

Company Concerns

The process of responding to and addressing questions and concerns of companies assessed in the S&P Global Corporate Sustainability Assessment (CSA) is an integral part of the research and corporate engagement processes. S&P Global is committed to ensuring the quality, objectivity and transparency of S&P Global's CSA methodology as well as the controls and processes governing the CSA.

Questions and concerns will be managed and monitored by the Corporate Engagement department that is independent of the S&P Global ESG Research and ESG Benchmarking teams.

Assessment Queries

The CSA portal allows companies participating in the CSA to [review the assessed version of their questionnaire](#) to better understand how their company's responses were evaluated. For each CSA question, detailed methodology guidance, key definitions, and data requirements are accessible directly in the CSA portal. Scoring approaches for the majority of CSA questions are explained in the [CSA handbook](#).

In addition, a company that participated in the CSA may request a detailed explanation of the assessment results (Assessment Queries) for up to three CSA questions, identified in the CSA Portal by a number, e.g., 1.2.1 Board Independence. The limit of three queries ensures that S&P Global can address all companies' requests in a timely fashion. In order to ensure efficient processing, these queries have to be raised directly in the CSA Portal. S&P Global aims to answer Assessment Queries within 5 business days. Read the [Assessment Query Tutorial](#) for details.

Re-Assessment Requests

S&P Global is committed to correcting all potential oversights in an assessment. If any Assessment Query results in the detection of a potential oversight, the Corporate Engagement team will open the question-level Re-assessment process for the company in the CSA Portal. Re-assessment requests must be submitted via the dedicated online form directly in the CSA Portal. For audit purposes, S&P Global cannot accept Re-assessment requests received by other means than the CSA Portal Re-assessment request form.

Using the online Re-assessment form, companies are asked to justify the Re-assessment request based on the evidence provided or publicly available at the time of original submission. Companies are asked to ensure that all questions for which oversights are suspected are submitted using one form within 14 calendar days of the form being made available. The Re-assessment request process must not be used to seek mere clarifications on scoring. It is reserved for reviewing cases of oversights against the CSA methodology that could potentially impact the resulting score.

Requests are evaluated by the ESG Research team, and the Company's Administrators registered in the CSA Portal will be informed of the results by email. S&P Global aims to provide Re-assessment results two to four weeks after submission. Re-assessments will be processed on a first come first served basis and may be prioritized based on internally defined criteria. Please note that, while the ESG Research team strives to review all Re-assessment requests within standard processing times, capacity constraints may impact the latter.

IMPORTANT

For companies eligible for inclusion in any Dow Jones Sustainability Index (DJSI), re-assessment requests submitted by October 25th, 2024, should be considered in time for the 2024 DJSI rebalancing.

S&P Global is committed to the independence and objectivity of its products and services and has policies in place to help maintain an appropriate separation between the different business units, including S&P Dow Jones Indices and S&P Global Sustainable1 which develops the S&P Global ESG Scores. For information on the use of scores in any S&P Global ESG indices please reach out to index_services@spglobal.com.

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