# 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
6.0	March 2022	April 2022	◤ New authority additions, submission changes, additional guidance on imports and exports, references to and guidance on how to use our new Help Center (page 65).
6.1	April 2022	April 2022	◤ Addition of recommended internet browsers supportive of the ORS (page 5).
7.0	March 2023	April 2023	◤ Updates for 2023, references to useful Help Center articles, admin fee changes and removal of the EU pact question.
7.1	April 2023	April 2023	◤ Copy forward exclusion list link updated.
7.2	May 2023	May 2023	◤ Reporting date limits for introduction module 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**. Organizations that do not receive a request to respond to their stakeholders can also choose to respond as a self-selected company (SSC) by completing the SSC registration form.

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 your response.

This platform guidance document contains comprehensive instructions on how to navigate your CDP dashboard and how to use and disclose via our Online Response System. If you require further support or guidance, please refer to the next section on Troubleshooting or visit our Help Center.

Troubleshooting & using Help Center support

> ⓘ We recommend you use **Google Chrome, Microsoft Edge, Apple Safari or Mozilla Firefox** when accessing the Online Response System (ORS). Microsoft Internet Explorer will no longer be supported from June 2022.

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 CDP website

2. **Refresh** your browser and try signing in again to your CDP account again

3. **Whitelist/allow** the following email domains to be accessed by your browser or organization: **cdp.net**; **cdpidentity.okta.com** and **cdp.credit360.com**

4. **Sign in** again using one of the recommended browsers: Google Chrome, Microsoft Edge, Apple Safari or Mozilla Firefox

Please note, we recommend you clear your cache <u>only</u> if you have been advised by CDP or if you're having issues with loading your questionnaire.

If you are still experiencing issues, please visit our **Help Center**, where you can browse our knowledge articles created to support your disclosure with CDP. For example, you may find the following articles useful:
- Troubleshooting ORS/questionnaire loading issues
- How to clear your browser cache
- Questionnaire guidance for companies
- Scoring guidance for companies

If you have not found what you are looking for, please contact us via My Support. Please note, you will need to be signed in to access My Support. Once you are signed in, you can access the Help Center via the link at the top of the page on CDP's website. Please see the section on using our new Help Center for more guidance.

When contacting us regarding a platform issue, please provide us with **details of the issue** and **screenshots** of any error messages. Alternatively, you can contact your local CDP contact or Account Manager, details of which you can find 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 stakeholders including investors, banks, 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 a new user and have not received an invitation email with the registration link to respond for your organization, please complete this Join an Organization form in order to be added as a new contact for your organization.

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.**
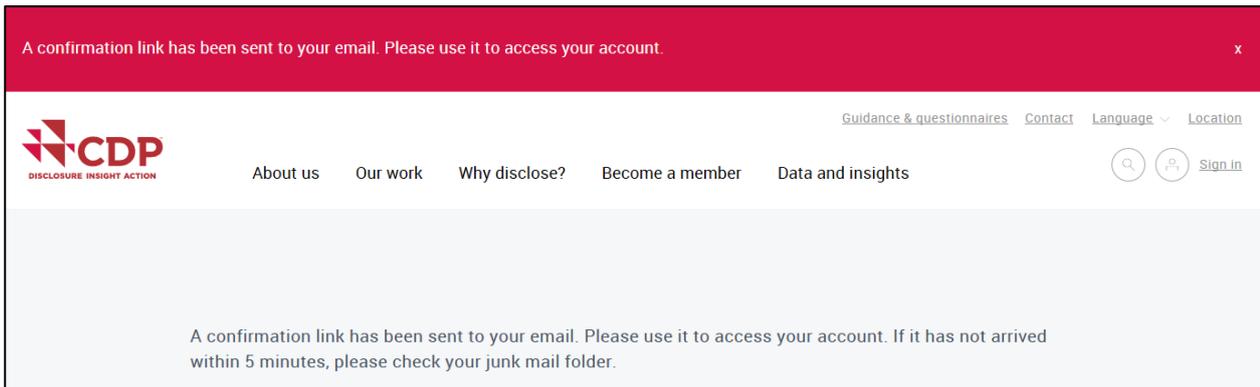
If you have not received the confirmation after 30 minutes, please use the Resend registration or confirmation link, also found on the sign in page.

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.

> ⓘ If you have any problems registering, if you have not received the invitation email, or would like your organization to volunteer to respond, please contact our support team via My Support in the Help Center or contact your local CDP contact or Account Manager.

> ⓘ 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, once you have registered your account and after signing in, you will see your response dashboard as shown below.

CDP
DISCLOSURE INSIGHT ACTION

About us   Our work   Why disclose?   Become a member   Data and insights

TH

Still need help?

Home » Corporate Dashboard

Key Information for 2022 disclosure cycle

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5

Climate Change   Forests   Water Security

Volunteer ▶▶

Jump to...
Users
Questionnaires
Scores and Responses
Announcements
Access my data
Search

6

⌄ Users

7

⌄ Payments

This year's administrative fee payment is due. You will need to raise an invoice or pay by credit card to be able to submit your questionnaire(s). For more information on the administrative fee, please click here.

Enter payment details ▶▶

8

⌄ Climate Change 2023

	Are you intending to complete this questionnaire?	Tell us now!	Get Started ▶▶
	Check organization details	Due ASAP	ᵛᵛᵛ
	Submission to Investor signatories, Net Zero Asset Managers Initiative, our bank, our customers, RE100 (All requests)	Due July 26 2023	ᵛᵛᵛ

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∧ Scores and Responses

CDP has assessed the performance of your response against the CDP Scoring Methodology. Your CDP score(s) can be found below. Clicking on the score icon will direct you to your Score Report. To understand why a response may not be scored, please view our Introduction to Scoring.

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

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∧ Announcements

We are pleased to confirm that 2021 scores are now available.

You can view your 2021 score(s) and access your score report(s) on the Scores and Responses section of your corporate dashboard.

2021 public responses are now available on the search and view responses page on CDP's website.

Show more

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∧ My Files

Files
Find all your corporate related documents and supporting data here

My files →

Search for Corporate Responses

12

Search for a city or company name 🔍

Search ▶▶

13
Still need help?
Find answers or contact our support team on our Help Center

Still having issues? Visit the CDP Help Center

CDP Respond
respond@cdp.net

The main page contains various features:

1. **Help Center:** link to our new Help Center, where you can find knowledge articles to support you with your disclosure and contact our support team via My Support.

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.
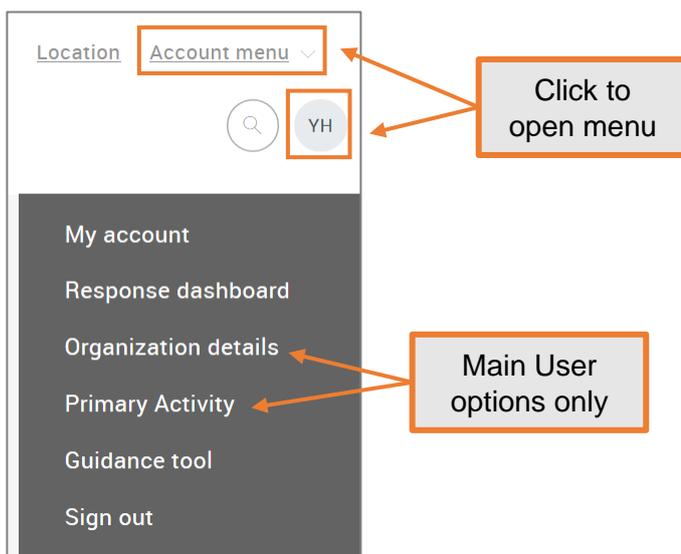
4. **Jump to… menu**: use this to navigate to different sections of the dashboard.

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.
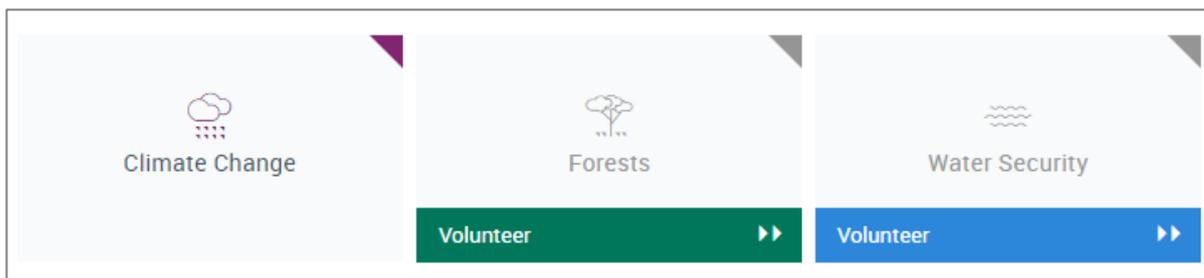
> ⓘ Click 'Volunteer' to be directed to the information page on how to request participation in that specific questionnaire.

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) as detailed [here](#).

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

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 contact us via our Help Center.

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.

13. **Need help icon and information:** contact details of your account manager, or local CDP contact, that you should contact if you have any queries. Otherwise, please contact our support team via My Support in our new [Help Center.](#)

Changing language

The plaform and the Online Respons System (ORS) is set up in all CDPs langauges including English, Spanish, Portuguese, Korean, Chinese (Simplified) and Japanese. If you wish to change the language in which you see 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.

Note: you can also adjust the display of dates, decimal places and thousand separators through *Cultural Settings*. Please refer to the section on [Changing your cultural settings](#) for more guidance on this.

You can continue to answer your questionnaire(s) in English even if you are viewing the questionnaire in another language.

> ⚠ From 2023, responses submitted in **English**, **Chinese**, **Japanese**, **Portuguese** and **Spanish** will be eligible for scoring provided all other scoring criteria are met.

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':
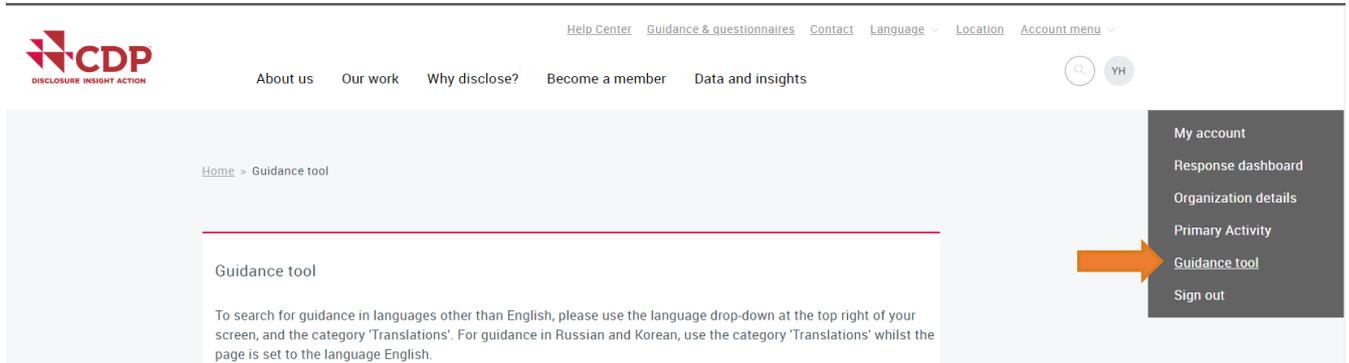
The guidance tool enables you to search for guidance by:

- **Program:** here you can filter CDP's guidance by the theme to which you are responding to and by year (e.g. Climate Change 2023).
- **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 from the expanded CDP thematic blocks:
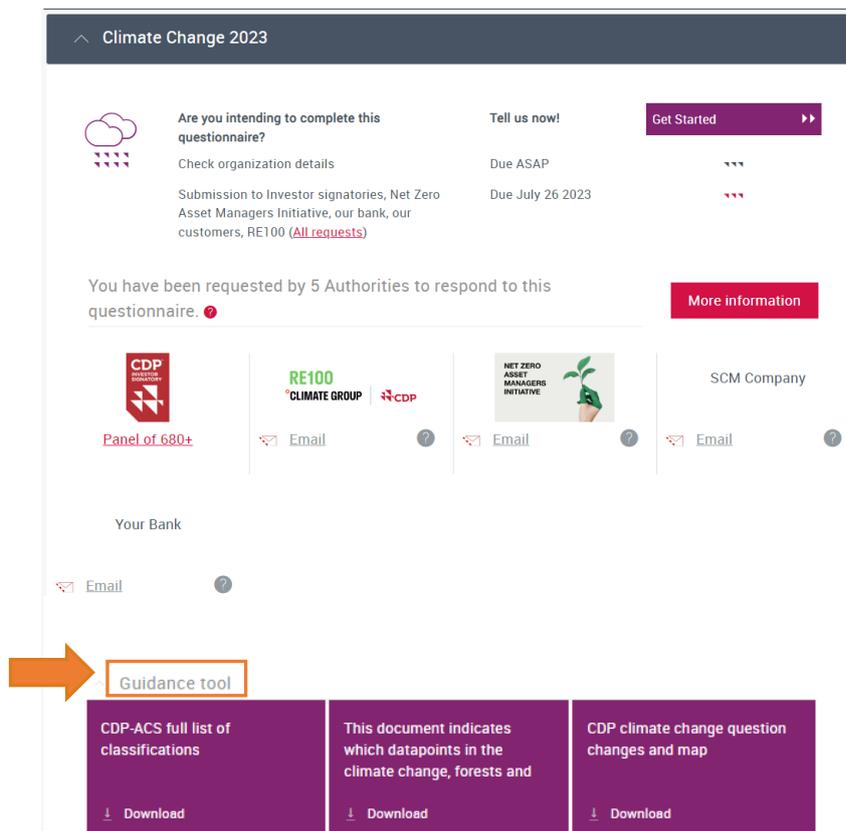
My Account

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 either:

◥ Account menu or
◥ Your initials icon
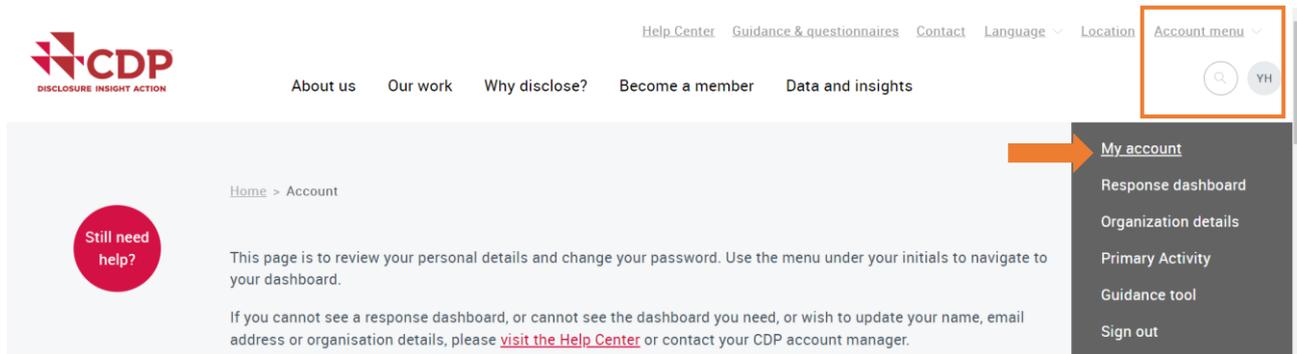
Your details

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".

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 us via My Support in the Help Center or contact your local CDP contact.

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'.
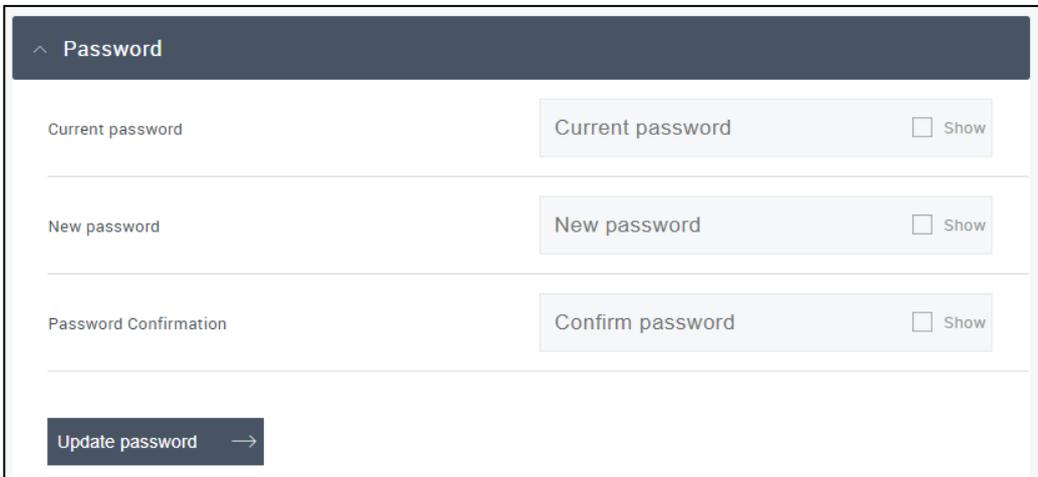
⌃ Password		
Current password	Current password	☐ Show
New password	New password	☐ Show
Password Confirmation	Confirm password	☐ Show
Update password →		

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).

> ⓘ 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 if your organization is eligible for a fee. For more guidance on how to pay your administrative fee, please see here.

Please note, from 2023 CDP has made some changes to the administrative fee. For more information on this, please see our admin fee FAQs.

Payments				
Invoice	Amount	Date	Paid	Invoice
Not Paid	Not Selected	Due 26.07.2023	☐	**Enter payment details** ▶▶
				A response to a questionnaire has been made which requires payment of an administration fee.

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 either:

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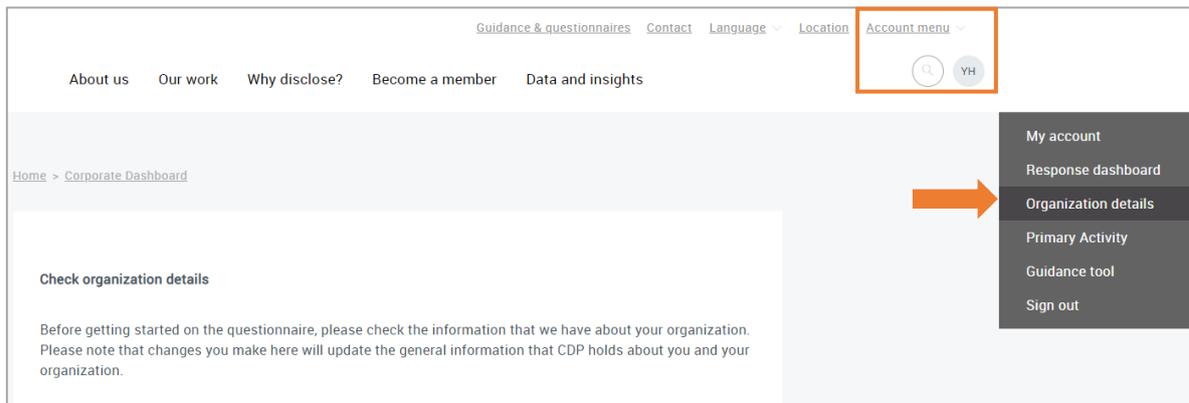
On the organization details page, you can view the following details:

◥ your organization's operation headquarters country.

If this field is incorrect, please contact your account manager, local CDP contact, or contact us via our Help Center 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.

ℹ 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). This means that main user from previous year will need to sign up for this role again at the beginning of each disclosure cycle if they are still the appropriate contact. 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:

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) will 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 '<u>Activating your questionnaire'</u>.
>
> If your questionnaire is already activated see the section on <u>changing the main user</u>.

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.
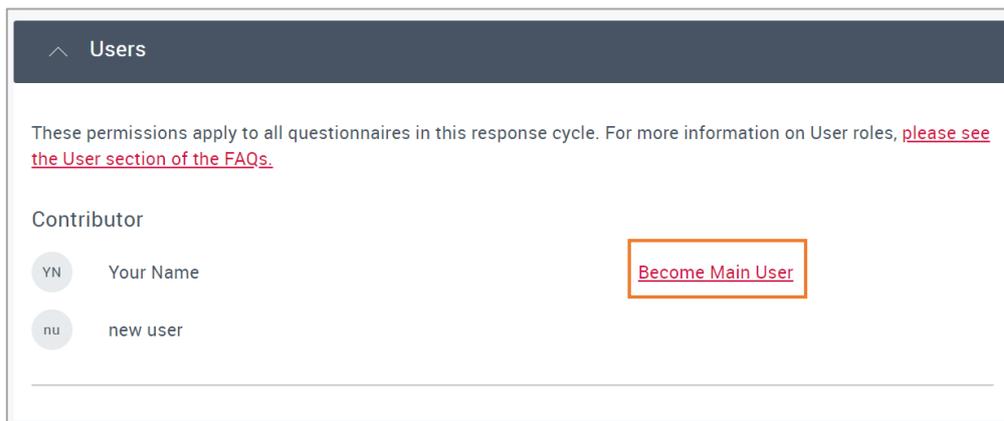
> ⓘ If the original Main User has left the organization please contact your CDP Account Manager, local CDP contact, or contact us via our <u>Help Center</u> to update this.

◥ **Contributor(s):**

Contributors can:

- ◥ access the response(s) in the ORS
- ◥ enter, edit and save data
- ◥ import and export data in the ORS
- ◥ <u>generate and share a 'read only' link</u>.

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 <u>User FAQs.</u>

◥ **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 <u>User FAQs.</u>

◥ **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:
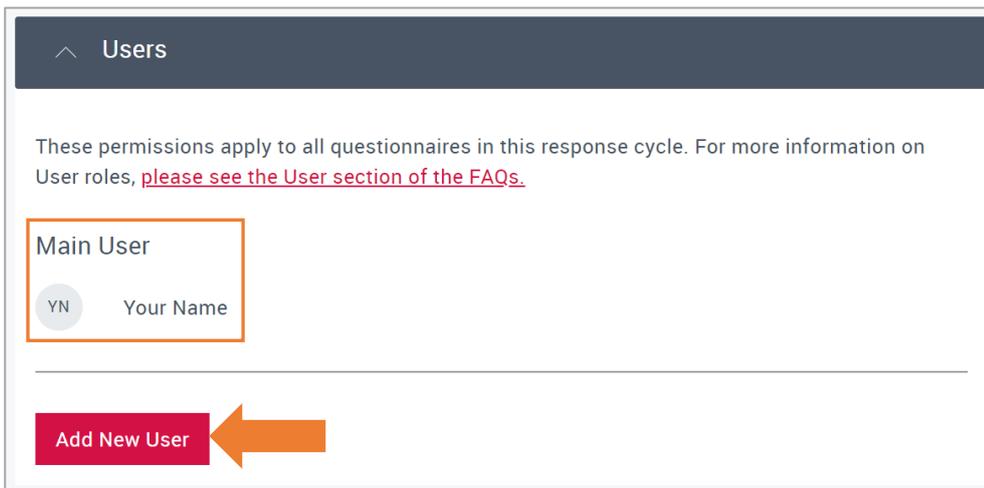
To add a new user (Main User only):

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.

You have invited new user to respond   x

CDP — DISCLOSURE INSIGHT ACTION

Guidance & questionnaires   Contact   Language ⌄   Location   Hello Your ⌄

About us   Our work   Why disclose?   Become a member   Data and insights

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ⓘ You can only add new users to the current year's invitation whilst the ORS is open. You cannot add any new users to the dashboard once the ORS has closed for the year. If you need to update your details outside of this period, please contact us via our Help Center.

Removing users

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

ⓘ 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 us via My Support in the Help Center or contact your Account Manager or local CDP contact.

To remove a user (Main User only):

1. Expand the Users block
2. Click 'Remove User' next for the contact you want to remove
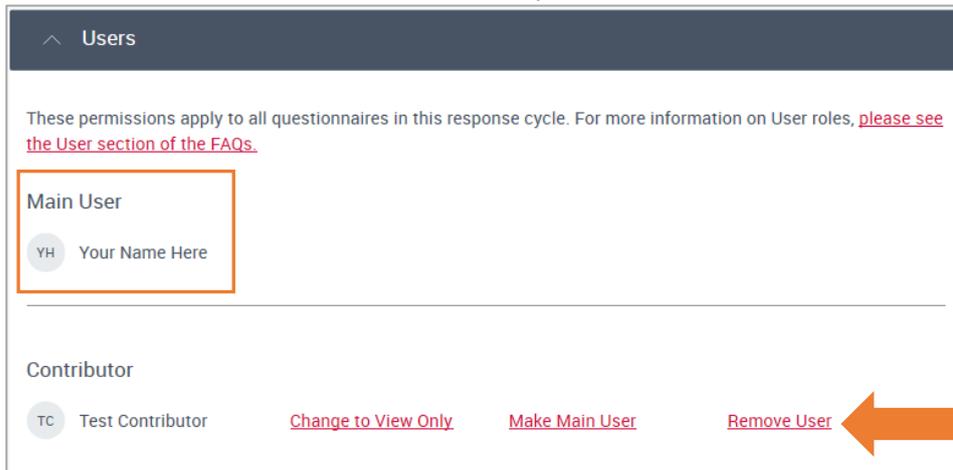
3. Click 'OK' on the confirmation screen

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.
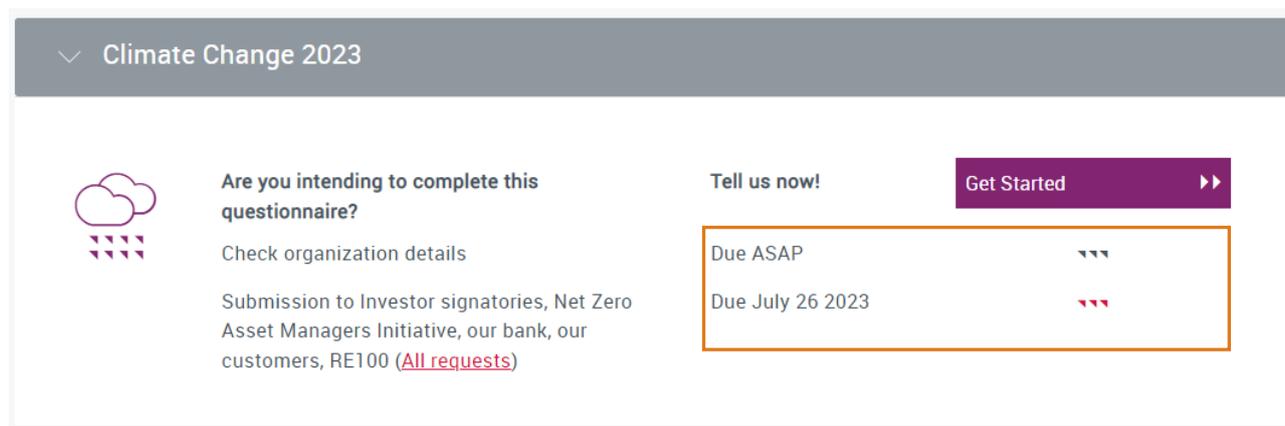
Click "All requests" to find details on which stakeholders have requested you.

You may have been requested by:

◥ Panel of 745+ 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).

New authorities (from 2022)

◥ **RE100** – requests for companies signed up to the RE100 initiative, Climate Change questionnaire only

◥ **Net Zero Asset Managers Initiative (NZAM)** – requests for financial institutions, Climate Change questionnaire only

◥ **The Banks Program** – requests from your bank lender specifically, any questionnaire theme

To expand the block, click All requests. To view the full list of your requesting authorities, click "More information", which will provide you with a table view of all of the requests for the theme of the block you are in.

Where can you find information on your requesting stakeholders?

Click "*All requests*" to find details on which stakeholders have requested you. You will be able to see which particular Customer and/or Bank requested you.

You will also be able to contact your requesting stakeholders from this menu.

All requests – logo view

You have been requested by 5 Authorities to respond to this questionnaire. ❓

More information

CDP
INVESTOR
SIGNATORY

Panel of 680+

RE100
°CLIMATE GROUP | ❧CDP

✉ Email ❓

NET ZERO
ASSET
MANAGERS
INITIATIVE

✉ Email ❓

Your customer

✉ Email ❓

Your Bank

Authority logo or name will display here

] Email ❓

More information - list view

By clicking more information you will be able to see the full list of all your requesting authorities.

You have been requested by 5 Authorities to respond to this questionnaire. ❓

Default view

Authority names and dates will display here

↓ Download

| Requesting Authority ❓	Authority Type ❓	Date request was added ❓	Authority email address ❓	Requested organization ❓
CDP Investor Panel of 680+	CDP Investor	February 17 2023	✉	Your Company
RE100		March 13 2023	n/a	Your Company
Net Zero Asset Managers Initiative		March 13 2023	n/a	Your Company
SCM Company		February 17 2023	n/a	Your Company
Your Bank		March 13 2023	n/a	Your Company

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

◤ the names of the requesting authority
◤ the authority type
◤ the date each request was added
◤ the authority's email address
◤ 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 also 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 whether you intend to submit a response by either ticking the intention box, clicking *Confirm* or clicking *Not sure yet* 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. Please note, there is only one option to submit to all authorities or none this year. Therefore, you cannot choose to submit to one authority but not another.

You will see the below pop-up with additional commodities question options to select if you are confirming participation to the **Forests** questionnaire:

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

Get Started   ✕

Forests

Please confirm if you are intending to submit data to your requesting authorities. If you are not able to confirm at this stage, you can skip this step. If you skip this step you can confirm your participation on your dashboard later, and we may share this information with the stakeholders requesting your participation.

☐ We intend to submit to Investor signatories (panel of 680+) on or before **July 26 2023** ❓

    ☐ We will answer questions about Cattle products
    ☐ We will answer questions about Other - Rubber
    ☐ We will answer questions about Palm oil
    ☐ We will answer questions about Soy
    ☐ We will answer questions about Timber products

Cancel   Not sure yet   **Confirm   ▶▶**

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 2023   ✕

You will be the Main User for your organization.

For more information about the main user role and implications, please review the relevant section in the FAQ. For further information regarding the processing of your personal data please view CDP's Privacy Policy.

	Main User	Contributor	View Only
Access dashboard and view responses	✓	✓	✓
Answer questions	✓	✓	
Update organization details	✓		
Activate the questionnaire	✓		
Submit final response/accept Terms	✓		
Control user roles	✓		
Will receive reminders, notifications and disclosure related communications.	✓		
Pay disclosure administrative fee if applicable	✓		
Generate API access tokens	✓		

☑ 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 '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 2 to 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 us via My Support in the [Help Center](#) or contact your Account Manager or local CDP contact.

◥ Organization Website and Twitter name can be viewed or edited.
◥ Senior stakeholder information can be viewed and edited.
◥ Addresses can be edited. More details available [here](#).

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

> ⓘ 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.

> ⓘ 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:

☁ **Confirm questionnaire version**

Your organization is eligible to complete the minimum version of the questionnaire, but you can choose to opt in to complete the full version. Please confirm your questionnaire choice below:

◉ We will complete the FULL version of the questionnaire.

○ We will complete the MINIMUM version of the questionnaire. Important note: 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.

| ◀◀ Previous | Return to dashboard | Next ▶▶ |

❰ 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.

❰ 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.

☁ **Confirm questionnaire version**

Your organization may be eligible to answer the minimum version of the questionnaire.

Does your company have less than €250 million/$250 million annual revenue? | Yes | | No |

◉ We will complete the FULL version of the questionnaire.

○ We will complete the MINIMUM version of the questionnaire. Important note: 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.

| ◀◀ Previous | Return to dashboard | Next ▶▶ |

> ⓘ 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 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 only to investors, RE100 or NZAM, please contact your account manager or local CDP contact to discuss changing your Primary Activity.

> ℹ️ If you are responding to customers or the Banks program only, you can change your primary activity by clicking *Change primary activity* and following the steps.

◤ If you are responding to your customers or the Banks program 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.

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

Step 6: Start questionnaire

Clicking **Enter 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:

Click banner to expand

Date and tick when completed

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:

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 Answers/Export Response:** 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 contact us via the Help Center 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 2022, 2021, 2020 or 2019 questionnaire, your answers have been auto-populated in to your 2023 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 2023 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. Please note, the number refers to unanswered questions rather than individual cells or data points. 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.

> ℹ️ 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
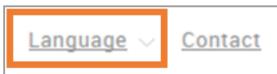
Information icon

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	🗟 Import Answers	Export Response ▾	☰ Audit log
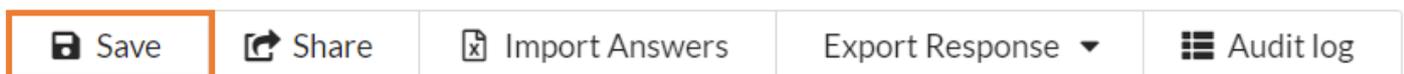
It is advisable to do this frequently to avoid the loss of data, e.g. due to time-outs. The green pop up messages, as shown below, will confirm once your data has been saved.

✔ Survey response saved successfully ✕

Autosave

There is an autosave function in the ORS in addition to the 'Save' button. The 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. **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 2022, 2021 or 2020 questionnaire, your most recent answers have been **auto-populated** into your 2023 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.

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 cannot 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 2022 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 2023 - Audit Log

State: Draft

↩ Back

Workflow Audit Log   **Answer Audit Log**
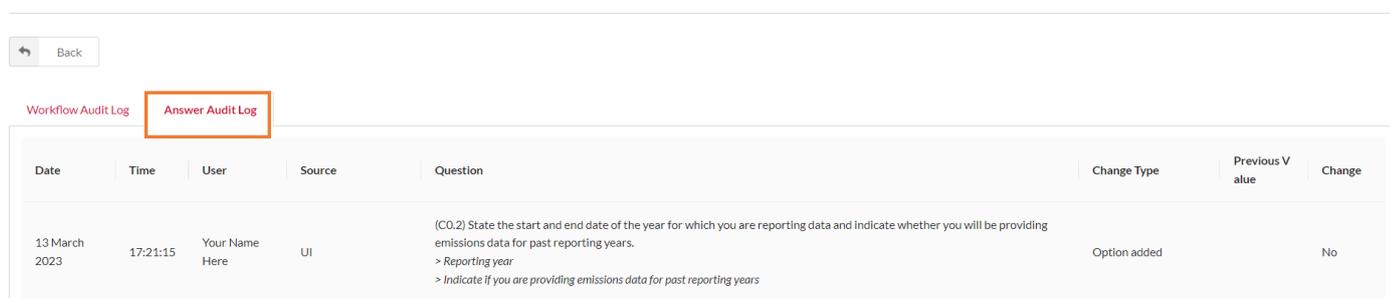
Date	Time	User	Source	Question	Change Type	Previous Value	Change
13 March 2023	17:21:15	Your Name Here	UI	(C0.2) State the start and end date of the year for which you are reporting data and indicate whether you will be providing emissions data for past reporting years. > *Reporting year* > *Indicate if you are providing emissions data for past reporting years*	Option added		No

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.
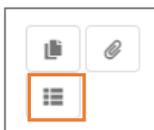
Workflow Audit Log

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. Please note that this will be a static, view only response. Any changes made to tags won't be reflected in this view.

↩ Back

Workflow Audit Log   Answer Audit Log

Date	Time	User	Type	Summary	Comment	Submission
1 March 2023	11:20:28	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).

For example, the decimal separator for English (UK) is a decimal point, and the group separator is a comma. Two-thousand and a half should be entered and 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:
  ,

For Portuguese, the thousand separator is a full stop and the decimal separator is a decimal place. Two and a half thousand will be displayed as 2.000,5.

In summary, the number formats will be presented as follows depending on the language selected:

- English (UK/US): 2,000.5
- French: 2 000.5
- Portuguese: 2.000,5

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

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 1,2017. The upper limit is September 27, 2023. 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

Attachments

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

> 🛈 If you have difficulty uploading your files, contact us via My Support in the Help Center, your account manager or local CDP contact.

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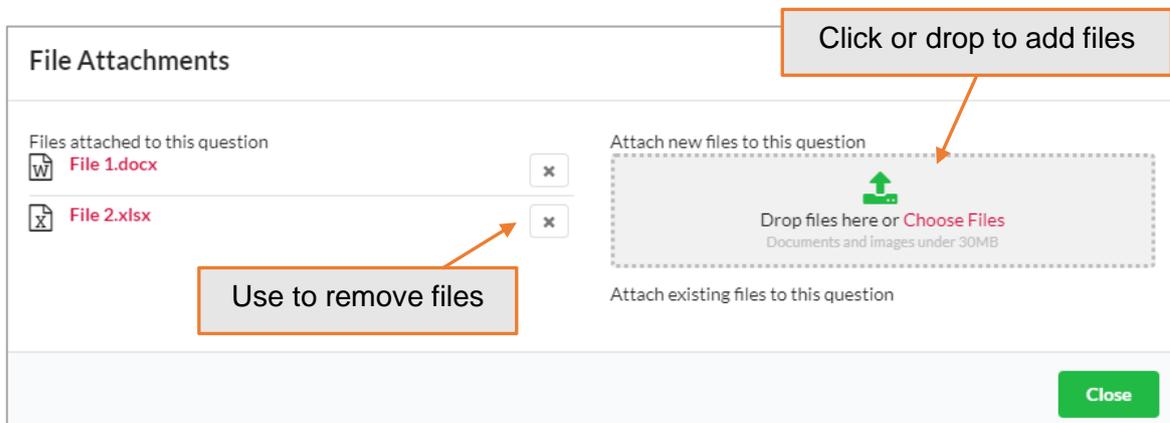
4. Once finished, click 'Close'. The paperclip icon will now be blue.

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*
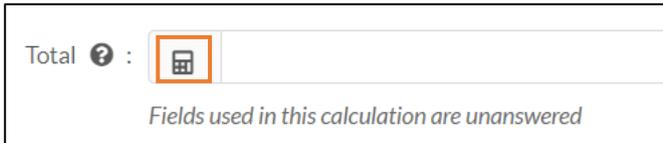
If you receive an error message, please check/correct the figures you have inputted alongside the reporting guidance for the question.
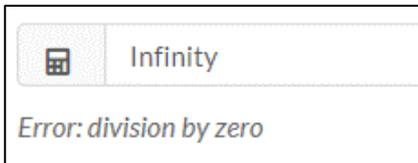
Character limits

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 **not** 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).
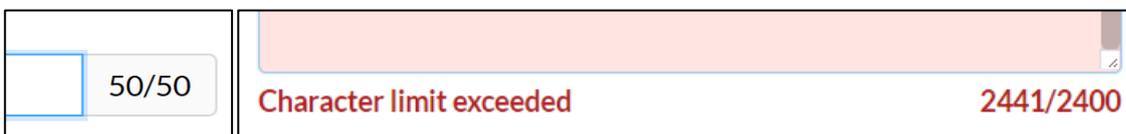
Comment fields

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.

Relevant standard | Click icon
Please select...

Add comment ... | Add comment and click OK | 0/1000
Cancel | OK

Relevant standard | Icon displays as blue and with ellipsis…
Please select...

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.

MM/DD/YYYY | 21/02/2022

03/03/2022

« < Feb 2022 > »

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

Today
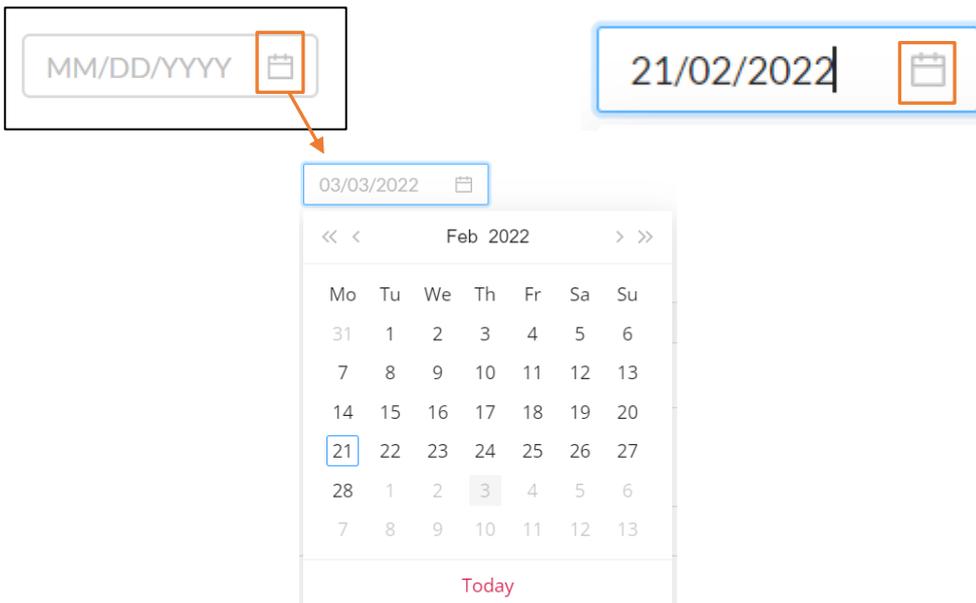
Mandatory questions

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:

Unable to navigate forward.
All mandatory questions must be answered before navigating forward.
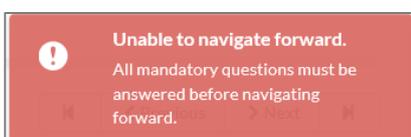
If they are not completed, you will be blocked from submitting. Please see Appendix III: Mandatory Questions for a list of applicable questions.

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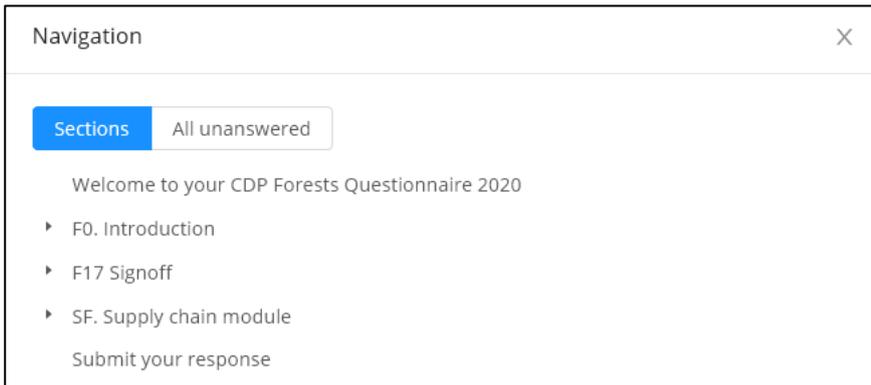
To see and proceed through the questionnaire, you will first need to <u>fully</u> complete both columns of the mandatory question **F0.4**.

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 <u>cultural settings</u>. 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.
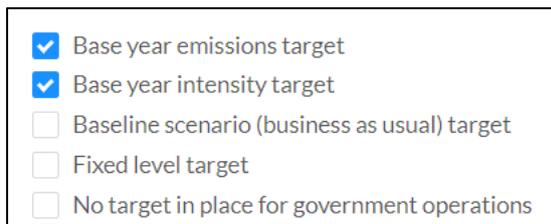
◥ *Single-select drop downs*

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.
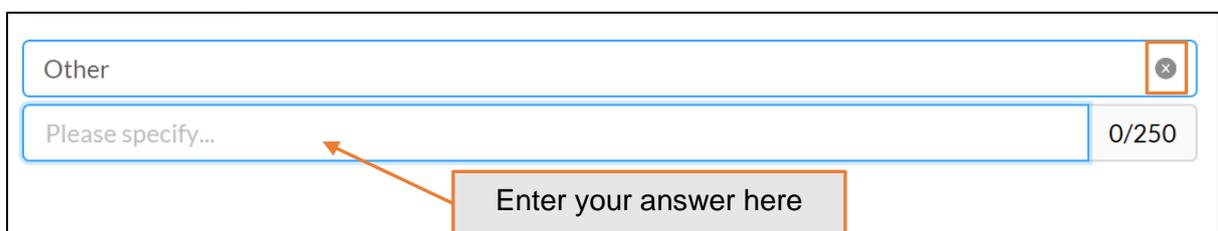
◥ *Multi-select drop downs*

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.
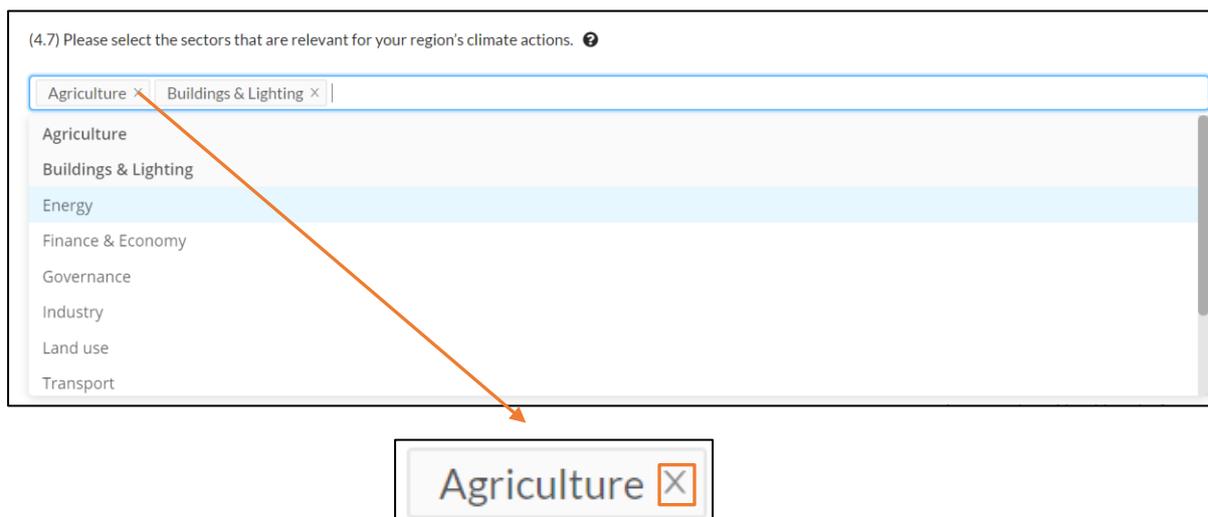
Questions with grouped options

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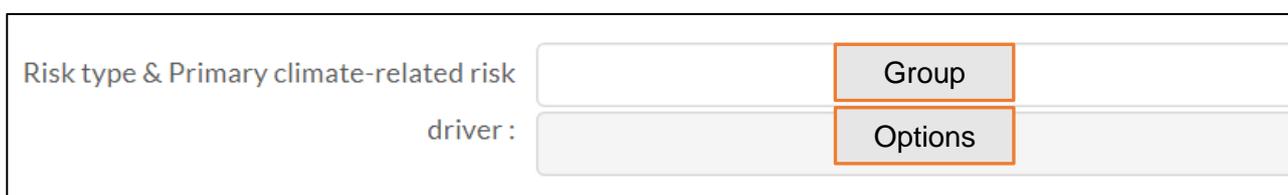
E.G. if the group 'current regulation' is selected, only the options that relate will appear in the dropdown below.
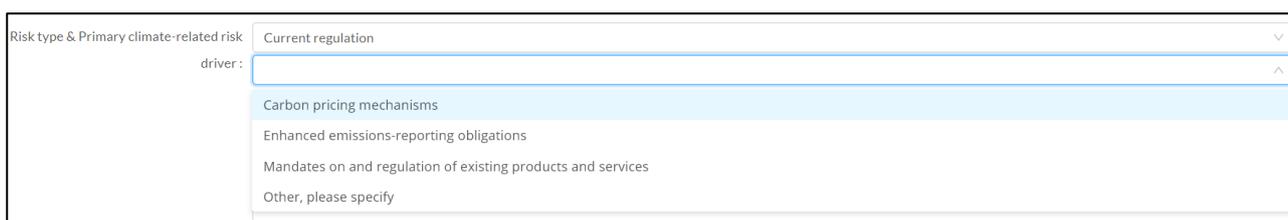
Tables

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

ⓘ　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 ▾
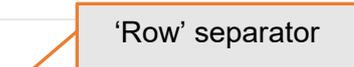
Clear selection

'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.

Please explain

This is an example of the text field auto-expanded with a scroll bar.

Comment ?

0/2400
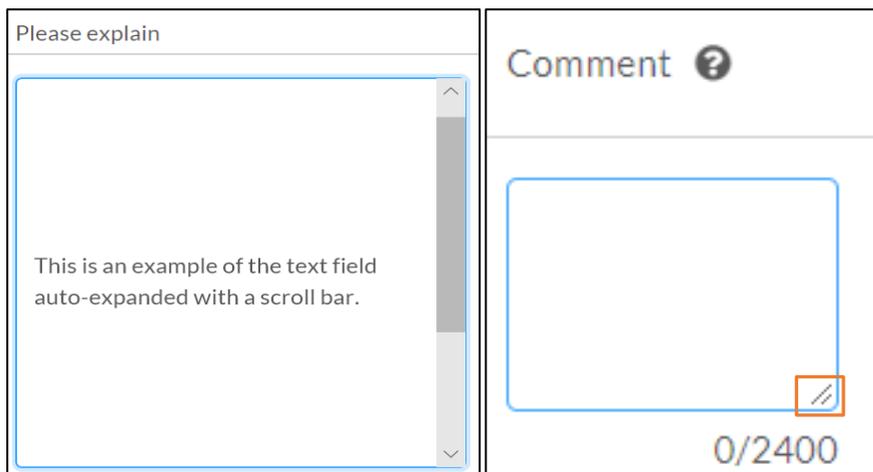
◥ Some text boxes have a pop-out function. Click the box icon to activate. Click close when you have finished entering data.

Country

0/1000

Close

⚠ 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.

| 🔖 Save | ➤ Share | 📄 Import Answers | Export Response ▾ | ☰ Audit log |

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	📄 Import Answers	Export Response ▼	☰ Audit log
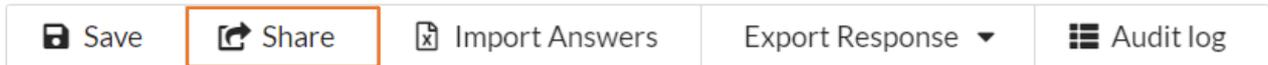
Please note that these links have expiry dates. If your colleague needs to be able to view the response at any time before submission, they should be added as a user.

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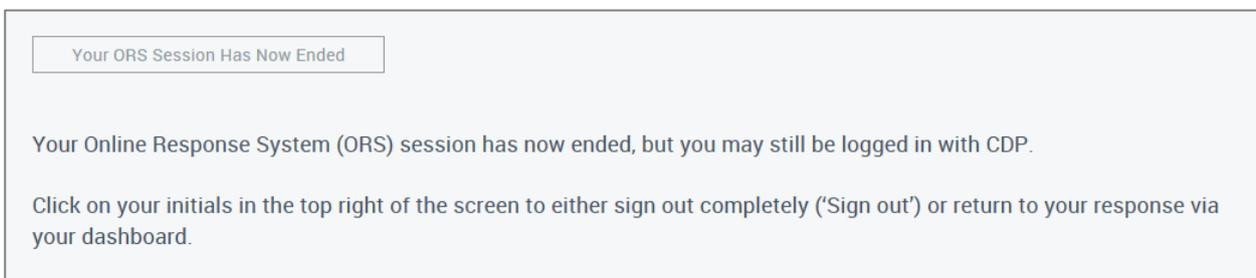
However, you may still be signed into the dashboard. You can sign out of your dashboard by returning to the tab/window you may still have open, or by going to http://www.cdp.net/, and selecting 'Sign out' in the top right drop-down menu.
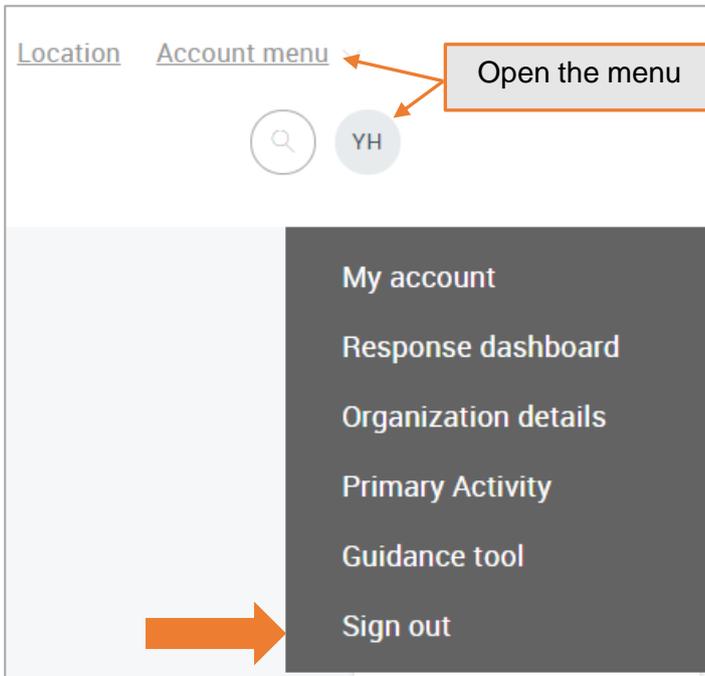
To return to the ORS

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, which will show your response exactly as it is in the ORS, i.e. it will show which questions are shown/hidden. 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.
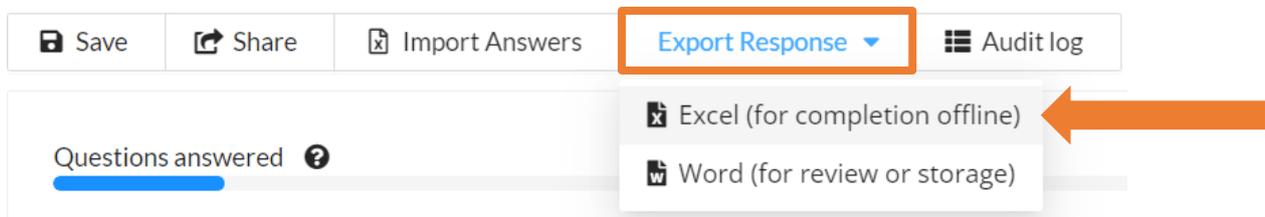
The following screen will appear. Select either Portrait or Landscape, CDP recommends exporting to word in portrait format. Click 'OK', the export of your response will now download. This can be saved and shared in a read-only format.

Export to Word

Word Export is meant for viewing only. You cannot re-import from Word.

Page orientation : Portrait ▼

☑ Include comments

✓ OK   ✖ Cancel

ⓘ 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 shows 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.

ⓘ Please make sure you have set your language <u>before</u> 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.

| 🖫 Save | ➦ Share | 🗐 Import Answers | Export Response ▼ | ☰ Audit log |

Questions answered ❓
▬▬▬▬▬▬

🗵 Excel (for completion offline)
🗵 Word (for review or storage)

❯ Navigation
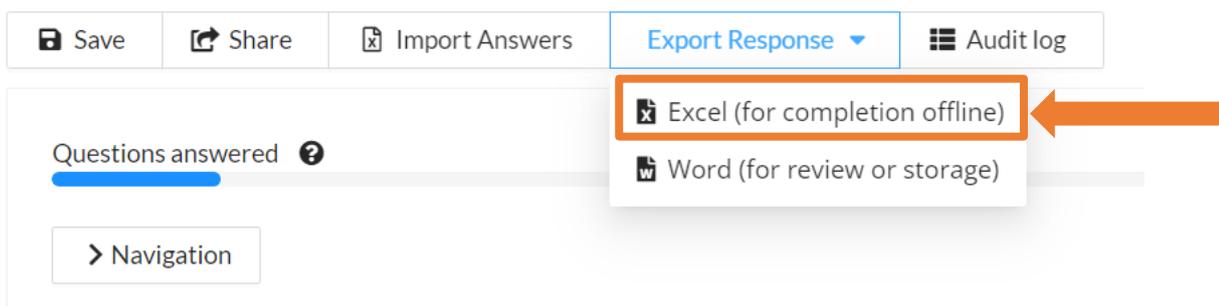
You can choose to export one section, the entire questionnaire, or certain specific questions. Note that in some cases multiple questions may appear on a worksheet named for a specific question.

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.

> ℹ️ Due to a system limitation, the **C7 emissions breakdown** module in the **Climate Change 2023 questionnaire** can only be exported as individual questions, or by exporting the whole questionnaire.

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

Text fields

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.
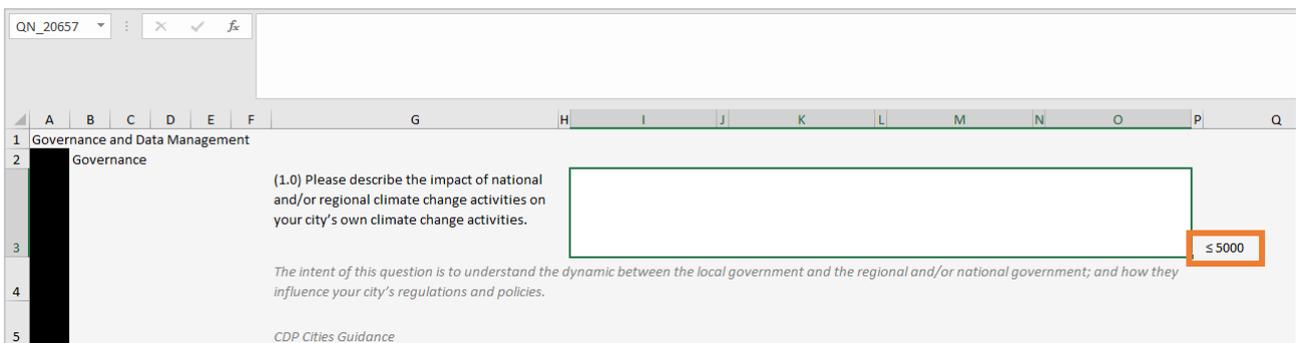
Date fields

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 now appear in the Excel export as in the ORS.

Scope(s)

	Scope 1	☑
	Scope 2	☑
	Scope 3	☐

Select all that apply

Scope 2 accounting method

Scope 3 category(ies)

	Category 1: Purchased goods and services	☐
	Category 2: Capital goods	☐
	Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)	☐
		☐

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. Note, that if you remove data from an existing row in the Excel spreadsheet, upon import the data will be removed, but not the row itself. You will need to re-enter the ORS and click the "x" sign in the table to remove the row itself.

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.
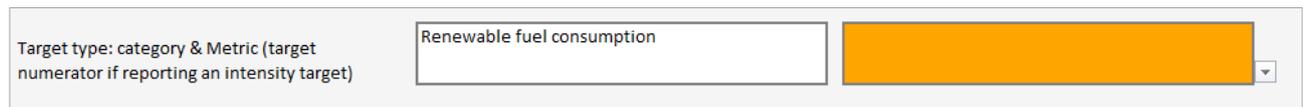
Target type: category & Metric (target numerator if reporting an intensity target)	Renewable fuel consumption	

> 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.
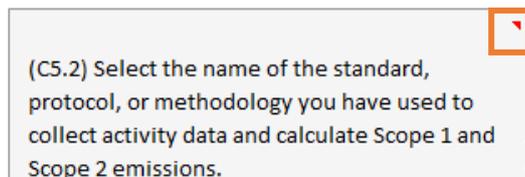
(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions.

Import your response (s) to the ORS

To reimport your response from excel into the ORS:

1. Select Import Answers at the top of the screen.
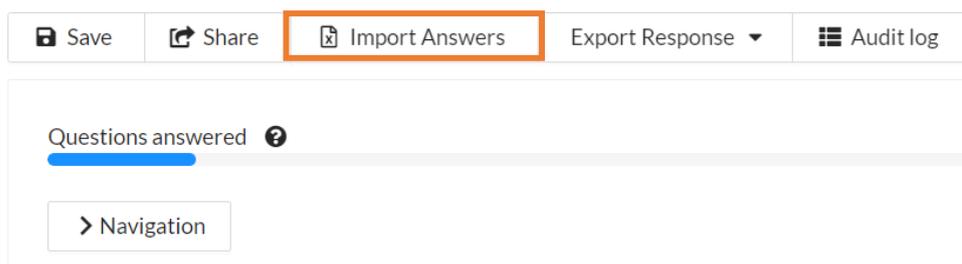
🖫 Save	⤴ Share	☒ Import Answers	Export Response ▾	☰ Audit log

Questions answered ❓

> Navigation

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

3. Select 'All worksheets' or the section you wish to import and tick the checkbox below if you wish to overwrite empty fields in the response.

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. Do not unprotect sheets as this will cause the import to fail.
◥ 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. Please note, from 2022 the submission will be combined to all of your requesting authorities. This means that you are not able to submit to one authority but not another, you only have the option to submit to all authorities or none.

If you no longer wish to submit your response this year, you can decide to untick the field Confirm intention to indicate that you will no longer be responding.

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**. They will not be able to submit a response if the fee has not been paid.

Please note, CDP has made some changes to the administrative fee structure from 2023. For more information on this, please see our admin fee FAQ page. For guidance on how to pay the administrative fee, please see the how to process the disclosure administrative fee guidance.

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. If you imported your response from Excel, check the questions expected are displaying and contain your answers.

> ⓘ **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 contact us via our Help Center.

Making your submission choices

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

◥ The language you are submitting your response in
◥ Acceptance of the terms for responding
◥ You agree to submit your response to all requesting authorities

How to submit your response (Main User only)

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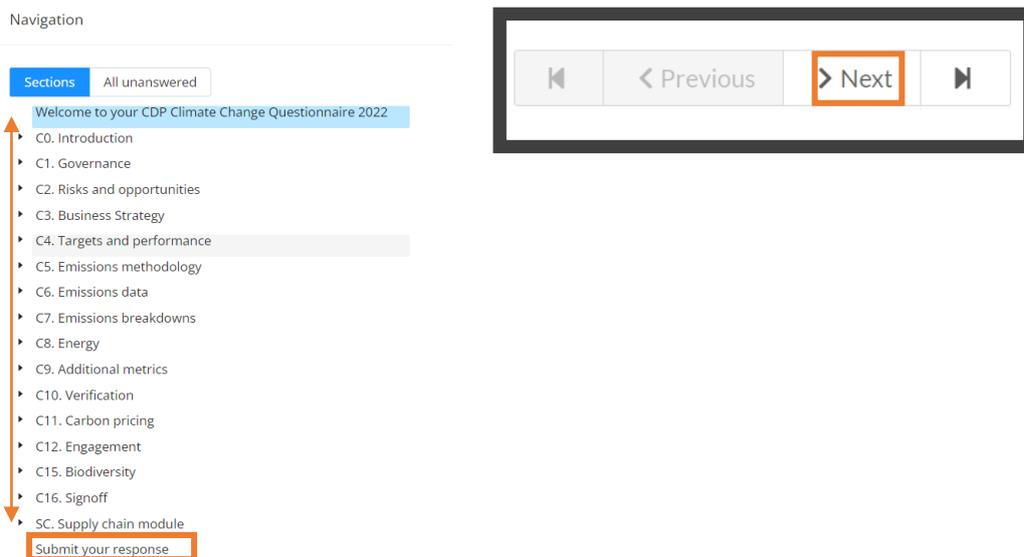
2. Select the **language** you are submitting your response in:

> ⚠ From 2023, responses submitted in **English**, **Chinese**, **Japanese**, **Portuguese** and **Spanish** will be eligible for scoring provided all other scoring criteria are met.

3. Confirm that you are submitting your response to all requesting stakeholders.

Please confirm how your response should be handled by CDP

	* I understand that my response will be shared with all requesting stakeholders ❓	* Response permission ❓
Please select your submission options	☑ Yes	⦿ Public ◯ Non-public Clear selection

⚠ Please note, from 2022, it is not possible to submit to some stakeholders and not others from this year. Therefore, you only have the option to submit to ALL requesting authorities.

◤ If you haven't yet paid your administrative fee you will not be able to submit your response until you have paid your administrative fee.

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

Please confirm how your response should be handled by CDP

	* I understand that my response will be shared with all requesting stakeholders ❓	* Response permission ❓
Please select your submission options	☐ Yes	⦿ Public ◯ Non-public Clear selection

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. Please note that public responses will still be shared with your requesting stakeholders.

⚠ If you have been requested by your customers, you must submit your **supply chain questions** together with your main response this year. You will not have the option to submit your supply chain questions later.

5. Confirm you have read and accept the terms:

* Please confirm below

☑ I have read and accept the applicable Terms

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

| 🖫 Save | ↱ Share | ✓ Submit | 🗎 Import | Export ▼ | ☰ Audit log |

7. 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 2023

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 2023 Questionnaire.

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

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, please refer to our amendments policy. For more information, please view the FAQs on CDP's website or contact your local CDP contact.

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)

From 2022, you will no longer be able to submit your supply chain questions module after submitting your main response. Therefore, you must make sure you complete the supply chain module before you submit your whole response.

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 us via My Support in the Help Center 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.

CDP Climate Change Questionnaire 2023

State: Draft - no submission

| 🖫 Save | ↪ Share | ⚠ Errors and warnings | 🖸 Import Answers | Export Response ▾ | ☰ Audit log |

Questions answered ❓

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> Navigation

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.

> ℹ️ If you do not see ticks within 1 hour of submitting please contact us via My Support in the Help Center or contact your Account Manager or local CDP contact.

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

Successfully submitted

Submission details section

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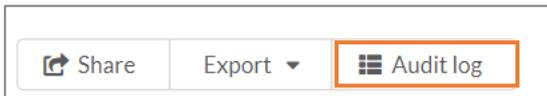
From here you can view your submission. You may see multiple submissions, e.g. if you have submitted amendments, so you can choose which submission you wish to view. Please note that the audit log is in chronological order with the newest changes at the top.

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.

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 authorities.

◣ 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, you may be able to re-open and amend your response up to July 24 23:59 International Date Line West, **48 hours before the scoring deadline**. This is a new feature in 2023 and will be available to the Main User only.

Please note, your questionnaire response must be re-submitted by the scoring deadline on **July 26 23:59 International Dateline West**, to be scored. You **must** re-submit your response by the deadline for your response to be eligible for scoring.

If your organization wishes to make changes to the Supply Chain, you can complete a **partial re-open**, which will only allow changes to the SC module.

To amend your corporate response, follow the steps below.

1. [Sing in](#) on your dashboard and expand the questionnaire block by clicking on the arrow next to the questionnaire to be changed:
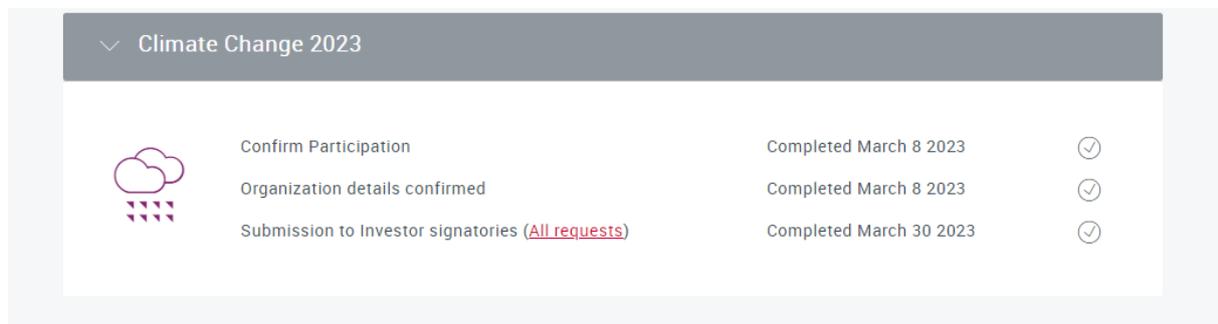
2. In the expanded view, you will see the option to *Amend Submission as* pictured below:

➢ After clicking the *Amend Submission option*, you should see a red banner appear at the top of the screen letting you know that you are now able to edit your response:

Please refresh your dashboard now to amend your response. If you have any issues, please visit the Help Center.

3. Click on the *Enter Questionnaire* button, which will take you to the ORS and to the reopened questionnaire.

4. After making the necessary changes to your response navigate to the submission page and click on the Submit **amendments** to resubmit your questionnaire.

To amend your **Supply Chain** module only, follow the same steps except clicking on ***Amend Supply Chain module*** *button* instead. This will allow you to re-enter your questionnaire response and to edit the supply chain module questions only.

To make a change after the deadline has passed, users will no longer be able to re-open their response from their dashboard and any amendments submitted will not be considered for scoring. However, CDP allows organizations to request amendments for the purpose of correcting errors made in their submission for the current disclosure cycle.

To submit and amend, the Main User must complete CDP's Corporate Amendment Request Form and contact our support team via My Support in [Help Center](#), attaching the form to the case (category: 'Questionnaire response', Sub-category: 'Amend my response').

Amendments can be made to a submitted Climate Change, Forests or Water Security response and must be requested by **November 17, 2023**.

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. Please also visit our new [Help Center](), where you can find articles to support you with your disclosure and contact us via My Support (see below). If you experience issues accessing or using the ORS contact us via our My Support in the Help Center 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]().

To offer feedback on this platform guidance document and how we can support your disclosure further, please contact us via My Support in the [Help Center](). You will need to be [signed in]().

Using our new Help Center

If you have not found the information you are looking for in the guidance tool from your dashboard, the [guidance for companies]() on our website or the [company FAQs](), you can visit our new [Help Center](), where you will find articles providing information to support your disclosure further.

To access this, you will need to be [signed in](). Once you are signed in to your account, you can access the Help Center via link at the top of the page.

Once you click on the Help Center link, you will be taken to the Help Center site:
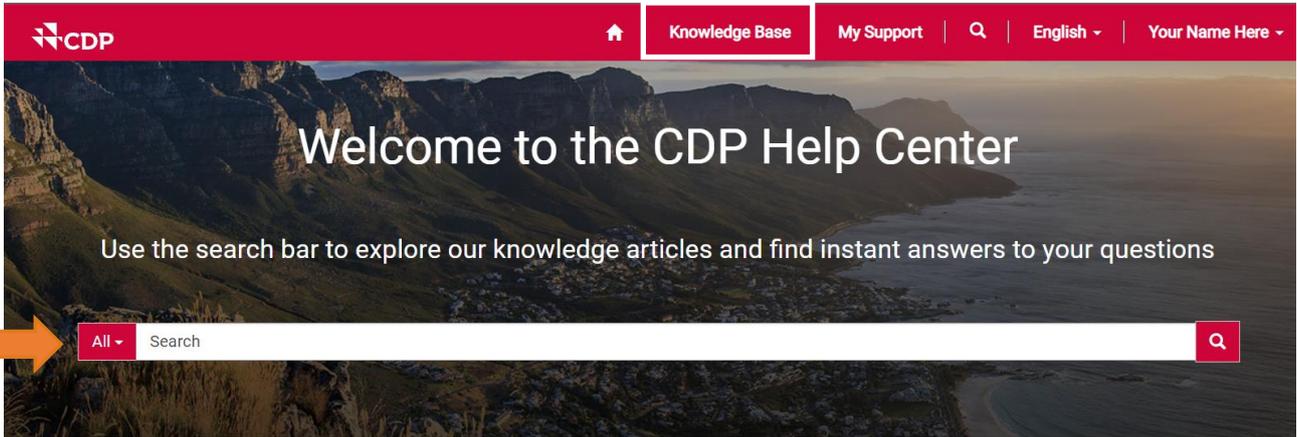
Most Popular

Questionnaire guidance for companies

Knowledge Base articles

You can search for knowledge articles to find an answer to your question using the "Search" function, browsing Most Popular articles or by clicking on the link for the Knowledge Base.

In the Knowledge Base, you can select a category of articles you are interested in and expand the menu to see the articles available:
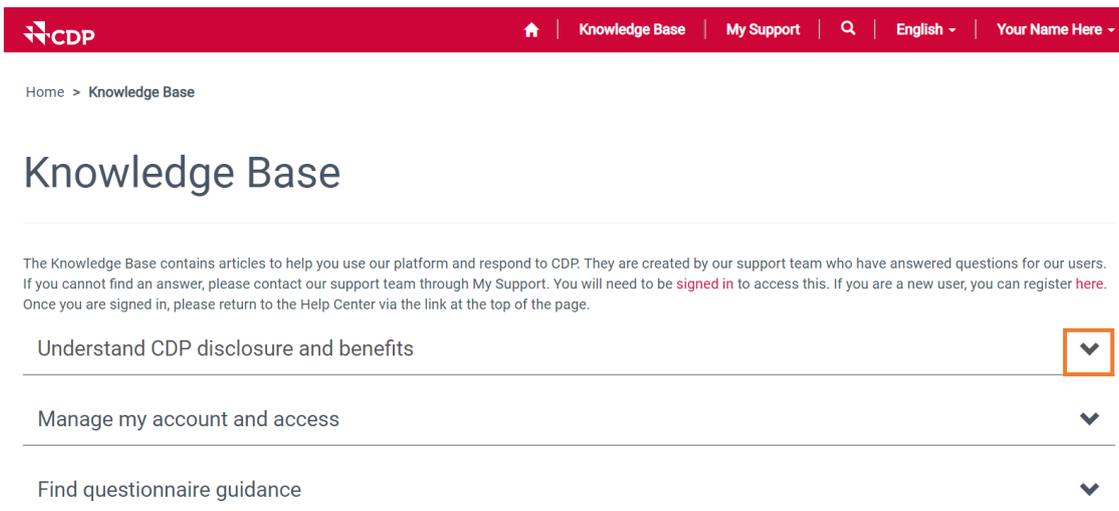
The expanded view of the Knowledge Base category will show you the available articles.
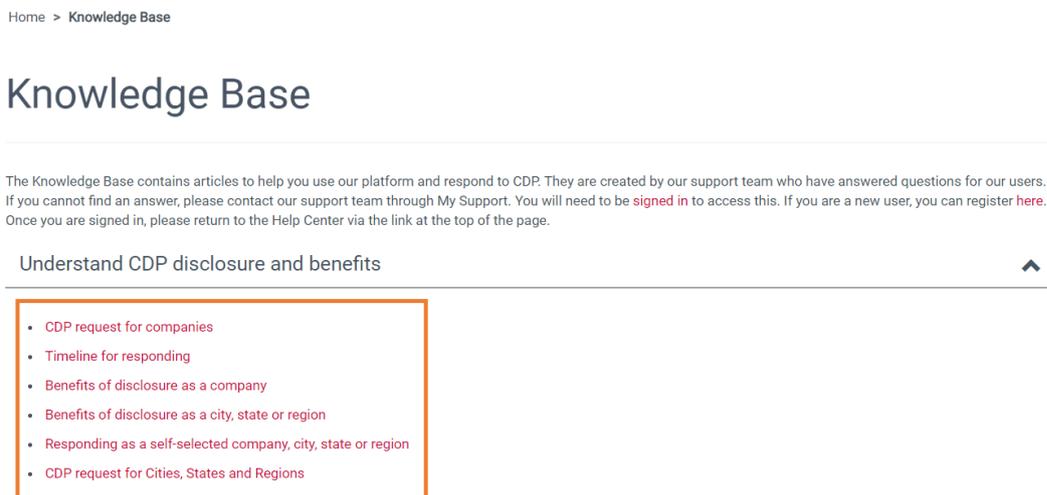
Click on the title of the article to view the information and guidance in full.

My Support

If having searched the Knowledge Base using different key words you have not been able to find the information you are looking for, contact our support team via My Support in the Help Center.

Click on **My Support** in the Help Center, which you will see if you are signed in.
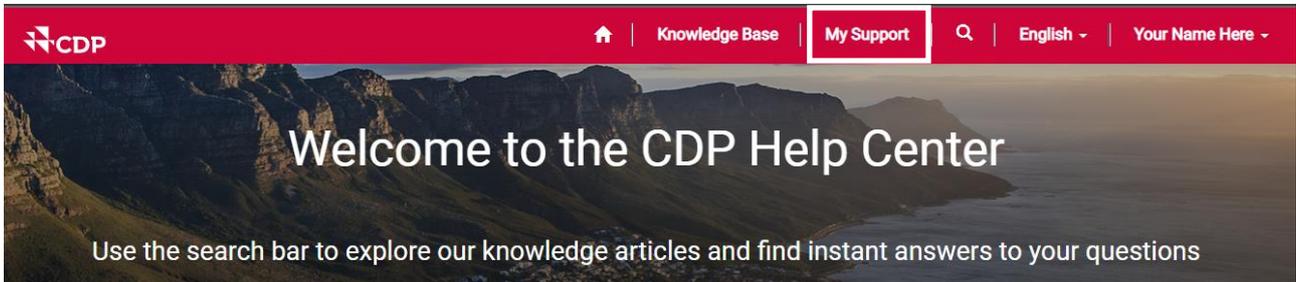
Clicking on My Support will take you to the following page where you can raise a case regarding your query.
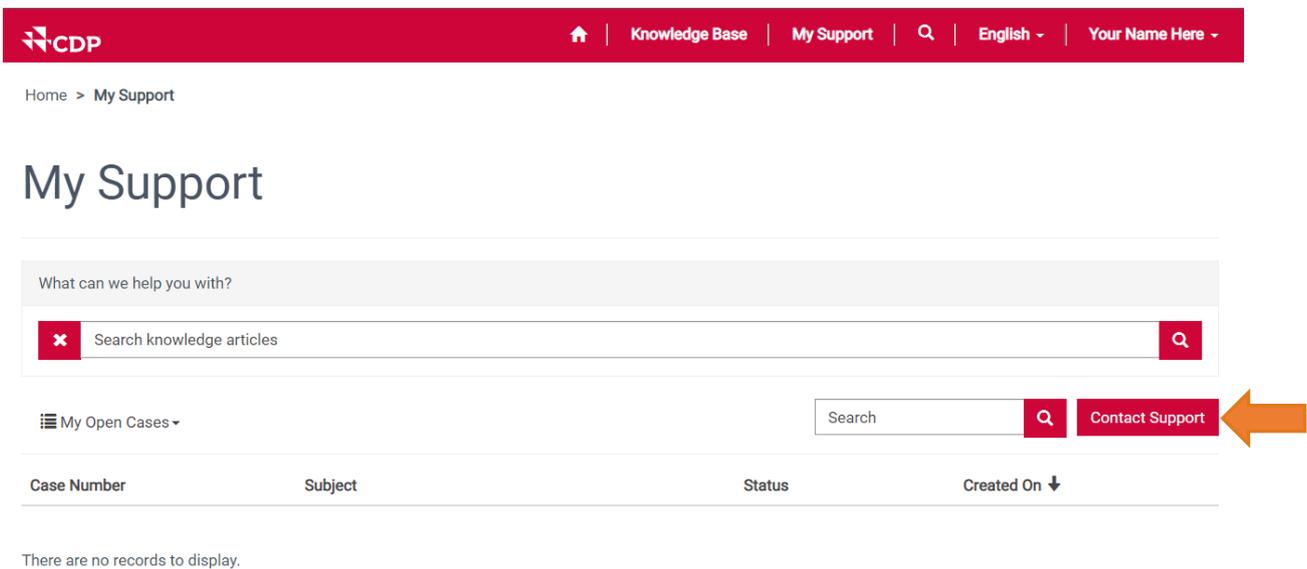
You can also search for knowledge articles here in the search bar, or click on Contact Support, which will open up the following screen:

Contact our Support Team

Subject *

Category *   Sub-Category *

—

Description *

Tell us how we can help you

Attach a file

Choose Files No file chosen

Submit   Cancel

Please make sure you enter the following for your case:

◥ Enter the subject
◥ Select the category and sub-category
◥ Enter your question or query into the description field
◥ If you are having a technical issue, please provide as much detail as possible and attach any screenshots as needed

Once complete, click **Submit**, which will send your query to our support team.

You will the get a confirmation screen and an email will be sent to your inbox with your case number. It will also appear listed in your Open Cases as long as the query is active.

Home > **My Support**

My Support

Thank you for contacting our support team. A case CAS-01650-C8N2C9 has been created and you can track progress at My Support.

What can we help you with?

✖   Search knowledge articles

My Open Cases ▾   Search   Contact Support

Case Number	Subject	Status	Created On ⬇	
CAS-01650-C8N2C9	Your query	In Progress	3/16/2022 5:18 PM	⌄

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	**Sector**	**Group field**	**Related options field**
C2.3a	All	Risk type	Primary climate-related risk driver
C3.2a	All	Scenario type	Climate-related scenario
C4.2b	All	Target type: category	Metric (numerator if reporting intensity target)
C4.3b	All	Initiative category	Initiative type
C4.5a	All except Financial services	Category	Product/service type
C-FS4.5a	Financial services	Asset class	Product/service type
C12.1b	All except Financial services	Type of engagement	Details of engagement
C-FS14.2a	Financial services	Asset class	Product/service type
FW-FS2.3a	Financial services	Risk type	Primary risk driver
FW-FS2.4a	Financial services	Opportunity type	Primary opportunity driver

Water Security			
Question	**Sector**	**Group field**	**Related options field**
W2.1a	All	Country/Area	River basin
		Type of impact driver	Primary impact driver
W2.2b	All	Country/Area	River basin
W-MM3.2	Metals & mining	Country/Area	River basin
W-MM3.2b	Metals & mining	Country/Area	River basin
W4.1c	All	Country/Area	River basin
W4.2	All	Country/Area	River basin
		Type of risk	Primary risk driver
W4.2a	All	Country/Area	River basin

		Type of risk	Primary risk driver
		Risk response type	Primary response to risk
W5.1	All	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	All	W0.1	~~None~~ All
C1.2a	All except Financial services	F3.1a	All except Metals & mining; Coal	W1.4c	All
C2.1b	All	F-MM10.3a/F-CO10.3a	Metals & mining; Coal	W-CH3.1	Chemicals
C-FS3.6c	Financial services	F-MM11.2a/F-CO11.2a	Metals & mining; Coal	W-EU3.1	Electric utilities
C-CO4.2d	Coal	F-FI	All	W-FB3.1	Food, beverages, & tobacco
C-OG4.2d	Oil & gas			W-OG3.1	Oil & gas
C4.3d	All			W3.3b	All
C-CO4.6	Coal			W4.1a	All
C-EU4.6	Electric utilities			W6.5a	All
C-OG4.6	Oil & gas			W-FI	All
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				
C8.2k	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 Financial services			
C12.1d	All			
C12.1e	All			
C-FI	All			
SC0.0	All			
SC1.2	All			
SC1.4a	All			
SC1.4b	All			