Sustainable1

Online CSA Question Gap Description

From Gap to Growth



S&P Global

The Corporate Sustainability Assessment (CSA) scores, calculated by S&P Global, serve as an essential tool for companies to evaluate their sustainability performance and strategy. Beyond informing capital markets and stakeholders, these scores provide valuable insights for internal sustainability managers to assess their progress and make data-driven decisions. The Online CSA Question Gap Description Service supports the need for companies to understand the factors that impact a score change to inform the topic specialists in a timely manner.

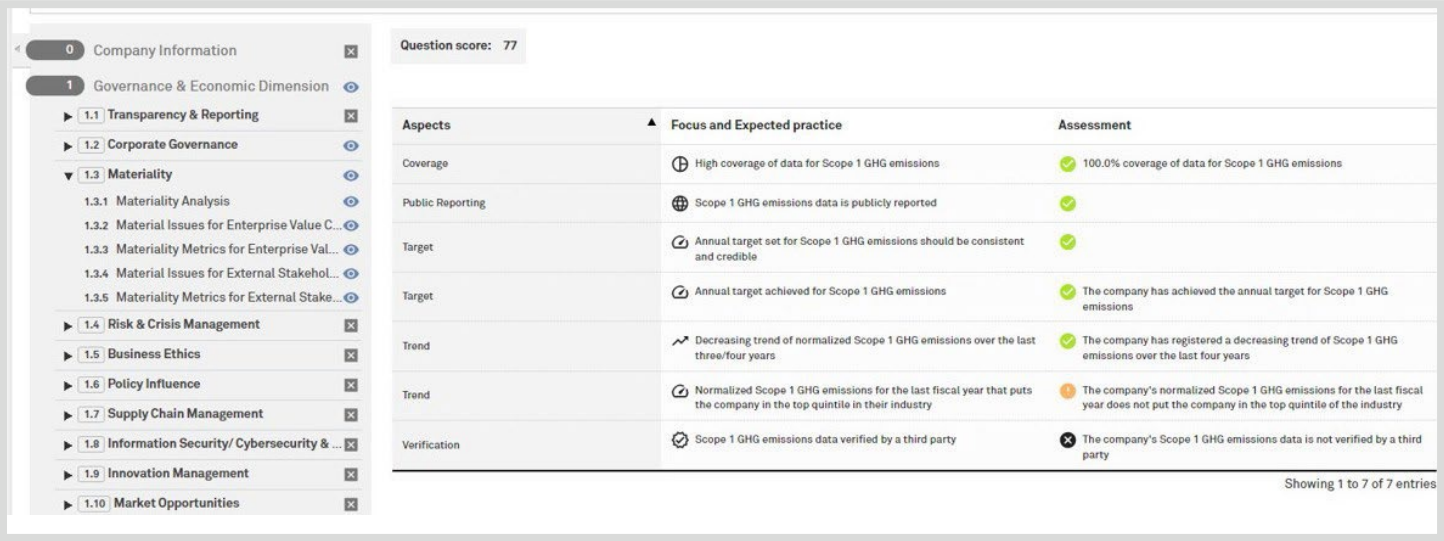
The service and what problem does this solve?

The service provides insights into understanding the CSA question score or a question score change year-over-year by describing the question expected practice and eventual discrepancies to the expected practice in an online format, directly on the CSA Platform.

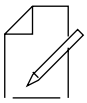
Once a company receives the CSA Scorecard, questions about score changes might arise, requiring clarification within a quick turnaround time for internal reporting. With Online Gap Description, it is possible to receive an explanation of a CSA question score in a very short time span.

Elements included in the Online CSA Question Gap Description:

- **Overview of the aspects** assessed for each of the selected questions.
- Detailed **description of the question expect practice** and related KPIs that are considered for the score.
- **Assessment focus** (disclosure/transparency, performance, awareness, external verification).
- For the assessment aspects, **indication of the level of alignment** with the expected practice(full, partial, no alignment).
- Description of the **scoring elements data**.
- Access to the **Benchmarking Database (BDB) — Starter version**.



Key features



Receive an online expected practice and gap description

Understand the CSA expectations and eventual gaps on up to twenty CSA questions: missing or not validated information by the CSA analyst.



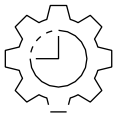
Online ordering and delivery on the CSA Platform

Companies receive the CSA scorecard on the CSA Platform and can place a service order, select the twenty questions, and receive the gap description.



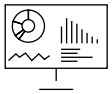
Service upgrade

Possibility to upgrade to Performance Outline Report and Workshop for a detailed gap analysis and workshop to interact with a specialist.



Quick turnaround time

Thanks to concise description of gaps, it is possible to deliver the service in a very short timespan.



Benchmarking Database — Starter

Use the database to access a full overview of the CSA scores within the industry.

How to order the service?

The Online CSA Question Gap Description can be ordered directly online. Please log in to your company's account by visiting https://portal.csa.spglobal.com/survey/.

Make sure you are logged in with your CSA administrator account. Go to the "Report" tab under the "Benchmarking" tab. In there, click on "Order Question Feedback", and follow the instruction. Payments can be made by credit card or invoice.

When and where will the Online CSA Question Gap Description be accessible?

Within 3 days from the order, the descriptions for the selected twenty questions will be visible on your company account. To access them, please go the "Assessments" tab, and then select the question in the "Questionnaires" tab and "Gap Description".

Service upgrade

If you wish to receive a detailed analysis of the identified gaps and question scoring, including a debriefing, please consider upgrading to the Performance Outline Report and Workshop service.

This service is designed to provide detailed feedback on the twenty questions selected, including a two-hour workshop with a sustainability benchmarking specialist. For this service, please contact MISustainabilitySales@spglobal.com.

To learn more, visit spglobal.com /esg/csa /esg-benchmarking.

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