Using CDP's Disclosure Platform - Companies

For disclosure on climate change, forests, water security and supply chain

Contents

Version Control

Version Nr.	Revision Date	Released	Revision Summary
5.0	March 2021	March 2021	Updates for 2021.
5.1	August 2021	August 2021	◤ Update to detail the senior stakeholder field as editable (page 15) ◤ Update to wording of submitting supply chain module (pages 58-59)
5.2	December 2021	December 2021	◤ URLs updated

Guide to using the disclosure platform

Introduction

Organizations are asked to respond to information requests from their stakeholders using CDP's disclosure platform. This is the only way to provide the requested data to CDP and the requesting stakeholders.

CDP's disclosure platform consists of the dashboard and the Online Response System (ORS):

1) The dashboard is a portal containing information regarding which questionnaires your company is being requested to respond to and a link to activate these, your user account page, the Guidance tool and where relevant, Supply Chain Member, Reporter Services Member and Investor dashboards.

2) The ORS is where you input information into your questionnaire(s) and submit.

If you are experiencing difficulties using the platform (i.e. error messages on the website), we advise you to follow these steps before contacting CDP:

1. Sign out of the ORS and the dashboard
2. Refresh your browser and try signing in again

If you are still experiencing difficulties, please contact your account manager, local CDP contact or respond@cdp.net with **details of the actions** you are taking and **screenshots** of any error messages. You can find your local CDP contact or Account Manager at the bottom of the dashboard.

The basics

Register, confirm, and sign in

At the start of each disclosure cycle CDP sends an invitation email to nominated contacts at organizations requested to respond by investors and/or customers, and self-selected organizations, with relevant information and an activation link.

◤ If this is the first time you have used CDP, either because it is the first time your organization is participating, or the first time you are responsible for supplying information on behalf of your organization, the **activation link will take you to the** registration page (where you set up your CDP account and create your password).

◤ If you responded to a CDP questionnaire in a previous year, or you have registered via the website independently, you will be in our database and the **activation link will take you to the sign in page** (where you can sign in using your existing password).

If you are using the activation link to register for the first time, please create a password, complete the captcha, confirm you have read the terms & conditions/privacy policy and click 'Register'. Your email address, organization, and name will be prepopulated:

After creating your password and clicking 'Register', you will be redirected to the screen shown

below. Next, you must complete your registration using the confirmation link emailed to the address you used to create your CDP account. **Please remember to check your junk or spam mail**.
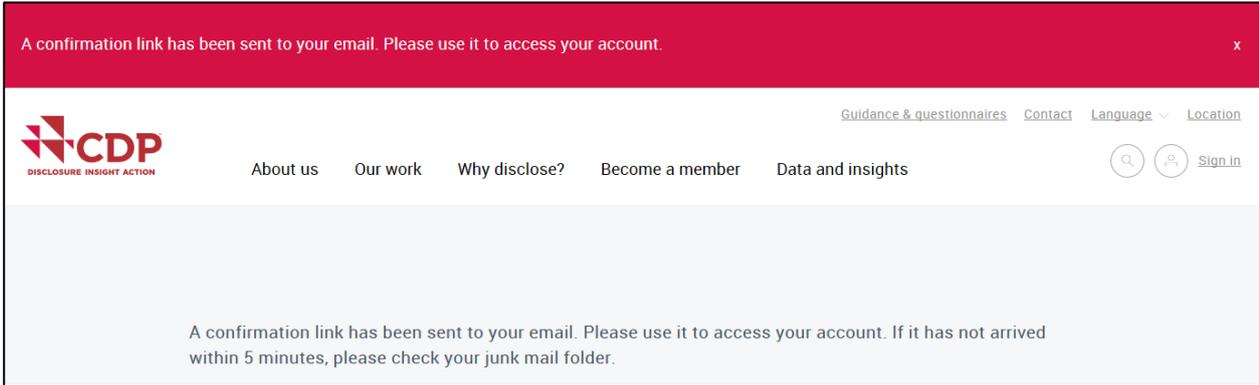
If you have not received the confirmation after 30 minutes, please use the Resend registration or confirmation link, also found on the sign in page.

Clicking the confirmation link in the email will redirect you to the sign in page on the CDP website where you will see a red notification banner. You can now sign in using the password you just created.

To access your dashboard once registered, you can simply go to https://www.cdp.net/en/users/sign_in, or www.cdp.net and click on 'Sign in' on the top right-hand corner of the screen.

> ℹ️ Please contact your Account Manager, local CDP contact, or respond@cdp.net if you have any problems registering, if you have not received the invitation email, or would like your organization to volunteer to respond.

> ℹ️ Please note that you should not copy and paste your email or password into the fields as spaces that may be copied in will mean your details are not recognized.

Your Response dashboard

If you are a nominated contact for the current disclosure cycle, after signing in you will see your response dashboard, as shown below.

The main page contains various features:

1. **Need help icon and information:** contact details of your account manager, or local CDP contact, that you should contact if you have any queries.

2. **Language and location:** allows you to change your dashboard language and update your geographical location.

3. **Initials icon and account menu:** clicking either the initials icon or 'account menu' displays the menu to navigate between:

   ◤ **My account**: check your details, change your password, update your cultural settings and pay the disclosure administrative fee (if applicable).

   ◤ **Response Dashboard**: view your organization's current requests, administrative fee status, previous responses and files.

   ◤ **Guidance tool**: access guidance materials across themes.

   ◤ **Sign out**.

   Main Users will see two extra options in the menu:

   ◤ **Organization Details**: check and update details for your organization such as website and address.

   ◤ **Primary Activity**: view the classification for your company, and if applicable change.
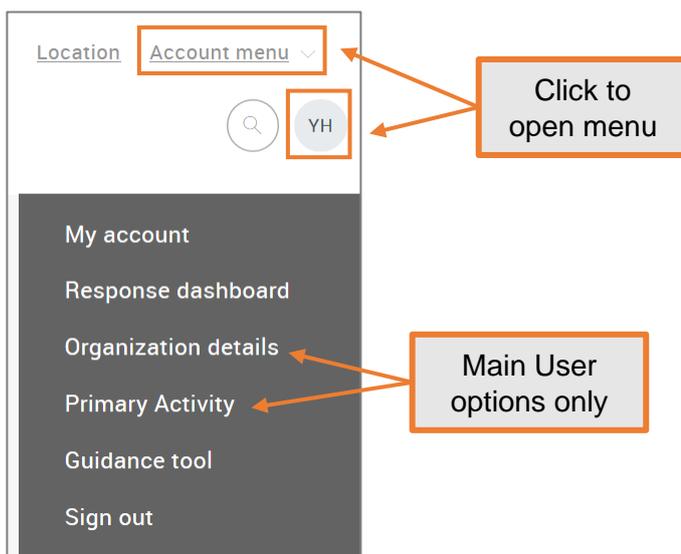
4. **Jump to… menu**: use this to navigate to different sections of the dashboard.

5. **CDP theme tiles:** indicate the questionnaire themes that your organization is requested to complete:

   ◤ If you are requested the tile is clear and the arrow is colored.

   ◤ If you are not officially requested, the tile is greyed out, 'Volunteer' will show at the bottom of the tile for the Main User, and you can opt in.
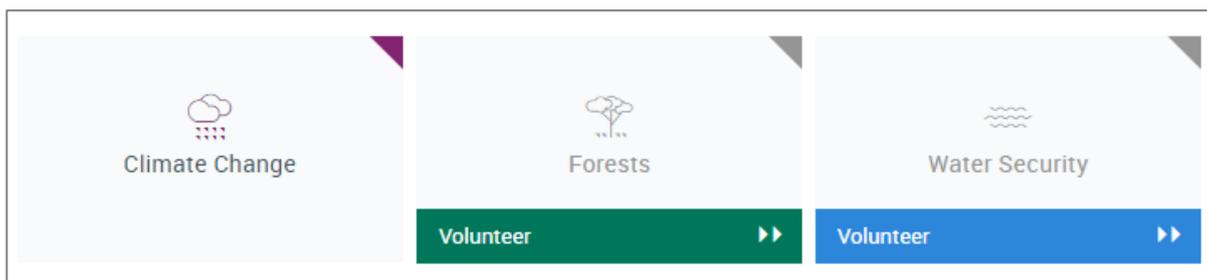
ℹ️ Click 'Volunteer' to open an email you can send to request participation in that specific questionnaire.

6. **Users block:** displays all users associated to the current questionnaire and indicates your permissions concerning the current questionnaire and indicates your permissions concerning the current questionnaires. See the '[User types](#)' section for more on user permissions.

7. **Payment block:** If you have an investor request or are volunteering (self-selected company) to respond to a questionnaire and your organization has an administrative fee applicable for this year you will see the payment block when you sign in. You will need to pay this before you can submit your questionnaire(s) to investors as detailed [here](#).

   For more information on the administrative fee, please see our [admin fee FAQ page.](#)

8. **Theme blocks:** confirm your participation, access the ORS (after confirming participation), and see which stakeholders have invited you to complete a specific questionnaire.

9. **Scores and responses:** a list of all questionnaires that your organization has been requested to participate in, past (2010 onwards only) and present. You can click on the response name to view any questionnaires that were submitted. If you would like participation information for your organization before 2010 please contact your account manager, local CDP contact or respond@cdp.net.

10. **Announcements block:** important news and updates related to CDP and CDP initiatives

11. **My Files:** allows you to access any score feedback information available for your organization. Additional files may be added in the future.

12. **Search for Corporate Responses:** search participation history for your, or any other, organization.

Changing language

If you wish to change the language that you see in your dashboard and the ORS you can do this from your dashboard using the 'Language' drop-down. You may need to sign out of the ORS, and enter it again from the dashboard, for the change to occur.
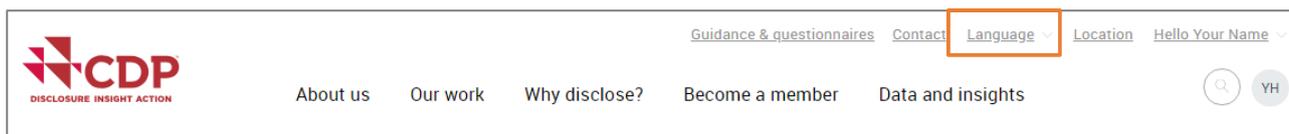
You can continue to answer your questionnaire(s) in English even if you are viewing the questionnaire in another language.

⚠️ **If your response is in any language other than English, it may not be scored.** Please check with your account manager, or local CDP contact.

Guidance tool

To access the corporate guidance tool, which contains all of CDP's corporate guidance documents, recorded webinars, and translations, you will first need to [sign in](#) to the CDP website. Then, go to your initials icon menu, and click 'Guidance tool':
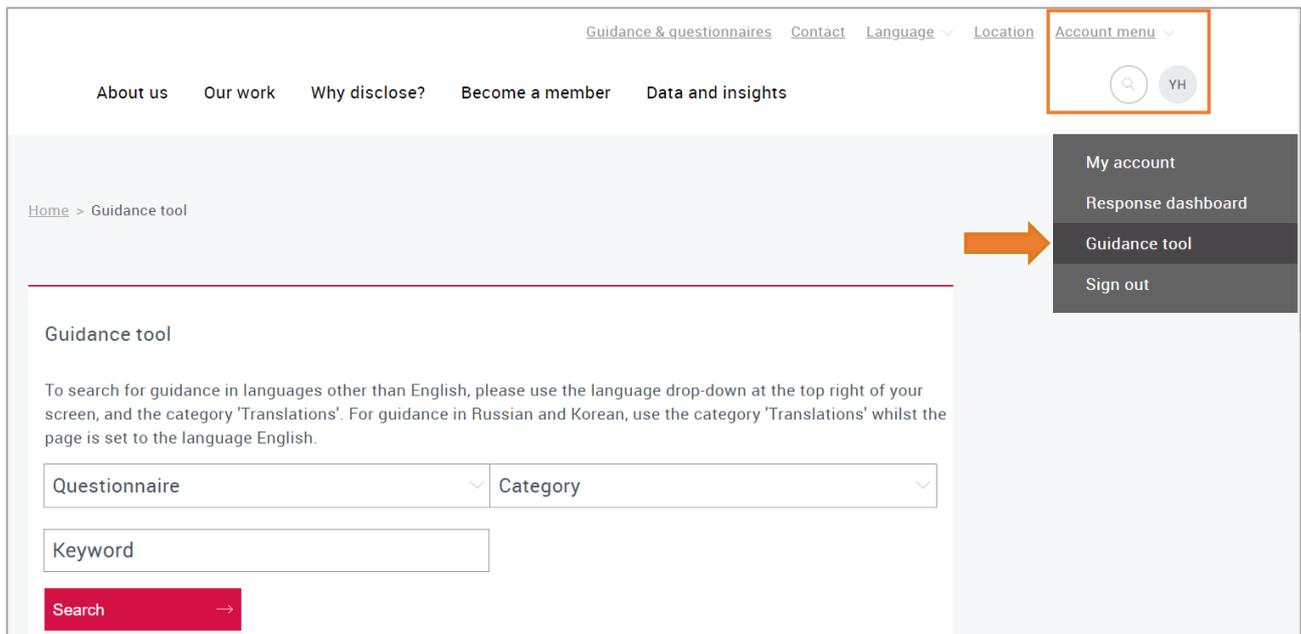
The guidance tool enables you to search for guidance by:

- ◤ **Program:** here you can filter CDP's guidance by the theme to which you are responding to and by year (e.g. Climate Change 2021).
- ◤ **Category**: here you can specify the type of guidance you are looking for (e.g. 'Questionnaires', 'Reporting Guidance', 'Scoring documents', 'Technical information', 'Recorded webinars', etc.).
- ◤ **Keyword**: if you already know what you are looking for, you can also search by keyword here.
- ◤ **List**: scroll through an alphabetical list of guidance documents before or after refining your search.

To access translated documents, please see the instructions on the guidance tool page.

You can also access a selection of CDP's guidance and resources via the public guidance page. You can access this by clicking on the 'Guidance & Questionnaires' link on the top right of the dashboard screen or CDP website, then select the 'Guidance for Companies page.

You can also access guidance documents, and details of upcoming events and webinars from the expanded CDP thematic blocks:

My Account

This page allows you to review your personal details, change your password, and (if applicable) review payments for your organization.

Open your account page from the drop-down menu shown when you click on:

- ◤ account menu
- ◤ your initials icon

Your details

On the My Account page you can edit the following details:

- ◣ First name
- ◣ Last name
- ◣ Business phone
- ◣ Job title
- ◣ [Your cultural settings](#)
- ◣ Preferred email language (Please note that we cannot guarantee that our communications will be sent in your preferred language.)

To edit any of these fields, make your changes and then click "Update details".

On the My Account page can view the following details:

◥ Email
◥ Organization

To update these fields please contact your account manager, local CDP contact or respond@cdp.net.

Changing your password

On the My Account page, you can change your password.

You must provide your current password, your new password, and confirm your new password, before clicking 'update password'.
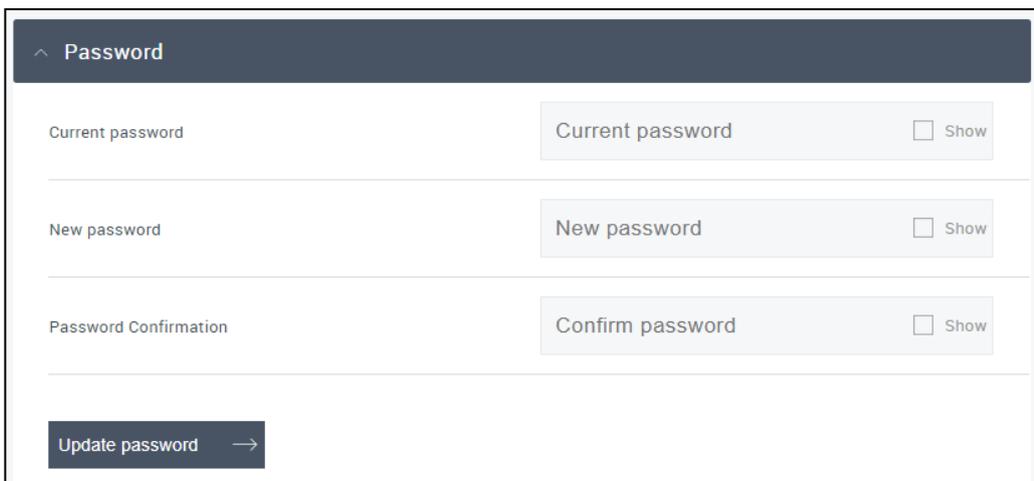
∧ Password		
Current password	Current password	☐ Show
New password	New password	☐ Show
Password Confirmation	Confirm password	☐ Show
Update password →		

After clicking "update password" you will see a confirmation banner and will be redirected to the CDP's main website page:

Success! Your password has been updated	x

Use the menu to return to your preferred page, e.g. Response Dashboard page (where you can access the questionnaire).

ℹ There is also a 'Forgotten your password?' link on the sign in page.

Payments

On the My Account page, you can review payments for your organization. More details on the administrative fee are available here.

Organization details (main users only)

This page allows you to check the information that we have about your organization.

If you are the main user, open the organization details page from the drop-down menu shown when you click on:

◥ Account menu
◥ your initials icon
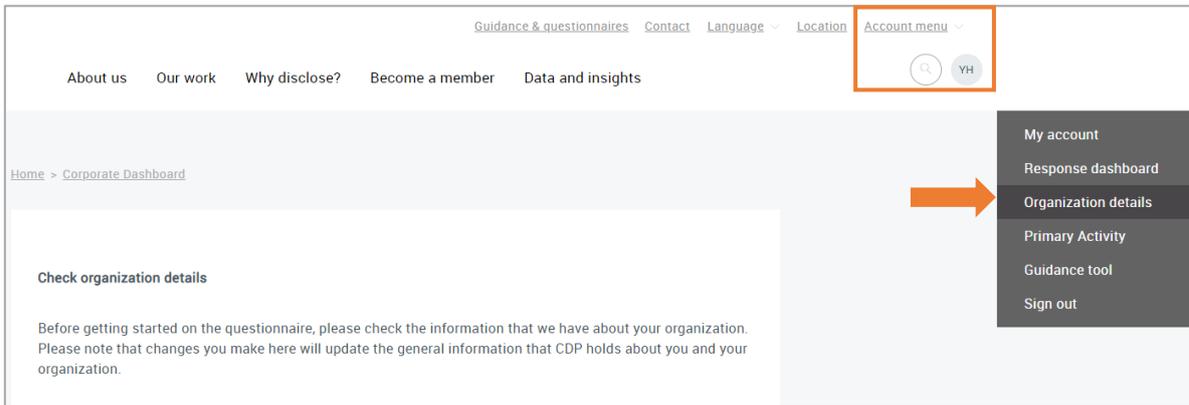
On the organization details page, you can view the following details:

◤ your organization's operation headquarters country.

If this field is incorrect, please contact your account manager, local CDP contact, or respond@cdp.net to update.

> ⓘ If your organization's country of operational headquarters is not populated, you **must** make a selection in order to proceed with activating your questionnaire.

On the organization details page, you can edit the following details:

◤ your organization's website address

◤ your organization's Twitter name

◤ your organization's Senior Stakeholder

◤ your organization's addresses: See editing your organization's addresses

Remember to click "Save" when you make any changes to your details or addresses.

After clicking "Save" you will see a confirmation banner and will be redirected to your dashboard:

Editing your organization's addresses

You can add, edit, and remove your organization's addresses on the organization details page. You can have a maximum of 2 saved address.

- ◥ To delete a saved address: Click 'Remove address'
- ◥ To change a saved address: Click 'Edit'
- ◥ To add a new address:
    1. Click 'Add new address'
    2. Fill in all the fields. Fields marked with an asterisk are mandatory
    3. Click 'Update'. You must do this before trying to save.

ⓘ Remember to click "Save" when you make any changes to your addresses.

User types

There are three user types, each with different permissions. User types are for the current year only, therefore the listed contacts will not automatically be those user types the following year(s). For further information please read the User FAQs. There is no limit to the number of users that can be added to your account.

You can check the user types of contacts at your organization by expanding the 'Users' block on the response dashboard:

Listed contacts

Main User functions only

These are the permissions associated with each user type:

◥ Main User:

The Main User is responsible for your organization's response(s). **There can only be one Main User per organization and year**. The Main User can:

- ◥ access the response(s) in the ORS
- ◥ enter, edit and save data
- ◥ import and export data in the ORS
- ◥ generate and share a 'read only' link
- ◥ pay the administrative fee (only user with this permission)
- ◥ **submit** the questionnaires (only user with this permission)

> ⓘ Please note that the Main User for a questionnaire must always be a representative of that organization and should **not** be a consultant. Consultants can be contributors.

The Main User also controls user access rights to the ORS on behalf of the organization via the user block. If you are the main user, you can add or remove contacts for the current year. You can also change the roles of users and nominate a new main user.

As the Main User, your contact details (name and email) may be stored in CDP's systems for record management.

> ⓘ To become the Main User for your organization, please follow the steps outlined in step 3 of '[Activating your questionnaire](#)'.
>
>   If your questionnaire is already activated see [changing the main user](#).

Changing the Main User

If you are the current Main User, go to the Users section of your dashboard and select 'Make Main User' to nominate a contributor to become the Main User. They will receive an email notification with instructions to follow and your role will change to contributor.

If the questionnaire has been activated but there is not currently a Main User and you are a contributor, in the Users section you can click 'Become Main User'. You will then be requested to complete a confirmation screen.

Users

These permissions apply to all questionnaires in this response cycle. For more information on User roles, please see the User section of the FAQs.

Contributor

| YN | Your Name | Become Main User |
| nu | new user | |
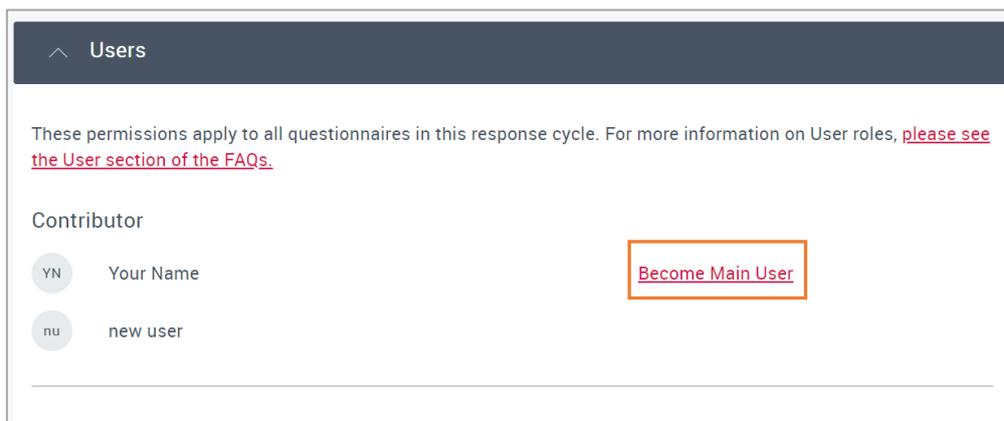
> ⓘ If the original Main User has left the organization please contact your CDP Account Manager, local CDP contact, or respond@cdp.net.

◤ Contributor(s):

Contributors can:

- ◤ access the response(s) in the ORS
- ◤ enter, edit and save data
- ◤ import and export data in the ORS
- ◤ [generate and share a 'read only' link](#).

Contributors cannot to submit a response. Contributors can collaborate with multiple colleagues, who can all directly access the ORS.

There is no limit on the number of Contributors and this type of user is suitable for a consultant. For further information please read the [User FAQs.](#)

◤ View only user(s):

View only users can view responses in the ORS. View only users can be assigned to colleagues for review or sign off purposes. They can export responses but cannot enter, save, or submit data in the ORS.

There is no limit on the number of View only users. For further information please read the [User FAQs.](#)

◤ Subsidiary contact:

This type of user role is only relevant where a parent company is responding on behalf of a subsidiary company who has also been requested to respond to CDP. Contacts from the subsidiary organization will have this user role and will be listed on the Users block but will

only be able to see the thematic blocks of the parent company. Users with this role do not have access to the ORS and cannot activate or contribute to the company's response(s).

If a subsidiary contact requires access to the ORS they can request the Main User to change their role to contributor via CDP.

Please note that subsidiary contacts will see information in the 'Scores and Responses' section relating to their own company, not their parent company.

Adding new users

Main users can add new users to the invitation via the user block on their dashboard. You can see if you are the Main User when you expand the user block. If you are the Main User you will also see the 'Add New User' button:
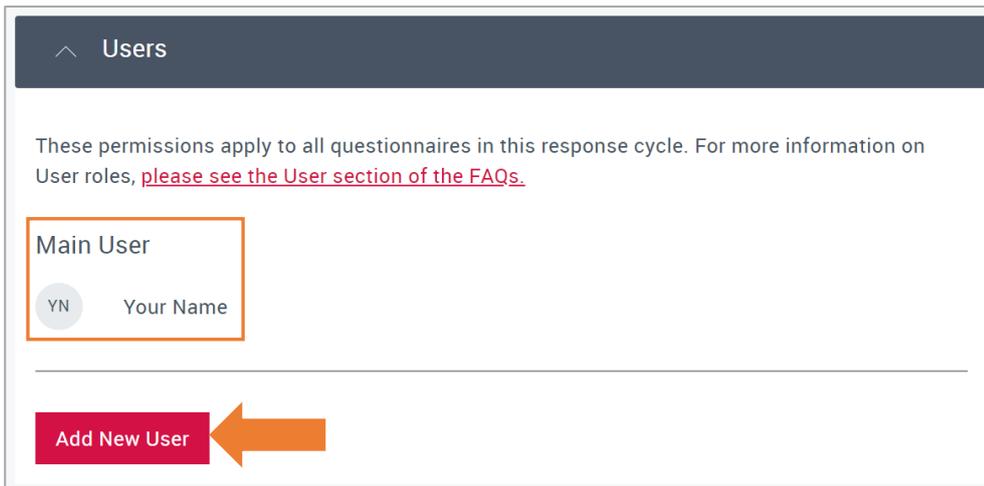
To add a new user (main user only):

1. click 'add new user'

2. complete all the fields and select whether you want the user to be a contributor or a view only contact

3. click 'send invite'

4. You will see a banner notification at the top and the new user will receive an email notifying that they have been added as a user and instructions to register, with the Main User in copy.

   The new user will now appear in the Users block.
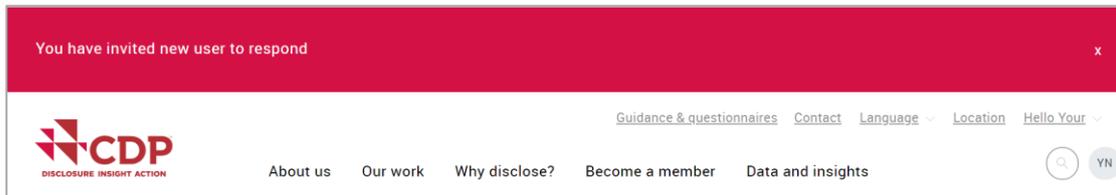
Removing users

Main users can remove users from the invitation via the user block on their dashboard. You can see if you are the Main User when you expand the user block.

> ℹ️ The steps below will remove the user's access to the CDP disclosure platform. If the user needs to be removed from your organization please contact your CDP Account Manager, local CDP contact, or respond@cdp.net.

To remove a user (main user only):

1. Expand the user block

2. Click 'remove user' next for the contact you want to remove
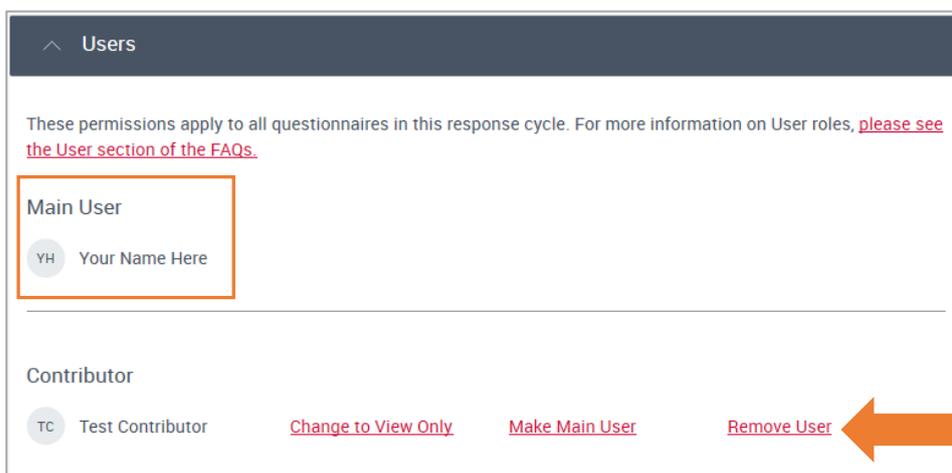
3. Click 'OK' on the confirmation screen

4. The removed user will receive an email notifying that their access has been removed, with the Main User in copy.

   The user will no longer appear in the Users block nor have access to the ORS.

Your request(s) – getting started

Organizations need to activate their questionnaire(s) each year and for each requested theme (climate change, water security and/or forests). CDP will notify you when this can be done.

What are you being requested to do?

As explained in the 'Your response dashboard' section, you can see which questionnaire(s) you are requested to respond to via the thematic tiles. You will also only see theme blocks for the questionnaires you are requested to complete.

Who has requested your participation?

In the theme block you can see who has requested you to provide environmental information for that thematic questionnaire.

You may have been requested by:

▼ CDP's investor signatories; and/or

> ℹ If you are responding as a Self-selected company, you will see the information for submission to CDP's investor signatories.

▼ Customers: organizations are requested by their customer(s) – one or more of CDP's Supply Chain Member(s).

Your requesting customers will be displayed within the relevant theme block. You can swap between two view options:

Default view

More information- list view

The list view will show four columns. Hover over the 🔴 icon for more information on each column.

▼ the names of the requesting customers

- the date each request was added
- the customers' email addresses
- the name of the requested organization (this may be your subsidiary company).

You can sort the list view by any of the four columns by clicking on the column header.

You can download a copy of the list view to a CSV file by clicking the download button.

When is the deadline?

The deadlines are shown in the relevant theme block:

> ℹ️ If you have arranged an extension with CDP this will be displayed here.

Activating your questionnaire(s)

Organizations need to activate their questionnaire(s) each year before they can start responding to the questionnaire. Follow the below steps to activate your response.

Step 1: Get Started

Organizations need to confirm participation before they can access their questionnaire.

1. Click 'Get Started' in the questionnaire block. Any contributor can confirm participation.

2. Confirm to whom you will submit data and click 'Confirm' or click 'Skip' to choose this later via your dashboard.

   - You will see this pop-up if you are confirming participation to the climate change or water security questionnaire, or the forests questionnaire at the request of investors only:

> ⓘ Participation confirmation can be changed from the response dashboard by the main user or contributor (if no main user).

◤ You will see the below pop-up with additional options to select if you are confirming participation to the **forests** questionnaire and responding to customers and investors, or customers only:

Step 2: Confirm Main User

You will be asked to confirm if you are the Main User for your organization. Read the provided information on the responsibilities of the Main User. If you are the nominated Main User tick that you are authorized to be the Main User and click 'OK'.

Climate Change 2021

You will be the Main User for your organization's response.

For more information about the main user role and implications, please review the relevant section in the FAQ.

	Main User	Contributor	View Only
Access dashboard and view responses	✓	✓	✓
Update organization details	✓		
Start responses	✓		
Answer questions	✓	✓	
Submit final response/accept Terms	✓		
Control user roles	✓		
Key contact for CDP - will receive reminder and notification emails	✓		
Pay disclosure administrative fee if applicable	✓		

☑ I confirm that I am authorized to be the Main user for my organization

◀◀ I will not be the Main User   OK ▶▶

If you click 'I will not be the Main User' you will be redirected back to the corporate/response dashboard. Your 'Users' block will show you as a 'Contributor' and you will need to wait until the Main User has confirmed participation to continue. The person that should be the Main User can continue the process from step 3. Once the Main User has confirmed participation you can continue straight to the ORS.

If you change your mind and **do** wish to be the Main User, click 'Continue' in the theme block to carry on from step 3.

Step 3: Check organization details

The next page is your 'Check organization details' page.

> ◤ If your organization's operational headquarters are not populated, you **must** make a selection in order to proceed.

> 🛈 If the operation headquarters are incorrect, please contact your account manager, local CDP contact, or respond@cdp.net.

> ◤ Organization Website and Twitter name can be viewed or edited.
> ◤ Senior stakeholder information can be viewed.
> ◤ Addresses can be edited. More details available here.

Please confirm the information is correct and click 'Next':

> ℹ️ If you use the 'Return to dashboard' link, the theme block will show that you have confirmed participation and will have a 'Continue' button for you to complete your organization details later.

Step 4: Confirm questionnaire version

The next step is to confirm your organization's revenue and/or the version of the questionnaire you will complete, either minimum or full.

> ℹ️ If your organization is not eligible to complete the minimum version, you will not see these pages (skip to step 5).

◥ If your organization needs to confirm its revenue you will see the screen below:

  ◥ If you click 'Yes' OR you are responding for the first time for this theme (climate change, forests or water security) you will be given the option to choose between the full or minimum version of the questionnaire.

> ℹ️ No sector-specific questions are included in the minimum version. Responses to the minimum version will only be scored in certain circumstances. Please see our [Scoring Introduction](#) for more information on scoring eligibility.

◤ If you click 'No' AND you are not responding for the first time for this theme you will see a message informing you that you will be completing the Full version.

◤ If your organization does not need to confirm its revenue but is eligible to complete the minimum version, you will see the screen below:

If you use the 'Return to dashboard' link at this stage, the theme block will show that you have confirmed participation and will have a 'Next' button at the previous stage for you to continue later.

> ℹ️ If you are eligible to complete the minimum version, the main user can change your selected tier at any stage prior to submission via your questionnaire block.

Step 5: Select or review your organization's CDP-ACS

The final page contains information on your organization's classification and questionnaire sector. Please see the FAQ for more information about CDP's activity classification system (CDP-ACS).

You will see one of the following versions of this page depending on your organization's status:

◤ If CDP has already classified your organization, you will see your organization's primary questionnaire sector and primary CDP-ACS activity. If applicable, you will see any subsequent classifications and sectors.

> ℹ️ If you are responding to investors, please contact your account manager or local CDP contact to discuss changing your Primary Activity.

> ℹ️ If you are responding to customers only, you can change your primary activity. Click "change primary activity"

◤ If you are responding to your customers only and your organization has not been classified, you need to select your organization's CDP-ACS.

1. Select your organization's Industry, Activity Group, and Primary Activity

2. Once selected you can see which sector specific questions you need to answer in the information below the table.

3. Once selected 'Start Questionnaire' button will turn red and you can move forward.

> ℹ If you are responding to your customers only, the main user can change the classification via the 'primary activity' page in the account menu.

Select your organization's CDP-ACS

Please select your organization's Industry, Activity Group, and Primary Activity in the table below based on CDP's Activity Classification System (CDP-ACS). This selection influences what questions you will be shown in your questionnaire, what your score will be based on, and will apply to all themes. Once the response is submitted this selection can no longer be changed.

Please note that changes you make here will update the general information that CDP holds about you and your organization.

Summary of your company's CDP-ACS classification

CDP-ACS Industry	CDP-ACS Activity Group	CDP-ACS Activity	Questionnaire Sector
Apparel	Textiles & fabric goods	Apparel design & manufacturing	General
Biotech, Health Care & Pharma		Luggage & bags	
Food, beverage & agriculture		Textiles	
...infrastructure			
International bodies			
Manufacturing			
Materials			
Power generation			
Retail			
Services			
Transportation services			

Your organization's primary questionnaire sector:
General
Your organization's primary CDP-ACS Activity:
Apparel design & manufacturing

◢ You will receive a score based on your response to the primary questionnaire sector questionnaire.
Not all responses will be scored in 2020, click here for futher information.
The minimum version of the questionnaire does not contain sector-specific questions.

◢ For guidance on how to identify sector specific questions within your questionnaire click here.

◢ For more information on CDP's Activity Classification System (CDP-ACS) please see our FAQ. For a full list of the CDP-ACS classifications click here.

◄◄ Previous   Return to dashboard   Start Questionnaire ►►

Step 6: Start questionnaire

Clicking 'Start Questionnaire' opens your questionnaire in the Online Response System (ORS) in a new tab or window.

Your dashboard after activating your questionnaire(s)

Back on your dashboard your theme block will now look like a version of this:

Changing participation confirmation

Main users (and contributors if there is not yet a main user) can change the answers for participation confirmation any time before submitting.

1. Click Change Answers
2. Make changes
3. Click Confirm
4. If successful, you will see a red banner: 'Success! Participation intentions saved'.

Changing questionnaire version

Main users can change the selected questionnaire version between the full and minimum version, if your organization is eligible, any time before submitting.

1. Select the version you want to complete (Full or Minimum)
2. Click save
3. If successful, you will see a red banner: 'Success! Questionnaire version updated. Please launch the questionnaire again to update the ORS'.

Your Online Response System (ORS)

Clicking 'Enter Questionnaire' on the theme block will take you to the ORS. The ORS opens in a new tab or window, therefore please ensure that **pop-up blockers** are switched off.

> ⚠ **Please note that it can take up to a minute for the questionnaire to load up.**

The ORS homepage

The first page you see is the 'Welcome' page for that questionnaire:
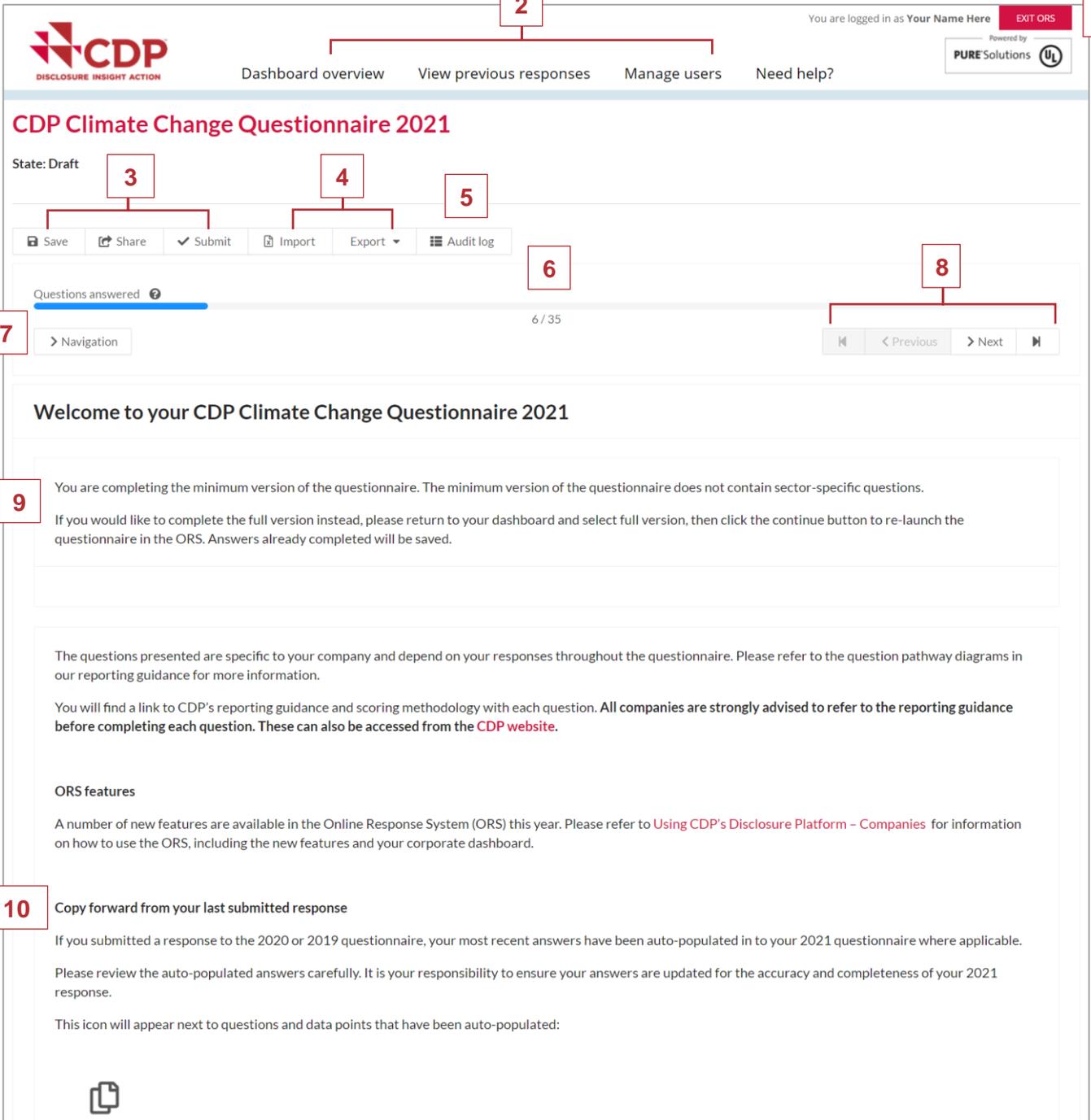
2

You are logged in as **Your Name Here**   EXIT ORS   **1**

Powered by
PURE Solutions (UL)

CDP
DISCLOSURE INSIGHT ACTION

Dashboard overview   View previous responses   Manage users   Need help?

CDP Climate Change Questionnaire 2021

State: Draft

3   **4**   **5**

🖫 Save   ↪ Share   ✔ Submit   ⊠ Import   Export ▾   ⊞ Audit log

6   **8**

Questions answered ❓

7   ＞ Navigation   6 / 35 |◀ ‹ Previous   › Next ▶|

Welcome to your CDP Climate Change Questionnaire 2021

9
You are completing the minimum version of the questionnaire. The minimum version of the questionnaire does not contain sector-specific questions.

If you would like to complete the full version instead, please return to your dashboard and select full version, then click the continue button to re-launch the questionnaire in the ORS. Answers already completed will be saved.

The questions presented are specific to your company and depend on your responses throughout the questionnaire. Please refer to the question pathway diagrams in our reporting guidance for more information.

You will find a link to CDP's reporting guidance and scoring methodology with each question. **All companies are strongly advised to refer to the reporting guidance before completing each question.** These can also be accessed from the CDP website.

ORS features

A number of new features are available in the Online Response System (ORS) this year. Please refer to Using CDP's Disclosure Platform – Companies for information on how to use the ORS, including the new features and your corporate dashboard.

10   Copy forward from your last submitted response

If you submitted a response to the 2020 or 2019 questionnaire, your most recent answers have been auto-populated in to your 2021 questionnaire where applicable.

Please review the auto-populated answers carefully. It is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2021 response.

This icon will appear next to questions and data points that have been auto-populated:

⧉

You can see the following main features here that you will also see throughout the ORS:

1. **Exit ORS:** signs you out of the ORS. You can then close that tab or window. Please note, you may still be signed into the dashboard.

2. **Dashboard links:** link back to the relevant parts of your dashboard, where you can perform the action required.

3. **Save, share, and Submit:** depending on your user type you may see all, some, or none of these permissions. See the 'User types' section for more on user permissions. Using 'Save' displays a warning for parts of questionnaire not yet completed, or that have an error.

4. **Import/Export:** These buttons allow users to export and import the questionnaire, including all responses entered, as a Word or Excel document. Please see the Exports and Imports section below for more information.

5. **Audit Log:** This button takes the user to the audit log. It allows users to track all changes made in the ORS by any user. Please see the Audit Log section below for more information.

6. **Floating blue progress bar:** This indicates the number of questions you have saved an answer for so that you can track your progress. Depending on your answers, the total number of questions may fluctuate. This is for your **own tracking purposes only**, you can submit your response even if the progress bar is not at 100%. Some questions are not counted in the progress bar, however questions on the 'Submit your response' page are counted.

7. **Navigation menu:** Click the arrow and use the menu to jump between modules and pages. It will also show you which sections have unanswered questions.

8. **Previous, Next, and skip buttons:** for moving between neighboring pages or skipping to the start or end of the questionnaire. You should use these rather than your browser buttons. **Make sure your page is saved** before moving on. The 'Submit your response' page has a greyed out Next button as there is no next page.

9. **Questionnaire version:** The questionnaire version that you are completing (full or minimum) will display here.

> ⚠️ Contact your account manager, local CDP contact, or respond@cdp.net if you see the message:
> *It looks like something went wrong with the setup of your questionnaire. Please contact CDP.*

10. **Copy Forward:** If you submitted a response to the 2020, 2019 or 2018 questionnaire, your answers have been auto-populated in to your 2021 questionnaire where applicable.

    This icon will show for answers that have auto populated: ⧉ See the copy forward section below for more information.

    Please review the auto-populated answers carefully. It is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2020 response.

Navigating the ORS

Users can navigate around the ORS in two ways:

Navigation menu:

◣ Clicking on the 'Navigation' button will open a menu on the left detailing the questionnaire sections available. Click on the relevant section to be taken directly to that page. The navigation menu will auto-hide after you click your destination or if you click the cross in the corner.

◥ The navigation menu has a tab which shows the number of unanswered questions within each section in red. Select the 'All unanswered' button to display how many unanswered questions there are in each section. You can expand the sections to see a further breakdown within subsections. Depending on your answers, the number of questions may fluctuate. This is for your **own tracking purposes only and you do not need to answer all questions in order to submit**.

Navigation buttons:

◥ You can use the 'Previous' and 'Next' buttons under the progress bar to move between pages (see below in orange). The skip buttons (see below in green) allow you to jump to the ORS homepage and the submission page.

Please make sure you save regularly, before moving page and before logging out, as unsaved data cannot be recovered.

Accessing guidance

Reporting guidance

Throughout each thematic questionnaire, you can access that theme's reporting guidance via 'Click here for guidance for this question'. When you click the option, choose the question number you are interested in and a new tab or window will open with the relevant guidance.

> ℹ The guidance link will always open in English. To change the language when the link opens, click "language" in the top-right corner.
>
> Language ⌄ | Contact

Information icon

For questions which are 'Select all that apply', you can also click the information ❓ icon for further guidance.

> (C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following ❓
>
> ☐ Direct engagement with policy makers
> ☐ Trade associations
> ☐ Funding research organizations
> ☐ Other
> ☐ No
>
> ◢ Click here for guidance for this question
> C12.3

Saving your response

'Save' button

The save button is located on the top left corner of each page. **Please click the 'Save' button regularly, before moving page and before logging out**, and particularly after entering significant data or attaching/removing documents. If you are planning to leave the response inactive, please use the 'Save' button before moving away, as the system may time-out after a long period of inactivity and data would subsequently be lost.

> 🖫 Save | ↪ Share | ✓ Submit | 🗋 Export | ☰ Audit log
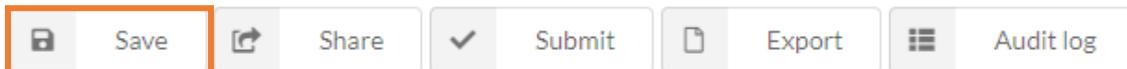
It is advisable to do this frequently to avoid the loss of data, e.g. due to time-outs. The green pop up messages, as shown below, will confirm once your data has been saved.

> ✓ Survey response saved successfully ✕

Autosave

There is an autosave function in the ORS in addition to the 'Save' button. The [Saved] icon will appear next to questions where you entered data as you move through a page.

Please do continue to use the 'Save' button when entering large amounts of data, adding or removing attachments, navigating through pages, and before exiting the ORS.

In addition to the green 'Saved' icon, you may see a blue 'Save in Progress' icon. [Save In Progress] **Please wait for that icon to change to the saved icon before continuing**. If it does not change, there may be an issue with your internet connection or your log in session may have timed out, and the data you have recently entered will not be saved. Please sign out of the ORS and sign back in to continue with your response.

Copy Forward

If you submitted a response to the 2020, 2019 or 2018 questionnaire, your most recent answers have been **auto-populated** into your 2021 questionnaire where applicable. A copy forward icon will show for auto-populated answers. Once the response has been copied into your questionnaire, you can add, edit and amend the data as necessary.

When you click the copy forward icon you will see an overlay of your previous answers from the last year that you reported. In the overlay you will see the previously reported answers even if they are not copy forward.

⚠ Any question marked with a red cross cannot be copied forward. Either the question is not configured to allow copy, or the row/column no longer exists in the survey.

F6.2a

Any question marked with a red x is not configured for copy forward.

(F6.2a) Provide details of your target(s) for increasing sustainable production and/or consumption of the disclosed commodity(ies), and progress made.
This question only appears if you select "Yes" in response to F6.2. The reference number shall be used to identify your target elsewhere in this request and to track progress in the following years. Therefore, select one unique reference number per target.
▸ Click here for guidance for this question

x Target reference number

Target 4

x Forest risk commodity

Other - Rubber

x Form of commodity covered ❓

☐ All forms of palm oil
☐ Palm oil fruit
☐ Crude palm oil (CPO)
☐ Crude palm kernel oil (CPKO)
☐ Palm kernel meal (PKM)

If you did not previously submit a response to a question or this is a new question no answers will copy forward. If you click the copy forward icon a message will appear outlining that no previous answers have been found.

Not all questions are suitable for copy forward. Comments are not auto-populated, however, if you press the copy forward icon, the comment from your previous response can be manually copied forward. Attachments <u>cannot</u> be copied forward.

Click 'Copy previous response' to manually copy your answer into this year's questionnaire. If you have edited the question already for 2021 clicking 'Copy previous response' will override the data already entered.

Please be aware that if a de-selection is made for a leading question in the current year questionnaire, follow up questions may still contain the prior year response and will need to be edited, as necessary.

Please review auto-populated answers carefully, it is your responsibility to ensure your answers are updated for the accuracy and completeness of your response.

CDP has tried to ensure copy forward from your previous response is available where possible, however, some questions have been modified from last year's questionnaire, and therefore not all fields may copy over. As a result, your data might only be available on specific fields within table questions. We encourage you to double check the response after copying to ensure that the response is complete and up to date.

Please see the ORS Copy Forward exclusions list for a full list of the datapoints in the questionnaires which **do not** have the Copy Forward functionality enabled.

Audit Log

The Audit Log button is located at the top of the screen, there are two elements to the Audit Log:

◥ Answer Audit log
◥ Workflow Audit log

The Audit Log button is located at the top left of the screen, the user can see all changes made to the full response.

Answer Audit log

The Answer Audit log displays all changes made to the answers in a response. In the Answer Audit Log the following will show:

- ◤ Date – the date the change was made
- ◤ Time – the time the change was made
- ◤ User – the name of the user who made the change will display
- ◤ Source – where the change was made. UI (User Interface) if a user has made the change directly in the ORS. excel Import or Copy Forward campaign if these functions were used.
- ◤ Question – the question which was changed. If it is for a [table question](#), then the column name will also be displayed.
- ◤ Change type – the type of change made. This could be option added, option removed or value
- ◤ Previous value – the previous answer for the question. This can be blank if it is the first time a change is made
- ◤ Change – the new answer for this question

CDP Climate Change Questionnaire 2021 - Audit Log

State: Draft

Back

Workflow Audit Log   **Answer Audit Log**

Date	Time	User	Source	Question	Change Type	Previous Value	Change
18 March 2021	11:15:29	Your Name Here	UI	Please confirm how your response should be handled by CDP > *I am submitting my response* > *Public or Non-Public Submission*	Option added		Public
17 March 2021	12:23:18	Campaign Copy Forward	(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets. > *2281321*	Dynamic matrix row added		

You can view the Audit Log for a specific question. This allows you to see all the changes made to one question. Select the Audit log icon next to a question to view this.

Workflow Audit Log

The workflow audit log shows changes to the overall status of your response. Once you have made a change to the whole of your response e.g. you have submitted then workflow audit log will be updated, and the summary column will show this transition from Draft to Submitted. The User column shows who has made the change. Note that 'API_User' is when CDP has made a change to the overall status of your response due to a request from a user, e.g. the response was re-opened or amended.

In this page you can view your response for each time the whole response was submitted by selecting "View" in the row of the submission you are interested in.

Workflow Audit Log	Answer Audit Log				
Date	Time	User	Type	Summary	Submission
27-Feb-2020	10:42:53	Cami Warren	Manual	CDP amendments > Submitted	View
27-Feb-2020	10:40:13	API_User	Manual	Submitted > CDP amendments	
26-Feb-2020	10:54:05	TEST2 S&RTCG	Manual	Draft > Submitted	View
25-Feb-2020	11:15:53	Builtin Administrator	Automated	Response created at state - Draft	

Cultural settings

Cultural settings allow you to choose how data is formatted and displayed in the ORS. Cultural settings are only applied in the ORS and affect how numbers and dates are displayed to you only. These settings do not apply to your formatted response or the dates on the dashboard.

In the ORS you will see the following question types adapt to the cultural setting selected:

◤ *Date questions*: Dates will be displayed in a format specific to the cultural setting selected. The cultural setting determines the order of the Days, Months and Years. You can see the format required in the answer box before an answer is entered. E.g.

Base year start :   MM/DD/YYYY   🗓

English US vs. English UK

Base year start :   DD/MM/YYYY   🗓

◤ *Numeric questions*: Numbers will be displayed in a format specific to the cultural setting selected. The cultural setting determines which decimal separator or group separator is used (i.e. a decimal point or other) and determines which group separator is used (i.e. a comma or other).

You can see the format required in the answer box before an answer is entered as a greyed out 123456.

1,234.56

English (US) vs. French (France)

1234,56

E.g. the decimal separator for English (UK) is a decimal point, and the group separator is a comma. Two-thousand and a half is displayed as 2,000.5
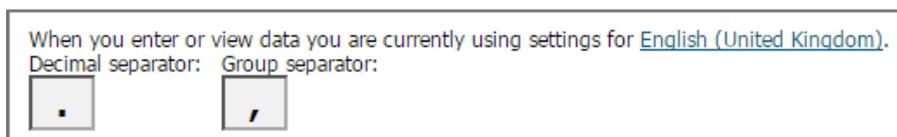
When you enter or view data you are currently using settings for English (United Kingdom).
Decimal separator: Group separator:

.   ,

If you change the culture setting to French (France), the decimal separator is a comma, and the group separator is a space. Two-thousand and a half is displayed as 2 000,5
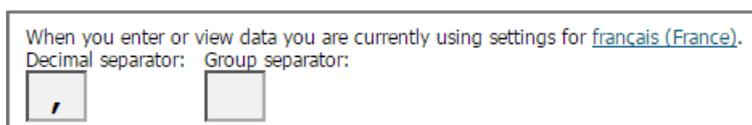
When you enter or view data you are currently using settings for français (France).
Decimal separator: Group separator:

,

Changing your cultural settings
You can change your cultural settings on your My Account page.

> ⚠ To update your settings, you must first exit the ORS, change the selection, and open the ORS again from your dashboard.

1. Navigate to "my account" page.

2. Click the field for a dropdown of all the available cultural settings.

3. Make your selection.

4. Click 'Update details'. You will see a red banner message indicating you have been successful.
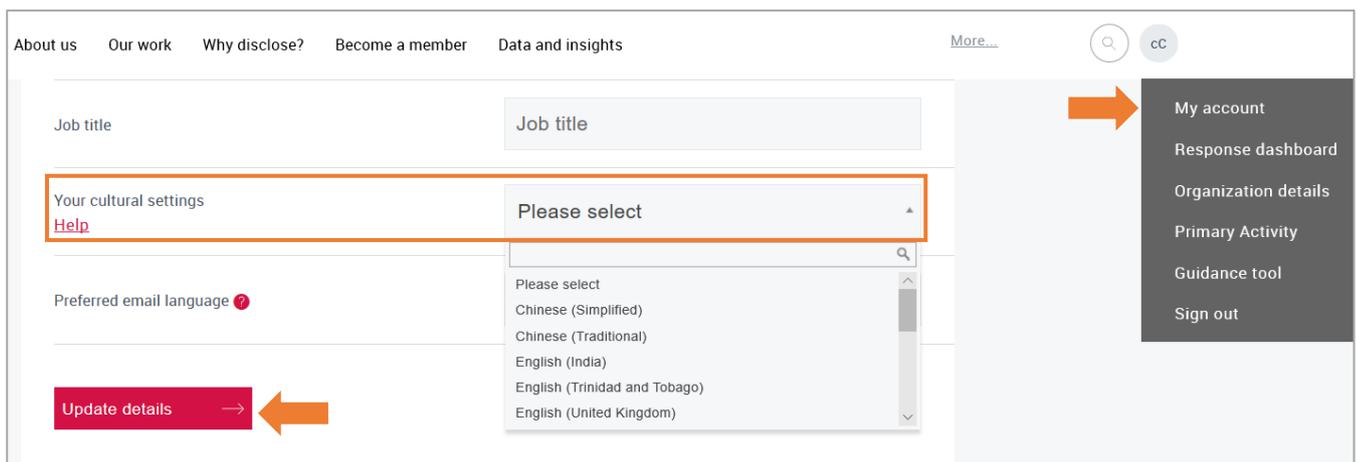
Your selected cultural setting does not affect other users working on the same questionnaire. If a user does not select their cultural settings, they default to a cultural setting depending on the language selected and the location of the user.

> ℹ Changing your cultural settings will not change your language settings; you can set different language and cultural settings. If you do not make a selection, the default cultural settings will correspond with your language settings.

See appendix 1: Cultural settings for more information on cultural settings including a list of the default settings, a list of the cultural settings available and the full breakdown of how the cultural settings display in the ORS. Note that these settings do not apply to your formatted response or the dates on the dashboard.

For information on how cultural settings behave when exporting responses, please see the sections for word and excel exporting.

Introduction module(s)

The first module of the questionnaire is the introduction. The introduction should be completed and saved before you complete the rest of the modules. This is particularly important for leading questions in the introduction.

In the introductions of the questionnaires there is a lower and an upper limit for the mandatory reporting year questions (C0.2, W0.2, F0.2). The lower limit is January 1, 2016. The upper limit is October 30, 2021. If you exceed these dates you will not be able to submit. There are also limits for the length of reporting year.

Leading questions

These are questions that will impact which questions or options will show later in the questionnaire. Please be aware of leading questions and check the corresponding reporting guidance for the pathways illustrating 'leading' questions and what impact they have on the rest of the questionnaire.

Question types and additional question features

Some questions allow, or specifically request, attachments to be added to that question directly. Please click the information icon ❓ for direction for that question. The character counter indicates the number of characters added to the field, not how many files are attached.

◥ To attach a file:

1. Click the paperclip icon to open the file attachments pop-up for that questions.
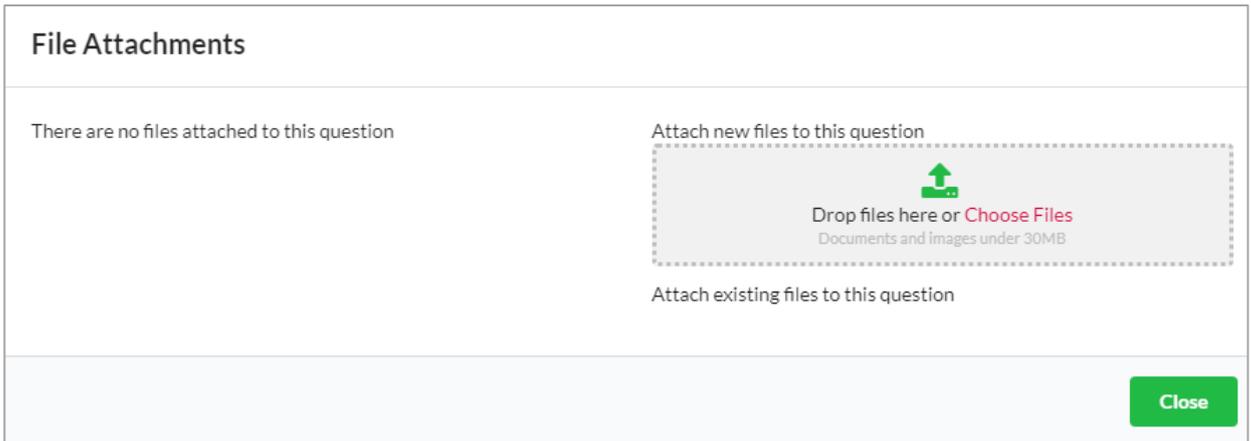
2. Add your file via the right of the pop-up. You can upload more than one file at a time.

⚠ There is a **file size limit of 30MB**. Ensure file names do not contain invalid characters (e.g. + % $ &), otherwise the file will not attach.

We do not advise uploading attachments with characters in the file name. If the attachment has a character in the file name, the character will be lost when uploaded.

ℹ If you have difficulty uploading your files, contact your account manager, local CDP contact, or respond@cdp.net .

3. Once attached you will see the files listed under 'Files attached to this question' on the left.
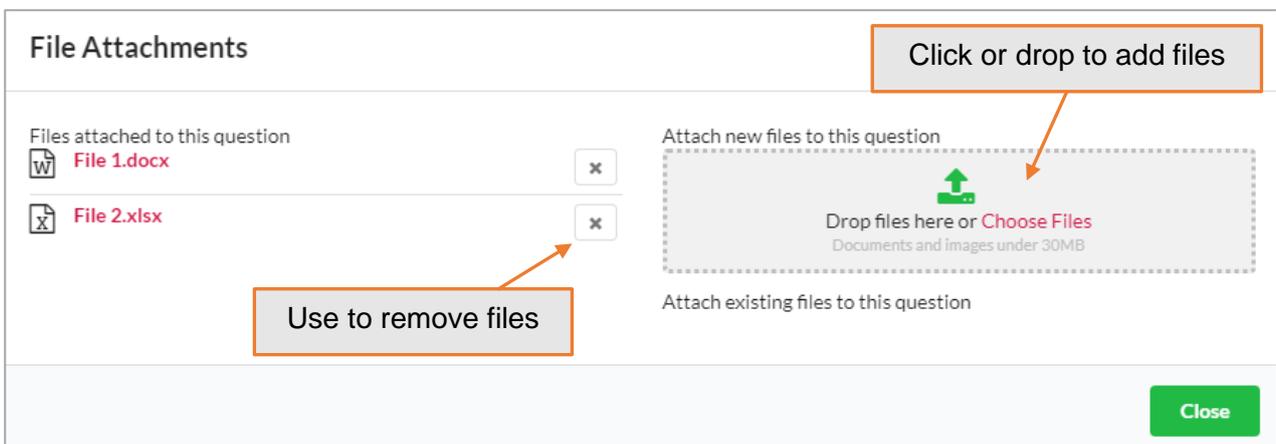
4. Once finished, click 'Close'. The paperclip icon will now be blue.

5. Click the 'Save' button after attaching or removing documents to ensure you do not lose any data.

You cannot see directly from the ORS which files are attached. Click the paperclip icon to see your files, or to remove files.

Auto-calculation function

For some questions, there are numeric datapoints which the ORS will auto-calculate using applicable figures inputted in to other numeric datapoints of the same question. These may be additions, multiplications, or divisions. The auto-calculated datapoint has a calculator icon next to the field, and it is read-only. Please see the reporting guidance which will detail what data points are used for the calculation.

If any of the applicable fields have not been completed (i.e. are left blank rather than containing '0') it will not auto-calculate and will display: *Fields used in this calculation are unanswered*
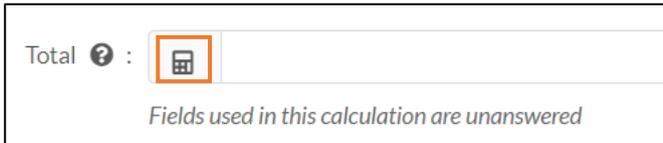
If you receive an error message, please check/correct the figures you have inputted alongside the reporting guidance for the question.
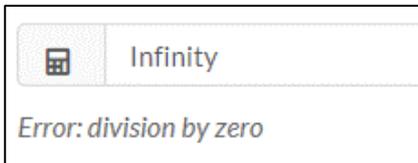
Character limits

Some questions ask for responses to be completed in text fields. There are character limits set for these fields which varies between questions.

The character limits that apply to each question are displayed on the text field with a counter for your convenience. If the limit is exceeded the counter and text box will turn red and you will **<u>not</u>** be able to submit your response.

When copying and pasting text into a question the same character limits will also apply as above.

⚠ Organizations are advised to enter their response to text fields into the ORS **before gaining management/legal approval** as character counts made within the ORS may differ slightly from those in Microsoft Word (due to formatting).
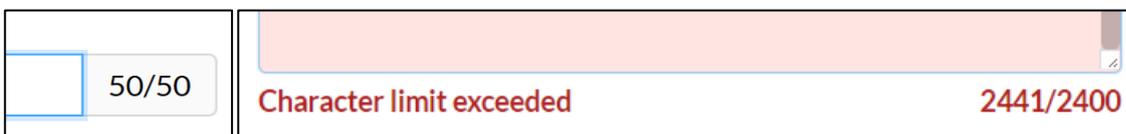
Comment fields

Some questions have an 'add comment' field, accessed by clicking on the speech bubble icon. Additional comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share.

Click icon

Add comment and click OK

Icon displays as blue and with ellipsis…

Date fields

In date fields, only digits and / are accepted. You can either click the calendar icon in the field and select the date, or you can free type the date based on your cultural. To delete a date, hover over the box and click the small cross.

Please note if a date field does not have any data entered, a greyed out 'MM/DD/YYYY' (depending on your cultural settings) will display as default.
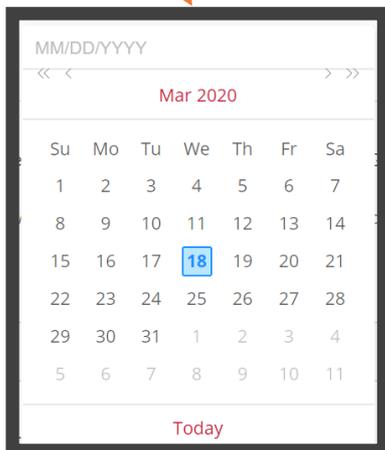
Mandatory questions

There are some questions in the questionnaires that are mandatory and will need to be answered for you to proceed to the next page in the questionnaire and will get the error message:
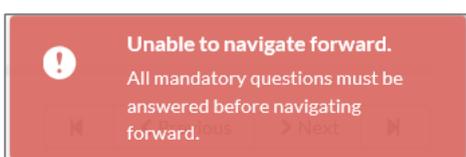
If they are not completed, you will be blocked from submitting. Please see for a list of applicable questions.

If you are completing the Forests questionnaire, depending on your sector, you may initially only see the sections below:
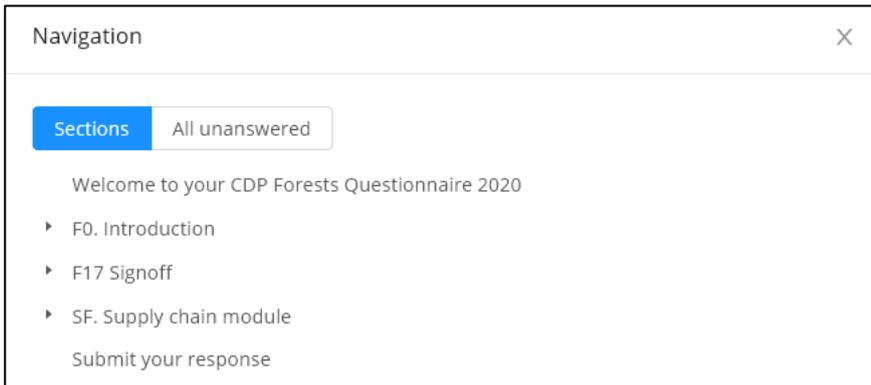
To see and proceed through the questionnaire, you will first need to <u>fully</u> complete both columns of the mandatory question **F0.4**.

Numeric and percentage fields

In numeric fields, only digits (and decimal points if applicable) are accepted. Group separators will be added automatically based on your set cultural settings. There can be rules set on the maximum number of digits and decimal places in these fields, which vary between questions. These are clearly listed in the reporting guidance.

For percentage fields, there is no need to enter the percent symbol '%', as this is indicated in the question for you.

Please note if a numerical field does not have any data entered, a greyed out '1,234.56' will display as default, with the group and decimal separators displaying based on your cultural settings.

Pick lists

Some questions and data fields have a pre-defined list of options to select from. These come in a variety of formats:

◤ *Single-select buttons*

Single option questions only allow you to make one selection. The selected option's circle will turn blue with a dot. If you wish to remove your selection, click 'clear selection'.
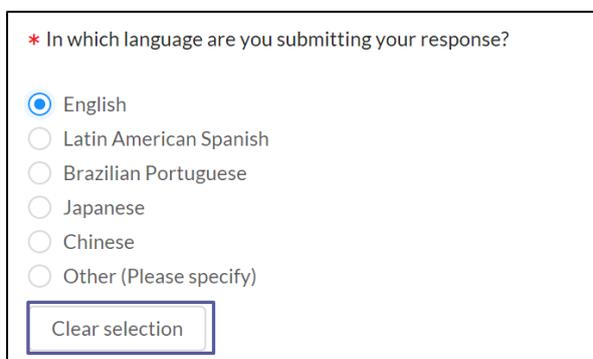
◤ *Multi-select checkboxes*

Multiple option questions allow you to make more than one selection. Click an option to select or to unselect. The selected options' checkbox will turn blue with a tick.
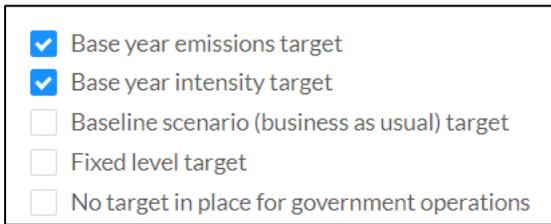
◣ *Single-select drop downs*

For some questions, you can select options from a drop-down list. If it is single select, then your answer is restricted to one option from a drop-down menu. If an option is not showing in full, hover over it for a speech balloon to display the full text. Selected options will resize once selected.

You can dynamically search for an option by typing in the box. Alternatively, you can scroll through the list.

If you need to delete your selection, hover your cursor in the box for the delete button (a small x) to show and click to remove your current selection.

Organizations should select the option that best describes their situation. For a description of the meaning of each option in the list please consult the reporting guidance. Only select 'Other' when none of the listed options are appropriate as this greatly assists data analysis.

If organizations choose the option to select 'Other', a text box also appears. You can use this field to specify details.
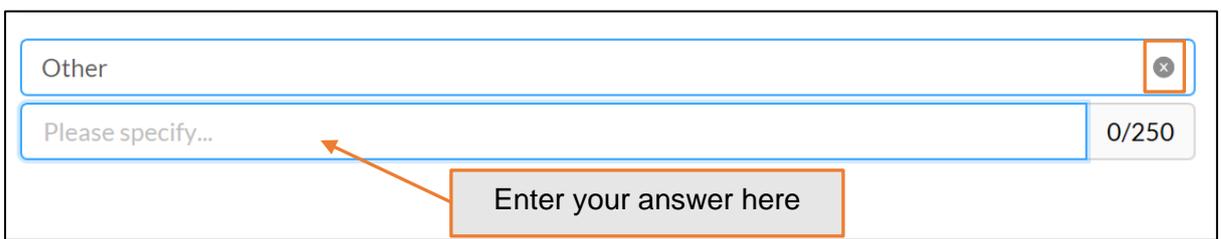
◣ *Multi-select drop downs*

For some questions, you can select options from a drop-down list. If it is multi-select, then you can select as many options that apply. If an option is not showing in full, hover over it for a speech balloon to display the full text. Selected options will resize once selected.

You can dynamically search for an option by typing in the box. Alternatively, you can scroll through the list.

If you need to delete one of your selections, click the delete button (a x) against the option.
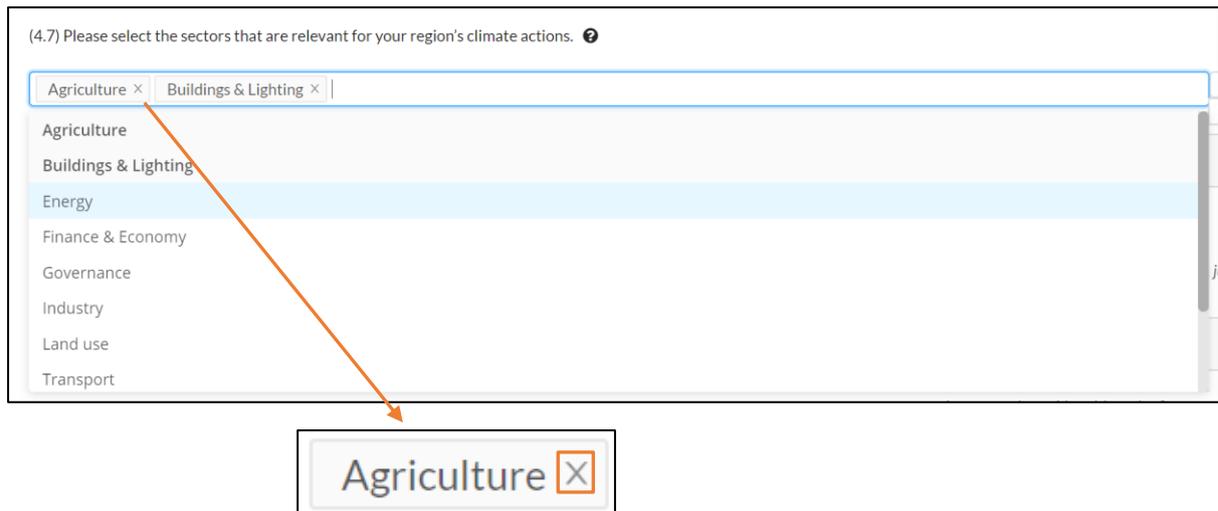
Questions with grouped options

A selection of dropdown questions in the Climate Change and Water Security questionnaires have grouped options to avoid long dropdown lists. The 'options' available will depend on the selection made in the associated 'group' field within the same question. The options field will be greyed out until you make a selection in the group field. Please note, a selection must be made for both fields within a grouped option. Your data will not be saved if one field is left blank.

Please see Appendix II: Grouped Dropdown Questions for a list of applicable questions.

E.G. if the group 'current regulation' is selected, only the options that relate will appear in the dropdown below.

Tables

Table columns can have any of the characteristics of other question types. Character limits and number ranges will be displayed. This includes leading questions within columns and rows.

There are 2 types of tables – fixed and dynamic:

◥ Fixed tables
These table questions have a fixed number of rows.

◥ Dynamic tables
These table questions allow you to add additional rows.

The 'Add row' function will be displayed where you can add extra rows.

(C4.2) Provide details of other key climate-related targets not already reported in question C4.1/a/b. 🏷️

▸ Click here for guidance for this question

＋ Add row

To delete a row click 'delete' or the cross.

✖ Delete
Target

✖
0/1500

ℹ️ If you add more than 25 rows the table will be paged. This icon will appear at the bottom of the table so you can switch between the pages:

‹ 1 2 ›

Please note that tables can be displayed in one of two formats:

❰ *Grid format* - a standard table view

(C0.2) State the start and end date of the year for which you are reporting data.

▸ Click here for guidance for this question

	Start date	End date	Indicate if you are providing emissions data for past reporting years
Row 1	📅 MM/DD/YYYY	📅 MM/DD/YYYY	○ Yes ○ No Clear selection

❰ *Vertical format or repeating sections* - In vertical format tables, rows are separated by a line

RE100 ▾

Clear selection

'Row' separator

Text boxes

❰ Text boxes will automatically extend as you enter text, either manually or via pasting. There is no limit to the size of the text box.

❰ Rich text boxes will automatically extend vertically. They cannot be manually adjusted.

◥ Plain text boxes will automatically extend vertically and horizontally. You can also manually adjust the box - click and drag the right bottom corner. If you make the text smaller a scrollbar will appear.
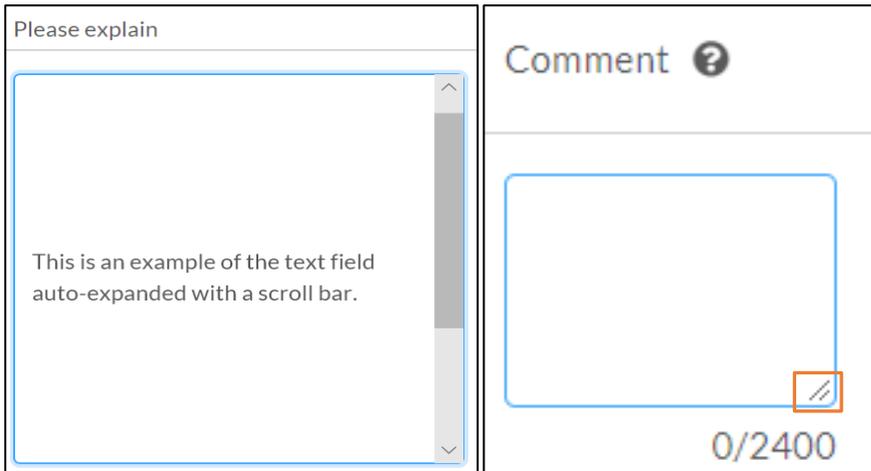
◥ Some text boxes have a pop-out function. Click the box icon to activate. Click close when you have finished entering data.

⚠ When copying and pasting answers formatting will not be retained, except for rich text questions.

Buttons

◥ All clickable buttons will go blue when the mouse hovers over.

Framework alignment

The Framework Alignment icon indicates if the question has a connection to any other frameworks external to CDP. For example, with the TCFD, SDGs, or the DJSI.

Further information

At the end of the questionnaire, in the Signoff section, there is an opportunity to provide any additional information or context that you feel is relevant to your organization's response. This field is optional and not scored (this includes any attachments added to the 'FI' field).

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored. ❓

Sharing your response

Main Users and Contributors can **generate a read-only link that can be shared with colleagues** who are not users by clicking the share button at the top of the page in the ORS. This will generate a URL that will allow other users to see a 'view-only' version of your response.

🖫 Save	🔗 Share	✓ Submit	🗋 Export	☰ Audit log
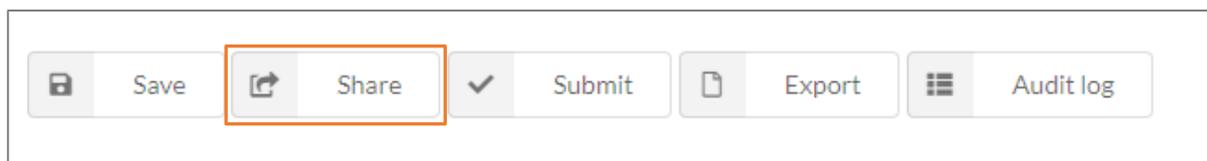
Please note that these links have expiry dates. If your colleague needs to be able to view the response at any time before submission, they should be [added as a user](#).

You can also share your response with other colleagues by exporting your response as a:

⬊ [Word export](#)
⬊ [Excel export](#)

Signing out

To sign out of the ORS, save your current page and click 'EXIT ORS' in the top right corner.

You are logged in as **Your Name Here**	EXIT ORS

You will receive the following message and you can now close the tab/window in which it appears.

Your ORS Session Has Now Ended

Your Online Response System (ORS) session has now ended, but you may still be logged in with CDP.

Click on your initials in the top right of the screen to either sign out completely ('Sign out') or return to your response via your dashboard.
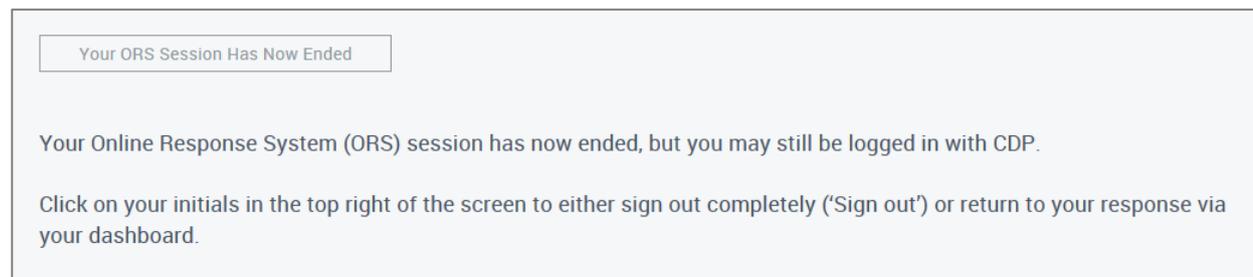
However, you may still be signed into the dashboard. You can sign out of your dashboard by returning to the tab/window you may still have open, or by going to http://www.cdp.net/, and selecting 'Sign out' in the top right drop-down menu.
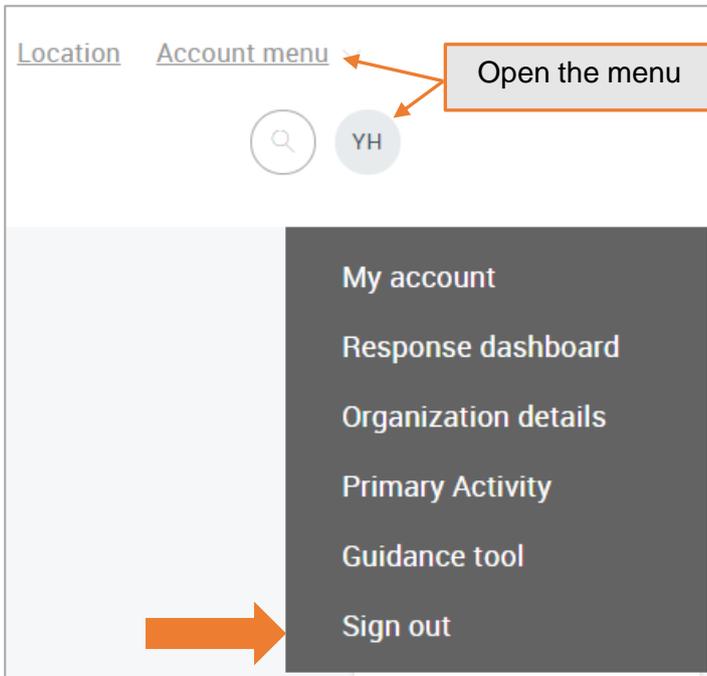
To return to the ORS

To continue working on your questionnaire(s), please sign into your dashboard at https://www.cdp.net/en/users/sign_in and click 'Enter questionnaire' in the relevant theme block.

Export your response(s) from the ORS

You can Export your questionnaire response to:

▼ Word
▼ Excel

Export to Word

Users can download their response from the ORS into word. This function is for viewing and sign off purposes only, you will not be able to import any changes made in word back into the ORS. Please note the word export timestamp is GMT+1 (UK time).

How to export to Word
Click the Export dropdown and then select word.
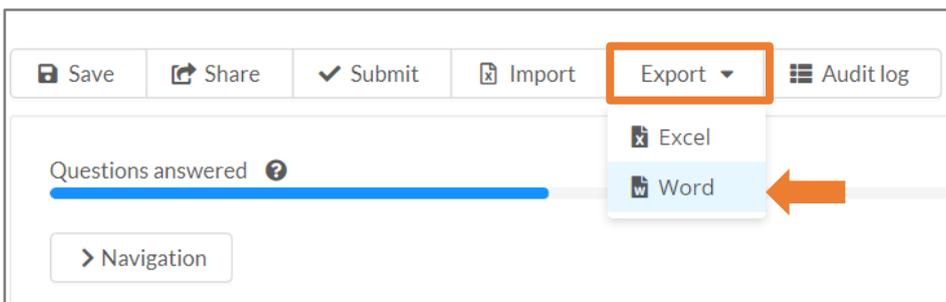
The following screen will appear. Select either Portrait or Landscape, CDP recommends exporting to word in portrait format. Click 'OK', the export of your response will now download. This can be saved and shared in a read-only format.

> **i** When exporting to Word, numbers will display as per the format of your ORS cultural setting. However, dates in the body of your response will revert to English-US format.

Export to Excel

Users can download their response from the ORS to a specially formatted excel. This enables you to edit your response in Excel, save and reimport it into the ORS.

The excel export will show you every question in the questionnaire. Therefore, you may see questions which are hidden in the ORS due to conditional logic (e.g. some lead questions not answered). Please use the CDP Guidance to determine whether each question is relevant to your response.

> **i** Please make sure you have set your language before exporting your response to excel if you wish to import it after making changes.

How to Export to excel

Click the Export dropdown and select Excel.

You can choose to export one section or the entire questionnaire.

If you have already entered data and/or comments into the ORS and want to remove these from the export, then you can untick 'Include data' and/or 'Include comments'. However, if you want the data and/or comments to be exported into the excel spreadsheet, then the relevant boxes should remain ticked.

After selecting the options, click 'OK' and wait for the excel spreadsheet to download. The download speed will vary and the download may take several minutes to complete.

Reviewing questions in your Excel export

The Excel extract will show you every question in the questionnaire, each section of the questionnaire and some specific questions will be spilt into separate worksheets within the excel. Please use the CDP Guidance to determine whether each question is relevant to your response.

Help text is still available in the excel export. It will appear in an *italicized grey font* to differentiate it from the question text which is in black font. Please note links to guidance documents will not be displayed.

You can also find the question pathway in the excel file help text. For example, in the question shown below, you should only respond to C2.2g if you have selected 'No' in response to C2.1.

How to edit your Excel export

Enter text

You can **type** text directly into the text boxes. However, if you would like to **copy and paste text** from another source (e.g. Word or PDF document), please use the 'Formula Bar'.

Please note that if you have entered information into the ORS in a rich text field (i.e. a text field that allows formatting) and exported it to excel, the cell will be locked in excel and you will see the message:

> Rich text questions are read only in Excel once they have an answer in the survey.

Please see Appendix IV: Rich Text Questions for a list of applicable questions.

If rich text fields are blank on export, then they are editable in the excel document and the answers can be re-imported. Formatting can then be added in the ORS after. Excel will not support all types of formatting.

On text field there are character limits, which you can see to the right-hand side of each text field. In the example shown below, the character limit for question 1.0 is 5000 characters.
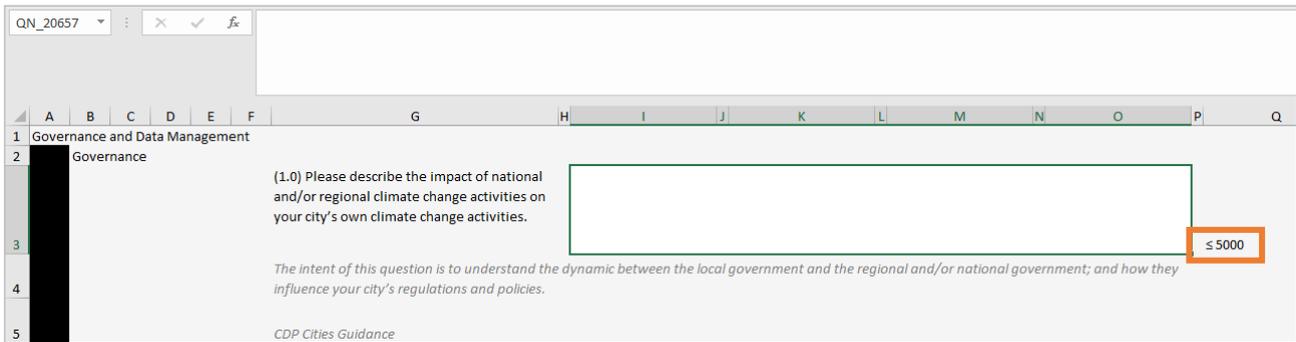
Date fields

Dates will display or need to be entered based on your default excel country settings.
Once you import the file back into ORS, the data will display as per your ORS cultural settings.

Where a full date is required, if you just enter a year an error will occur, so please ensure that you enter the field in correctly.

Numeric fields

For questions that ask for a numeric value, please note the range that the value should fall into which is displayed either to the right or underneath the field. In the example below, the numbers entered in these fields should be higher than 0 and less than 999,999,999.

Numbers will display as per your default excel country and number format settings. Once you import the file back into ORS, numeric data will display as per your ORS cultural settings.
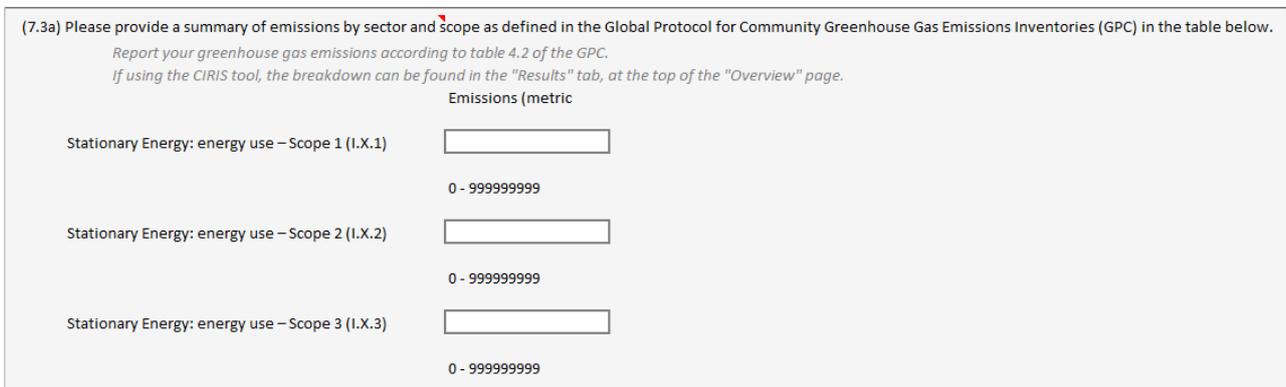
Some questions contain calculation fields which are only displayed in the ORS and not in the excel. These calculation fields are displayed as 'Import to view calculation' text.

(7.4b) Please provide a breakdown of your GHG emissions by scope. Where values are not available, please use the comment field to indicate the reason why.

Scope 1 emissions – Direct emission sources owned or operated by the local government.
Scope 2 emissions – Indirect emission sources limited to electricity, district heating, steam and cooling consumption.
Scope 3 emissions – All other indirect and embodied emissions over which the local government exerts significant control or influence.
For more information on 'scopes' consult the International Emissions Analysis Protocol. If your city has only calculated scope 1 emissions, provide this in rows 1, 2 and 3, and leave scope 2 and 3 emissions blank.

City-wide emissions

Scope 1 emissions excluding emissions from grid-supplied energy generation — 0 - 999999999999

Level of confidence

Scope 1 emissions from grid-supplied energy generation within the city boundary — 0 - 999999999999

Level of confidence

Calculated Total Scope 1 emissions — Import to view calculation

This field is automatically calculated using the figures you provided for "Scope 1 emissions excluding emissions from grid-supplied energy generation" and "Scope 1 emissions from grid-supplied energy generation within the city boundary".

Drop-down selection fields

To select a drop-down field, first select the field and then select the arrow on the right to see the full list of options. Please note when selecting 'Other' an additional text box will appear beneath the field, where you are encouraged to provide an explanation.

(1.4a) Please detail which goals and targets are incorporated in your city's master plan and describe how these goals are addressed in the table below.

The purpose of this question is to understand which sustainability goals or targets your city is implementing in their master plan and is thus impacting on city-wide development planning, further asking for detail of how each target is being addressed.

Row 1
Goal type — Emissions reduction

How are these goals/targets addressed in the master plan? (≤ 2400) — Goals addressed through identification and integration — ≤ 2400

New Row 1
Goal type — Other

Energy efficiency goals

How are these goals/targets addressed in the master plan? (≤ 2400) — ≤ 2400

Check-box fields appear slightly differently in the Excel export to the ORS, as they are shown as one field per option, with 'Yes' and 'No' drop-down options. Please note 'No' is the default selection here, which indicates an un-selected checkbox.

(7.4a) Which gases are included in your emissions inventory? Select all that apply.	CO2	CH4	N20	HFCs	PFCs	SF6	NF3
	No	Yes	No	No	No	No	No

The list consists of the main greenhouse gases defined by the United Nations Framework Convention on Climate Change (UNFCCC): carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), perfluorocarbons (PFCs), hydrofluorocarbons (HFCs) and sulfur hexafluoride (SF6), as well as nitrogen trifluoride (NF3).

Add-row table questions

Add-row tables will appear with a pre-defined number of blank rows. This allows you to complete more rows of data as needed. You can identify the blank rows as those with 'New row 1', 'New row 2' etc. row headers. Rather than clicking 'Add row' as you would do in the ORS, simply complete the data directly in the blank rows made available.

Questions with grouped options

[Questions with grouped options](#) will display in your excel export with the group field and related options field side-by-side. If you select an option within the group field, the related options field will go orange, and only the applicable options will display in the dropdown. Once you select a valid option, the box will go white.
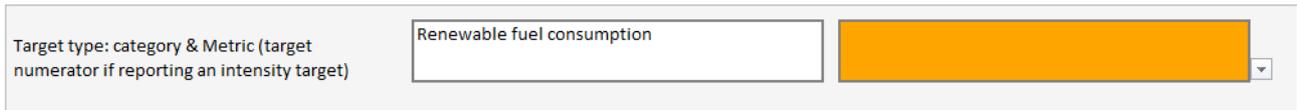
Target type: category & Metric (target numerator if reporting an intensity target)	Renewable fuel consumption	

> ℹ️ If you change your selected group field, please double-check the related option is still applicable and correct.

Attachments

Attachments are not visible in the Export.

Adding comments

Comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share. Please note that comments submitted on public responses will be public on your CDP response. Comments can be added into the excel file where you see a small red arrow in the top right-hand corner. You will have a maximum of 1,000 characters.
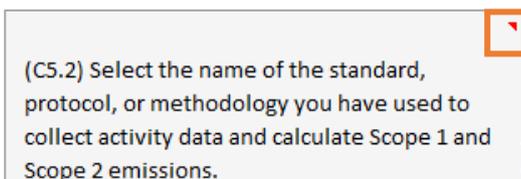
(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions.

Import your response (s) to the ORS

To reimport your response from excel into the ORS:

1. Select import at the top of the screen.
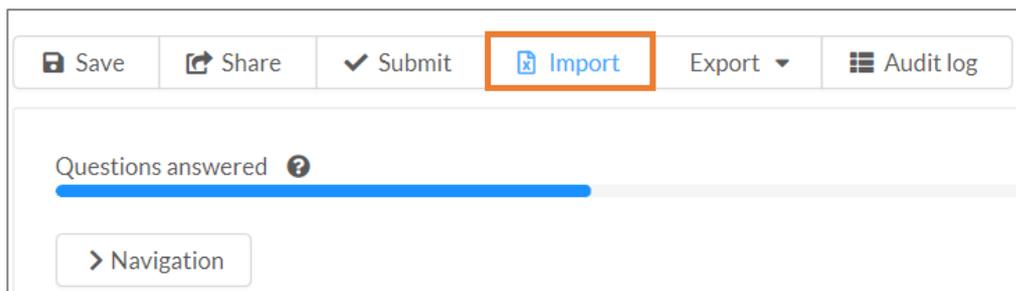
💾 Save	↪ Share	✓ Submit	🗒 Import	Export ▾	☰ Audit log

Questions answered ❓

> Navigation

2. Use the file finder to upload your file and click OK. Ensure your excel document you are re-importing is saved as the format of 'xlsx'.

3. Select 'all pages' or the section you wish to import and check the Import map is set to Standard

4. Click OK

5. If the import has been successful you will see the following screen. Please note that even if some fields fail, the successful fields will still have imported into the ORS.

If the import fails, please download the import results file. In the import results file, look for the cells with the red triangle in the corner as this indicates an error. Please review and amend these responses and reimport. Ensure mandatory questions are completed when importing into the ORS.

Please be aware some questions in the excel may be hidden in the ORS if your answer to the lead question renders them hidden in the ORS. In the excel it is possible to enter invalid dropdown answers that will be hidden by conditional logic once imported to the ORS. Please check through answers carefully once imported.

Your imported answers will now be displayed in the ORS. Your imported answers will be reflected in the Answer Audit Log.

Excel import best practice:

 ◤ Only use the excel import sheet once to avoid duplicate rows being created in the ORS. If you need to import more data, please take a new excel export first and edit this version before importing.

 ◤ Only use the excel import sheet for the response you exported it from. Sheets cannot be shared between responses.

 ◤ If it has been a long time since you took your excel export and your import fails, then you may need to take a new export.

 ◤ The language of ORS must match that of the import (do not change the ORS language between exporting and importing.)

 ◤ Ensure mandatory questions are completed when importing into the ORS

 ◤ Make sure to double-check your data before importing.

Submitting your response(s)

If you have been requested to respond to multiple themes (climate change, forests, water security), the associated questionnaires must be submitted separately.

If you are an overlap organization (submitting a response to both investors and customers), please follow the guidance below and the 'Later submission of your supply chain questions' section.

Administrative fee

If your organization is required to pay the disclosure administrative fee, the Main User will need to complete this before being able to submit your response to an investor request.

For information on how to pay the administrative fee please see the How to process the disclosure administrative fee guidance. For more information on the administrative fee, please see our admin fee FAQ page.

Pre-submission checklist

Prior to submitting a questionnaire, you are strongly encouraged to review the content, paying attention to:

 ◤ **Spelling, grammar,** and **figures** (if applicable, e.g. emissions figures) are correct.

 ◤ Your answers adhere to the relevant reporting guidance document.

 ◤ Answers to questions are **not** provided in the 'Further Information' field, or as attachments, unless specifically requested.

 ◤ Web links and cross references are **not** used to answer questions.

- The value 'Other' is selected in the drop-down list **only if no other option fits** your required value.

> ⓘ   Only the Main User can submit the response and is therefore the only user that can see the submit button. If you need to change the Main User, the current Main User can do this via their corporate dashboard, otherwise please contact your account manager, local CDP contact, or respond@cdp.net.

Making your submission choices

Before you can submit your response, you will be required to confirm:

- The language you are submitting your response in.
- Who you are submitting your response to (investors and/or customers).
- Acceptance of the terms for responding.
- How CDP should handle your response.

How to submit your response (Main User only)

1. Navigate to the **'Submit your response'** page at the end of the online questionnaire:
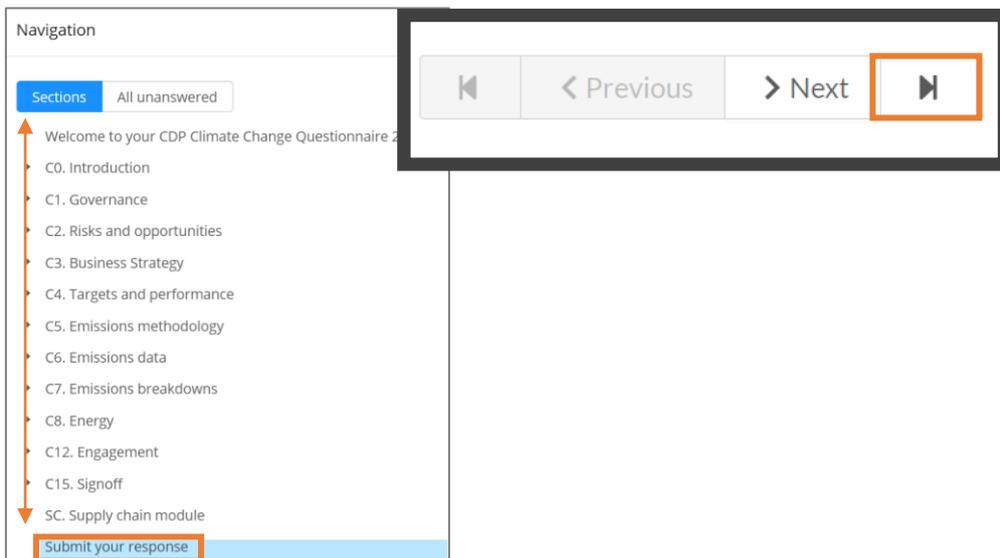
2. Select the **language** you are submitting your response in:

> ⚠️ **If your response is in any language other than English, it may not be scored.** Please check with your account manager, local CDP contact, or respond@cdp.net.

3. Confirm which of your stakeholders you are submitting to. This will be either investors and/or your customer(s), depending on who you have been requested by:

Please confirm how your response should be handled by CDP

Your choice of public and non-public submissions impacts how CDP can handle your response and where

	* I am submitting to
I am submitting my response	☐ Investors ☐ Customers

⚠ If you intend on submitting data to your customers, and you are submitting data to CDP investors now, you MUST tick the 'Customers' box now too. You cannot submit the supply chain module without submitting the core thematic questions to your customers.

◥ If you are requested by CDP investors *and* your customer(s), and tick to only submit to one, you are required to answer an additional question about why you are declining to respond to one of your stakeholders:

I am submitting my response	☐ Investors ☑ Customers

* Please state the main reason why you are declining to respond to Investors

⚪ Request not received directly from Investors
⚪ Company policy not to respond to Investors
⚪ Do not want to pay the admin fee

Clear selection

◥ If you haven't yet paid your administrative fee you will not be able to submit to investors until you have paid your administrative fee:

* Your administrative fee is still outstanding. In order to submit information to investors, please follow the link in the help text and arrange payment. If you proceed with your submission without handling your outstanding administrative fee, you will not be able to share your response with investors.

☐ I understand that I will not be able to submit to investors and want to proceed with my submission

⌄ Administrative Fee Payment and Information

Pay your administrative fee now

Administrative fee FAQ

4. Indicate if you wish your response to be **public or non-public:**

For more information on the differences between a public and a non-public response, please see the FAQ and the Terms that apply to the response you are submitting. You may also wish to view the Privacy Policy.

5. If you are submitting your response to investors **and** your customer(s) you will be asked if you wish to submit your supply chain module questions now or later. You have the option to submit the supply chain module questions now with the rest of your response or later but ensuring it is still submitted by the deadline shown on your dashboard.

If you do not wish to include information in response to the supply chain questions, you may leave these unanswered but should still submit the questions. Please select 'Yes, I will submit the Supply Chain questions now'

⚠ If you are submitting your supply chain questions later please see 'Later submission of your supply chain questions' to ensure your response is fully submitted before the deadline.

6. Confirm you have read and accept the terms:

7. Scroll to the top of the page and click '**Submit**':

8. Click **confirm** on the pop-out screen, confirming you want to submit.

You selected **'Submit'**.

If you are sure, please confirm your selection.

You may not be able to undo this action.

Cancel   Confirm

Submission confirmation

Clicking 'Submit' will submit your response and take you to the 'Thank you for your submission…' page.

The Main User will receive an email confirming the submission. Please set '@cdp.net' as a safe domain, otherwise the email may not be successfully delivered.

CDP Climate Change Questionnaire 2021

Thank you for your submission.

We appreciate the time and effort you have invested to submit your data to your stakeholders through the CDP Climate Change 2021 Questionnaire.

You will receive an email confirming your submission within 24-48 hours. If you do not, please contact your local CDP contact or email respond@cdp.net.

We would love to hear from you

CDP is keen to hear from corporations on their experience of using our disclosure platform, and the questionnaires. You can provide feedback via this short form, or via your local CDP contact.

Amending your response

Your response will now be "view-only". If you need to amend your submitted response, you will need to complete an amendment form. Please click here to view CDP's Amendments Policy and download the form .

Your response is now submitted and is no longer editable. If you need to amend your response please see the section Amending your response.

Please see Your dashboard after submitting your response for an example of how your dashboard will look after submitting.

Later submission of your Supply Chain Questions (Main User only)

If you are requested by Investors and your customer(s) and have already submitted your response but chose to submit your Supply Chain questions later, then you will need to return to the ORS to submit these before the deadline indicated on your dashboard.

Note: If you do not wish to include information in response to the Supply Chain questions, you may leave these unanswered but should still submit the questions. Please follow the instructions below to do so.

1. On your response dashboard, click '**Enter Questionnaire**' on the 'Submission to your customers' line to re-enter the ORS:

2. Check your supply chain module questions.

3. Navigate to the 'Submit your response' page.

4. **IMPORTANT**: Change your selection to '**Yes, submit Supply Chain Questions now**' for 'Are you ready to submit the additional Supply Chain questions'.

5. Scroll up to the top of the screen and click '**Submit Supply Chain Module**':

6. Click **confirm** on the pop-out screen, confirming you want to submit.

7. After submitting you will receive an additional 'Thank you for your submission…' email and a tick will be displaying on the 'Submission to your customers' line. See Your dashboard after submitting your response for an example.

Submission troubleshooting

Only the Main User can submit the response and is therefore the only user that can see the submit button. If you need to change the Main User, the current Main User can do this via their corporate dashboard, otherwise please contact respond@cdp.net or your local contact.

You can submit your response even if the progress bar is not at 100%.

If you are required to pay the disclosure administrative fee, this must be completed by the Main User before the submit button will be enabled. Please see the section on the administrative fee.

Errors and warnings
If the ORS detects errors or warnings in your response the Errors and Warnings box will be flagged for you to rectify the issue. If you try to submit with errors in your response you will see a red 'submit failed' notification in the corner. This will occur if you try to submit:

❰ without having completed all mandatory fields.
❰ with fields that have a value that is out of range.
❰ with fields that exceed the character limit.

If you try to proceed through the questionnaire before completing the mandatory questions on the page, you will receive an 'unable to navigate forward' notification.
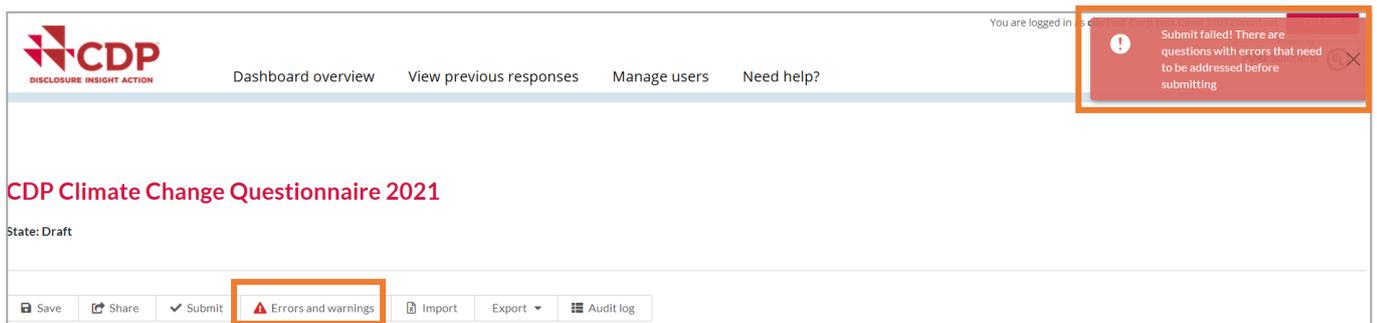
If you click on the errors and warnings button, a pop-out box will show the list of errors (red) and warnings (yellow). If you click an error or warning it will take you to that field in the ORS for you to amend. Once the error or warning is resolved it will disappear from the errors and warning list.

You will be able to submit once all errors are resolved. Note that warnings will not prevent you from submitting.

Errors and warnings

Please click on a question to return to that location within the survey and edit your answer. Errors must be fixed before you can submit your response, whereas warnings are for information and will not prevent you submitting your response.

(F0.2) State the start and end date of the year for which you are reporting data.

⚠ **Start date must be 365-366 days before the end date.**

% of total production/consumption volume traceable

⚠ The entered value is out of range.

In which language are you submitting your response?

⚠ The others limit has been exceeded.

⚠ If your response is in any language other than English, Latin American Spanish, or Brazilian Portuguese it may not be scored. Please check with your local CDP office.

I am submitting to

⚠ This field is mandatory.
You must select at least 1 options.

Your dashboard after submitting your response

After submitting your response dashboard under the relevant theme block you can see that you have successfully submitted your response by the ticks as shown below. Please note this can take a few minutes to update after your submission and you will see circles instead of ticks.

> ⓘ If you do not see ticks within 1 hour of submitting please contact your account manager, local CDP contact, or respond@cdp.net .

You can see your submission details and response under the 'Latest Submission Details' section. All users can view this information.

Accessing your submitted response

After submitting you can view your submitted response in two ways:

In the ORS as a snapshotted response

If you wish to view your response in the ORS, first navigate to your response dashboard. Expand the questionnaire block and click the option to 'view submission'.

Once in the ORS, to ensure you are viewing your submitted response correctly, navigate to the workflow audit log.

From here you can view your submission. You may see multiple submissions, e.g. if you have submitted amendments, so you can choose which submission you wish to view. Please note that the audit log is in chronological order with the newest changes at the top.

As a formatted response from Scores and Responses

You can view your **submitted** response in a web page viewable format (known as a 'formatted response') from your dashboard, under the 'Previous Score and Responses' block. Please allow up to 48 hours after submission for this to be processed. Once scores are released these are also accessible from here as well.

Navigate to the 'Previous Scores and Responses' block and click on the questionnaire within the 'Response' column. The response will open in a new window, in a web page viewable format (known as a 'formatted response') on your dashboard. This provides a formatted webpage of all information you have provided. If you have submitted a response in a previous year (2010 onwards) you will be able to view these responses here.

Response	Year	Response type	Status	Score
Climate Change 2021	2021	Public	Submitted	Not Scored

You will be able to see your whole response, including the submission page, and the Supply Chain module (if relevant). Please note that:

◣ The submission page will always be hidden to any users viewing your response who are not within your organization, including requesting investors or customers.

◣ The Supply Chain module will be viewable to your requesting customers (Supply Chain Members) only. Please note that for certain questions, data will only be shared with the relevant customer. For more information on the difference between public and non-public responses, and for how the Supply Chain module is shared with customers, please see the Terms for responding.

The response will include all questions which were shown to you in the ORS even if no information was entered. Additionally, if a row or column was not shown to you in a table, e.g. a row for a particular sector that does not apply *to your organization* or because a previous selection determined that the column was hidden, it will appear in the formatted response as <Not applicable>.

The menu on the left-hand side is expandable, click on the arrows to view questions within that module and navigate around your response. You can also export your response to PDF.

Amending your response

After submission, any amendments to your response can only be made by CDP staff. If you have submitted prior to the deadline and need to make a change to your response, please email your account manager, local CDP contact, or respond@cdp.net.

To make a change after the deadline has passed, you will need to request an amendment according to the process outlined in the CDP amendment policy. Please note that an amendment fee may be charged for amending your questionnaire after submission. Please refer to the Amendment information on our FAQ page for further details.

Further help

For more information on responding through CDP please see the FAQs for companies, the guidance tool, and the corporate guidance page of our website.

If you experience issues accessing or using the ORS, check our FAQs, or email your account manager, local CDP contact, or respond@cdp.net with full details (and screenshots) of your issue.

Information on CDP's Reporter Services program can be obtained by contacting the team at reporter.services@cdp.net. This membership program provides one-to-one support from a dedicated CDP account manager to help you improve your CDP reporting and environmental practises via data and insights.

CDP has several accredited solutions providers who can assist you in your response. We work with leading service and software providers that can support organizations in the collection, measurement, assurance, reporting and management of their climate and sustainability data. They can also support organizations in developing and implementing an appropriate climate change strategy to reduce their environmental impact and exposure.

All CDP operational partners have been selected based on partner, tool and service criteria. A full list of our accredited service providers is available here.

Appendix I: Cultural Settings

For more information on how cultural settings work, please see the section here.

Default cultural settings based on language/location:

Language	Cultural Setting
English	Within UK & EU: English (United Kingdom) Outside of EU: English (United States)
Spanish	Spanish (Spain)
Portuguese	Portuguese (Brazil)
Chinese	Chinese (Simplified)
Japanese	Japanese (Japan)
French	French (France)
Korean	Korean (Korea)

All cultural settings available for selection including a full breakdown of the display formats:

Cultural setting	Decimal separator	Group separator	Example of numeric question	Date format
Chinese (Simplified)	.	,	1,234,567.89	YYYY/MM/DD
Chinese (Traditional)	.	,	1,234,567.89	YYYY/MM/DD
English (India)	.	,	12,34,567.89	DD/MM/YYYY
English (Trinidad and Tobago)	.	,	1,234,567.89	DD/MM/YYYY
English (United Kingdom)	.	,	1,234,567.89	DD/MM/YYYY
English (United States)	.	,	1,234,567.89	MM/DD/YYYY
French (France)	,		1 234 567,89	DD/MM/YYYY
German (Germany)	,	.	1.234.567,89	DD/MM/YYYY
Indonesian (Indonesia)	,	.	1.234.567,89	DD/MM/YYYY
Italian (Italy)	,	.	1.234.567,89	DD/MM/YYYY

Japanese (Japan)	.	,	1,234,567.89	YYYY/MM/DD
Korean (Korea)	.	,	1,234,567.89	YYYY/MM/DD
Portuguese (Brazil)	,	.	1.234.567,89	DD/MM/YYYY
Portuguese (Portugal)	,		1 234 567,89	DD/MM/YYYY
Spanish (Latin America)	,	.	1.234.567,89 *	DD/MM/YYYY
Spanish (Spain)	,	.	1.234.567,89 *	DD/MM/YYYY

* Group separator is only applied to numbers with 5 or more digits in this cultural setting.

Appendix II: Questions with grouped options

For more information on questions with grouped options, please see the section here.

Please note, a selection must be made for both fields within a grouped option. Your data will not be saved if one field is left blank.

Climate Change		
Question	**Group field**	**Related options field**
C2.3a	Risk type	Primary climate-related risk driver
C4.2b	Target type: category	Metric (numerator if reporting intensity target)
C4.3b	Initiative category	Initiative type
C4.5a (Only applicable to Financial Services sector)	Asset classes	Product types

Water Security		
Question	**Group field**	**Related options field**
W2.1a	Country/Area	River basin
	Type of impact driver	Primary impact driver
W2.2b	Country/Area	River basin
W-MM3.2	Country/Area	River basin
W-MM3.2b	Country/Area	River basin
W4.1c	Country/Area	River basin
W4.2	Country/Area	River basin
	Type of risk	Primary risk driver
W4.2a	Country/Area	River basin
	Type of risk	Primary risk driver
	Primary response to risk	Primary response to risk
W5.1	Country/Area	River basin

Appendix III: Mandatory questions

For more information on mandatory questions, please see the section [here](#).

Climate Change	Forests	Water Security
C0.2	F0.2	W0.2
C-FS0.7 (Only applicable to Financial Services sector)	F0.4 (Not applicable to Metals & Mining, or Coal sector)	
All questions in section 'Submit your response'		

Appendix IV: Rich text questions

For more information on rich text questions, please see the section [here](#).

Climate Change		Forests		Water Security	
Question	Sector	Question	Sector	Question	Sector
C0.1	All	F0.1	General	W0.1	None
C1.2a	All	F3.1a	General	W1.4c	None
C2.1b	All	F-MM10.3a/F-CO10.3a	Metals & mining; Coal	W-CH3.1	Chemicals
C3.2b	All	F-MM11.2a/F-CO11.2a	Metals & mining; Coal	W-EU3.1	Electric utilities
C3.4a	All	F-FI	General	W-FB3.1	Food, beverages, & tobacco
C3.5	All			W-OG3.1	Oil & gas
C-FS3.6c	Financial services			W3.3d	None
C-FS3.7b	Financial services			W4.1a	None
C-CO4.2d	Coal			W6.5a	None
C-OG4.2d	Oil & gas			W-FI	None
C4.3d	All				
C-CO4.6	Coal				
C-EU4.6	Electric utilities				

C-OG4.6	Oil & gas
C-CO4.7a	Coal
C-OG4.7a	Oil & gas
C-CO4.7b	Coal
C-OG4.7b	Oil & gas
C-CO4.8	Coal
C-OG4.8	Oil & gas
C5.2a	All
C-OG9.2b	Oil & gas
C-CO9.4a	Coal
C-OG9.8c	Oil & gas
C-CN9.11/C-RE9.11	Construction; Real estate
C11.1d	All except FS
C12.1d	All
C12.1e	All
C12.3e	All
C12.3f	All
C12.3g	All
C-FS14.1c	Financial services
C-F1	All
SC0.0	All
SC1.2	All
SC1.4a	All
SC1.4b	All