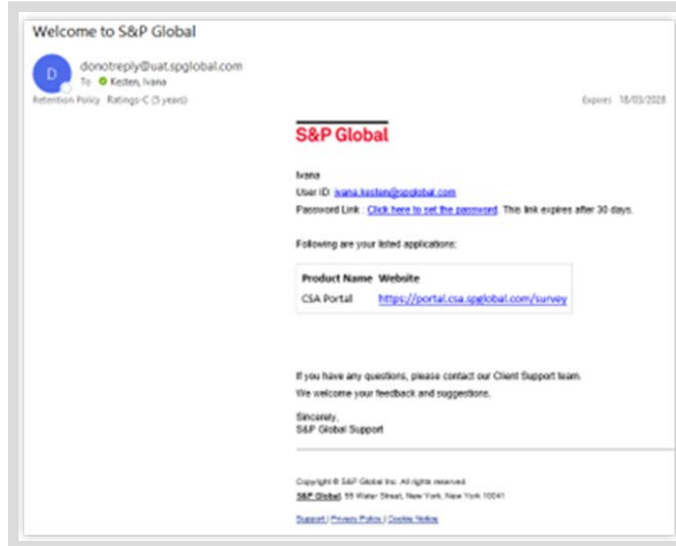


Figure 56: Sample email new account set up — password set up.

The password set up/reset page will provide guidance on the required complexity of the password.

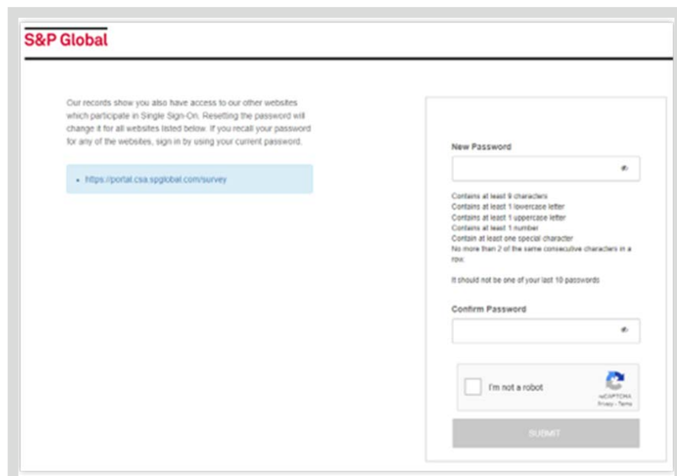


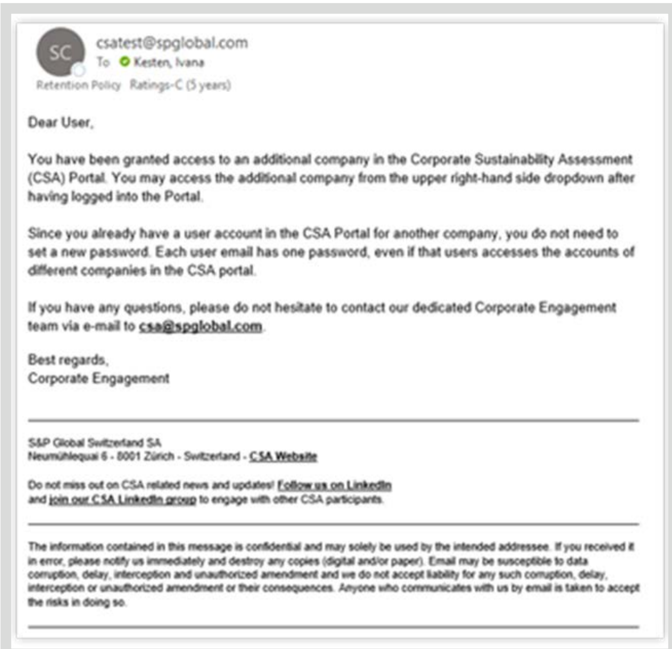
Figure 57: Password set up/reset page.

Your login and password will apply to all S&P Global applications you subscribed to (if applicable). These applications will be listed on the confirmation page.

Figure 58: Password changed confirmation.

Users with Access to More Than One Company Account in the CSA Portal

If the admin/user for which an account was created for one company already has an admin/user account for another company account on the CSA portal, they will not need to reset their password, but will rather be notified via email that a new company has been made available to them. You can switch between companies within the CSA Portal using the dropdown menu that appears at the top of the right-side navigation panel.


csatest@spglobal.com
To Kesten, Ivana
Retention Policy Ratings-C (5 years)

Dear User,

You have been granted access to an additional company in the Corporate Sustainability Assessment (CSA) Portal. You may access the additional company from the upper right-hand side dropdown after having logged into the Portal.

Since you already have a user account in the CSA Portal for another company, you do not need to set a new password. Each user email has one password, even if that users accesses the accounts of different companies in the CSA portal.

If you have any questions, please do not hesitate to contact our dedicated Corporate Engagement team via e-mail to csa@spglobal.com.

Best regards,
Corporate Engagement

S&P Global Switzerland SA
Neumühlequai 6 - 8001 Zürich - Switzerland - CSA Website

Do not miss out on CSA related news and updates! Follow us on LinkedIn and join our CSA LinkedIn group to engage with other CSA participants.

The information contained in this message is confidential and may solely be used by the intended addressee. If you received it in error, please notify us immediately and destroy any copies (digital and/or paper). Email may be susceptible to data corruption, delay, interception and unauthorized amendment and we do not accept liability for any such corruption, delay, interception or unauthorized amendment or their consequences. Anyone who communicates with us by email is taken to accept the risks in doing so.

Figure 59: Email notification of additional access.

Managing Admin/User Accounts

Each account can be edited or deleted by an administrator (with the exception of one's own account). Admins can, at any time, revoke access rights to a user by deleting the user. There is no option to set up a temporary user.

By continuing to the CSA Portal, users acting in a Company Administrator capacity confirm that they have obtained all necessary authorizations and consents from the individuals within their company to add, manage, and/or delete any additional admins or users.

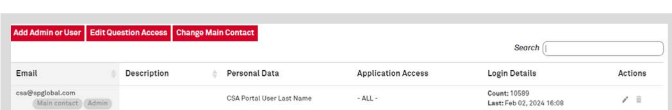


Figure 60: Manage user accounts.

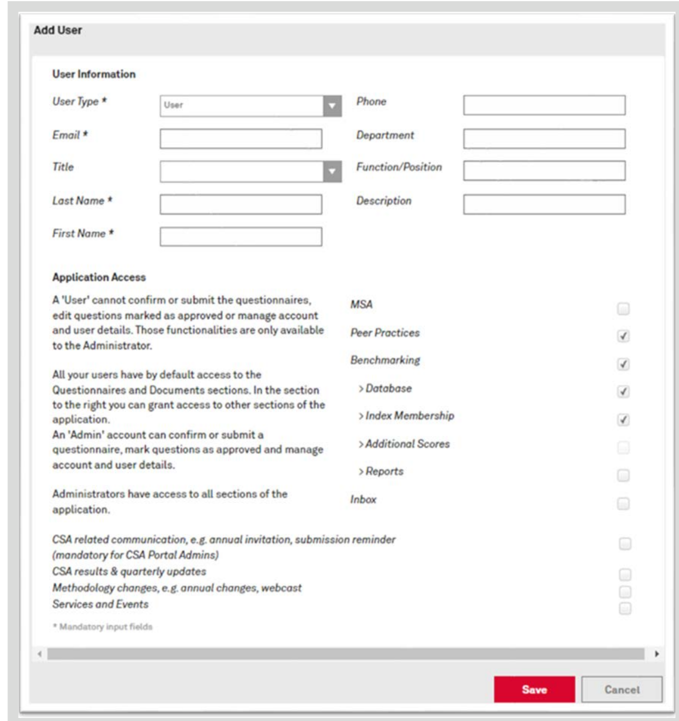


Figure 61: Add a user.

Editing Question Access

Administrators have an overview of the full list of questions that can be assigned to a user. Approving access for a user to all questions within a certain criterion can be done in bulk; criteria headings appear in red and selecting the associated tick box will select/unselect the questions within that criterion.

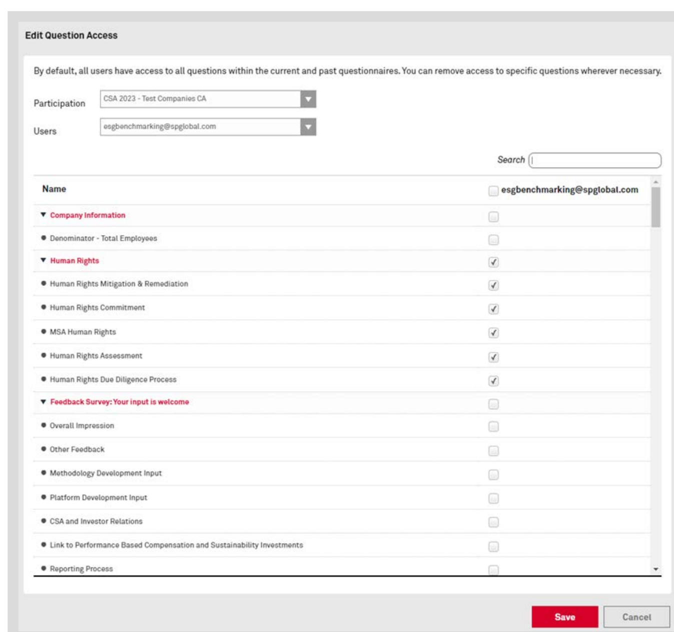


Figure 62: Edit user question access.

A user with removed access for particular questions will still be able to see all questions within the entire questionnaire, but not any answers input by other users or administrators: the questions which are not assigned to the user will be indicated by a 'lock' icon and will be non-editable. In the PDF extract, the same logic will be applied: the entire questionnaire will remain visible, but answers will be visible only for questions which are assigned to this user.

Figure 63: View for users with restricted question access.

By default, all newly created users have access to all questions and all documents. Once the user access has been set up, the same rights will be applied for the next year's assessment year. Any new questions will be available by default to all users.

By default, all questions and answers of the previous CSA questionnaires submitted by the company are visible to all users: administrators can restrict the historic questions visible to specific users.

Administrators can set up document confidentiality from the Documents tab by marking them as 'Admin only'- restricting question access for a user **does not** automatically restrict access to any associated document(s).

Once a user or administrator marks a question as 'Completed', the question becomes 'read-only'. Both users and admins can set this question back to 'In Progress' and edit it again. Once an administrator has marked the question as 'Approved', other users will not be able to edit those questions anymore, and the questions become 'read-only'. It is not possible to set up a read-only user.

Changing the Main Contact

Each company needs to assign at least one administrator as the main contact. There can be one main contact, but an unrestricted number of administrators.

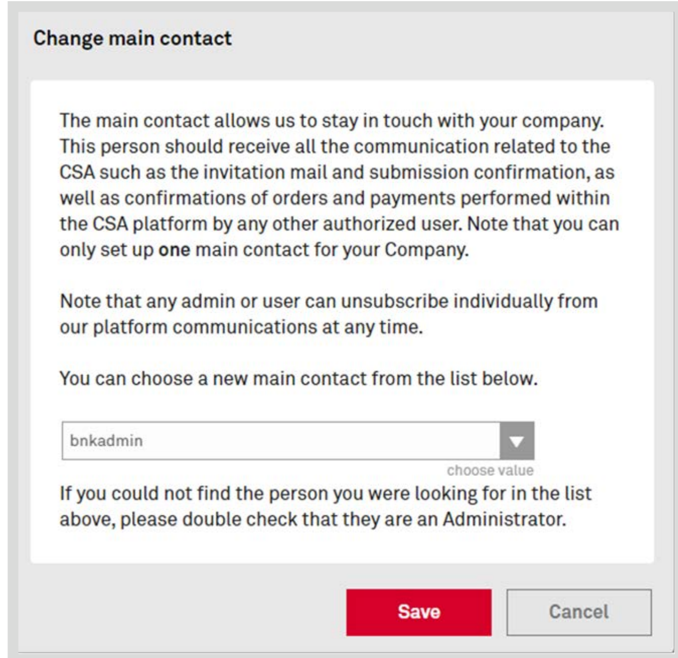


Figure 64: Changing main contact.

Managing Notification Preferences

Both administrators and users can edit their notification preferences by clicking 'Manage notifications' under 'Options' in the right-side navigation panel.

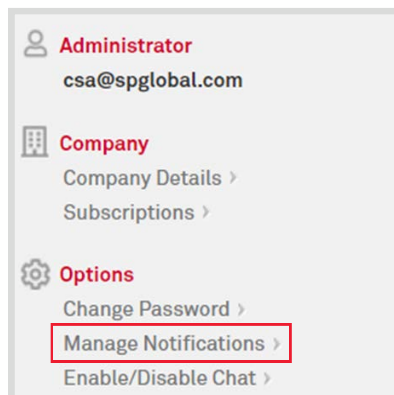


Figure 65: Managing notifications link in right-side navigation panel.

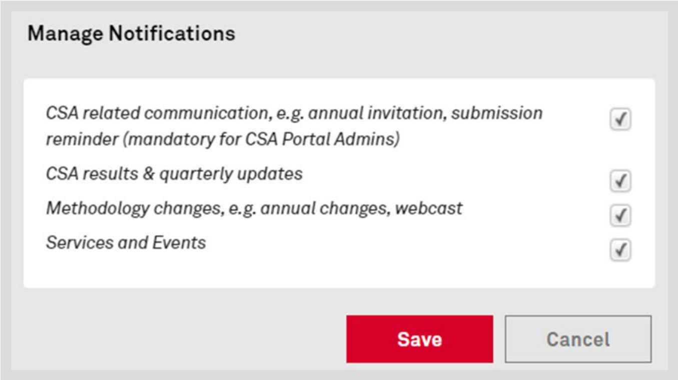


Figure 66: Managing notifications menu options.

Company Settings

The Account tab enables you to also manage your company information.

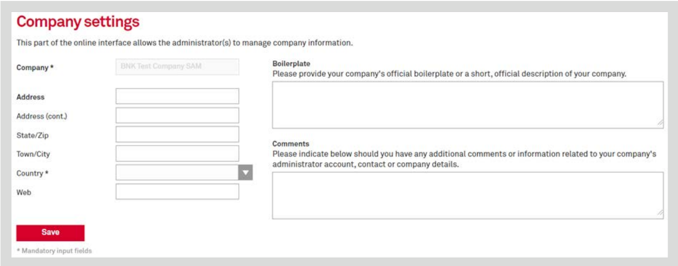


Figure 67: Edit your company details.

Help Tab

Figure 68: Help tab.

The Help tab provides a key to icons and other elements used throughout the Portal.

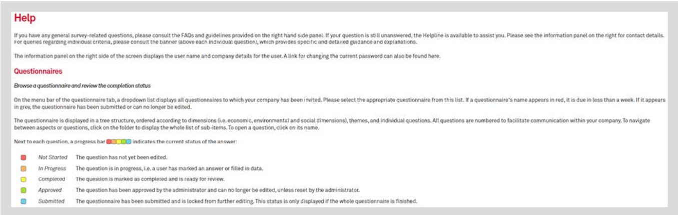


Figure 69: Snapshot of some of the help tab content.

Additional resources are also available along the right-side column.

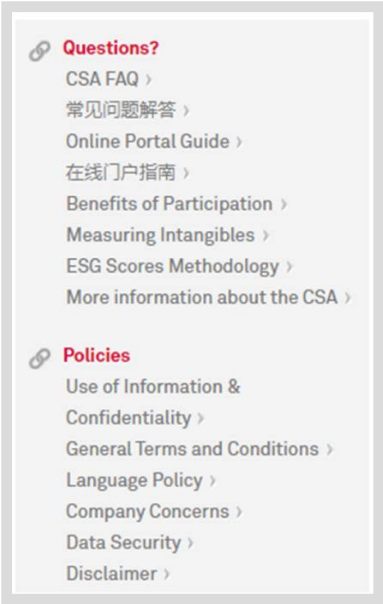


Figure 70: Content available on the right-side navigation panel.

Subscriptions

Administrators have access to subscriptions, which contains the services received from Benchmarking Services.

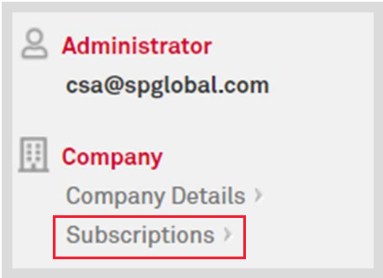
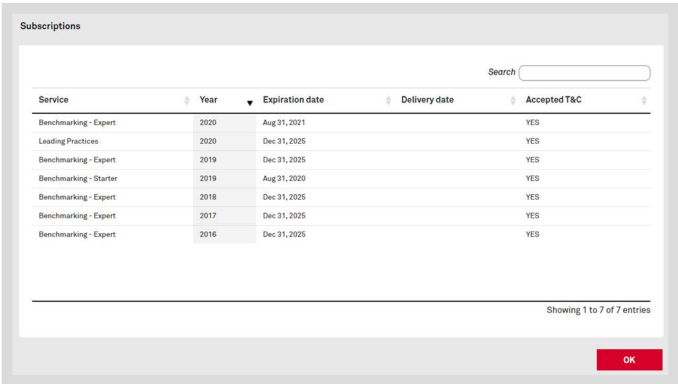


Figure 71: Subscriptions.



Subscriptions

Search

Service	Year	Expiration date	Delivery date	Accepted T&C
Benchmarking - Expert	2020	Aug 31, 2021		YES
Leading Practices	2020	Dec 31, 2025		YES
Benchmarking - Expert	2019	Dec 31, 2025		YES
Benchmarking - Starter	2019	Aug 31, 2020		YES
Benchmarking - Expert	2018	Dec 31, 2025		YES
Benchmarking - Expert	2017	Dec 31, 2025		YES
Benchmarking - Expert	2016	Dec 31, 2025		YES

Showing 1 to 7 of 7 entries

OK

Figure 72: Subscriptions details view.

Enable/Disable Chat

Under 'Options' in the right-side navigation, users can enable or disable the Help Chat function when logged in. While clicking on 'Enable/Disable Chat', a pop up window will appear and the user can:

- Enable the use of chat box by clicking on 'Accept'.
- Disable the use of chat box by clicking 'Reject'.

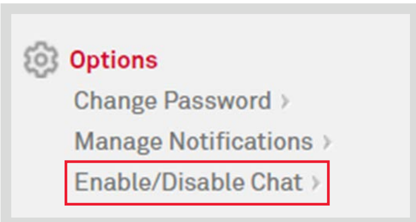


Figure 73: Options.

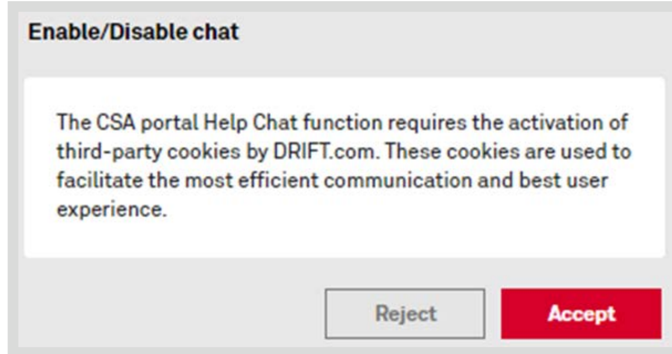


Figure 74: Enable/Disable chat pop up.

Appendix

Viewing the Assessed Version of your Company's Last Submission

As analysts review a company's submitted questionnaire, they may change responses based on the data provided and the CSA methodology. Questions that were subject to a change by the S&P Global ESG Research analysts are flagged and the changed data points are highlighted. This allows you to easily identify areas where our analysts made changes to your answers based on the CSA methodology.

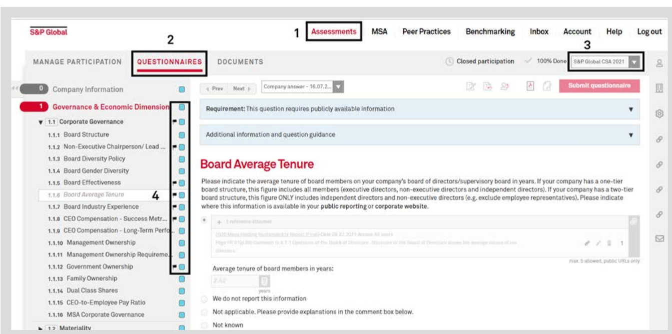
Follow these steps:

1. Go to the "**Assessments**" tab of the CSA Portal.

2. Navigate to the "**Questionnaires**" section.

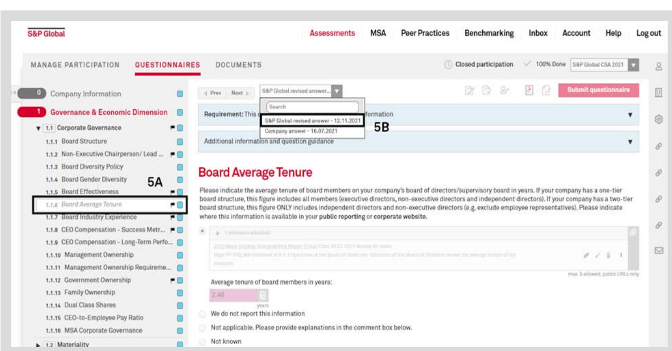
3. Select the **latest campaign** available at the top right dropdown menu.

4. Identify **questions with changed information**. Criteria that contain changed questions and the changed questions are marked with a black flag. A flag means that at least one data point in a question was changed by our ESG Research analysts after your submission.

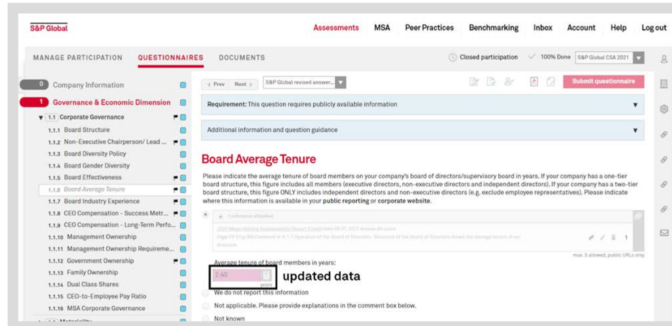


5. A) Select the **question of interest from the left sidebar**.

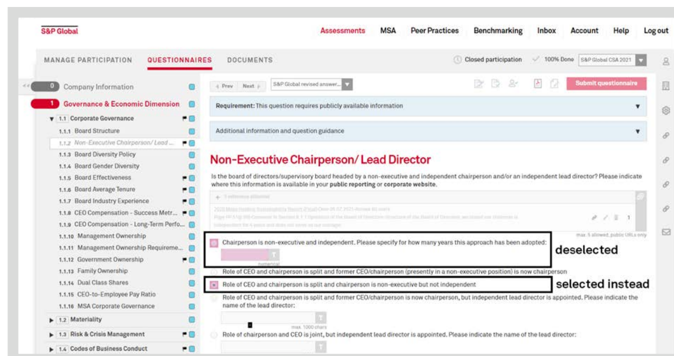
B) Select **"S&P Global revised answer"** from the dropdown at the top of the question, if not selected already.



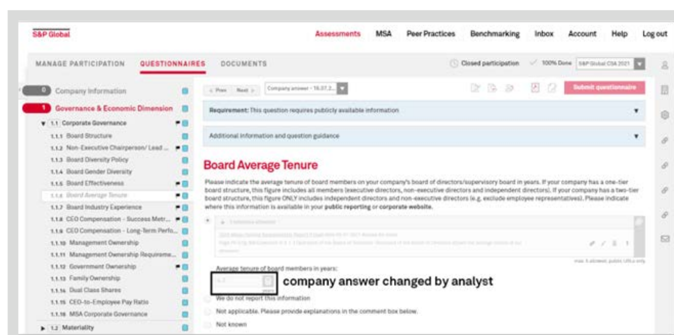
6. Identify **changed data points**. If a data point is highlighted in pink, it means that it has been changed by the ESG Research analysts when assessing your answer. **The data that you see in the field with pink shading is the most updated, which was considered for the purpose of the assessment**.



There may be more than one pink shaded area within the question, indicating a **change from one option to another** by the analysts.



7. To view the change from your original submission, select "Company answer" (shown in the dropdown in step 5) to toggle to your original submission. This way you can check which **data points were deleted or changed** based on your supporting evidence or additional comments.



Disclaimer

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S&P Global (NYSE: SPGI) provides Essential Intelligence. We enable governments, businesses and individuals with the right data, expertise and connected technology so that they can make decisions with conviction. From helping our customers assess new investments to guiding them through sustainability and energy transition across supply chains, we unlock new opportunities, solve challenges and Accelerate Progress for the world.

We are widely sought after by many of the world's leading organizations to provide credit ratings, benchmarks, analytics and workflow solutions in the global capital, commodity and automotive markets. With every one of our offerings, we help the world's leading organizations plan for tomorrow, today. For more information, visit www.spglobal.com.