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## Using CDP's Disclosure Platform - Companies

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



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## Version Control

Version Nr.	Revision Date	Released	Revision Summary
4.0	April 2020	April 2020	Updates for 2020. New 2020 features highlighted.
4.1	April 2020	May 2020	Minor updates. Additional information of the resizing of text boxes

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# Guide to using the disclosure platform

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## Introduction

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

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

The dashboard is a portal containing pages such as the response dashboard which contains 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](#) and Investor dashboards. The ORS is where you input information into your questionnaire(s) and submit.

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

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

If you are still experiencing difficulties, please contact your account manager or local CDP office with **details of the actions** you are taking and **screenshots** of any error messages. You can find your local office contact or Account Manager at the bottom of the dashboard. If you do not have an account manager or local CDP office, please email [respond@cdp.net](mailto:respond@cdp.net).

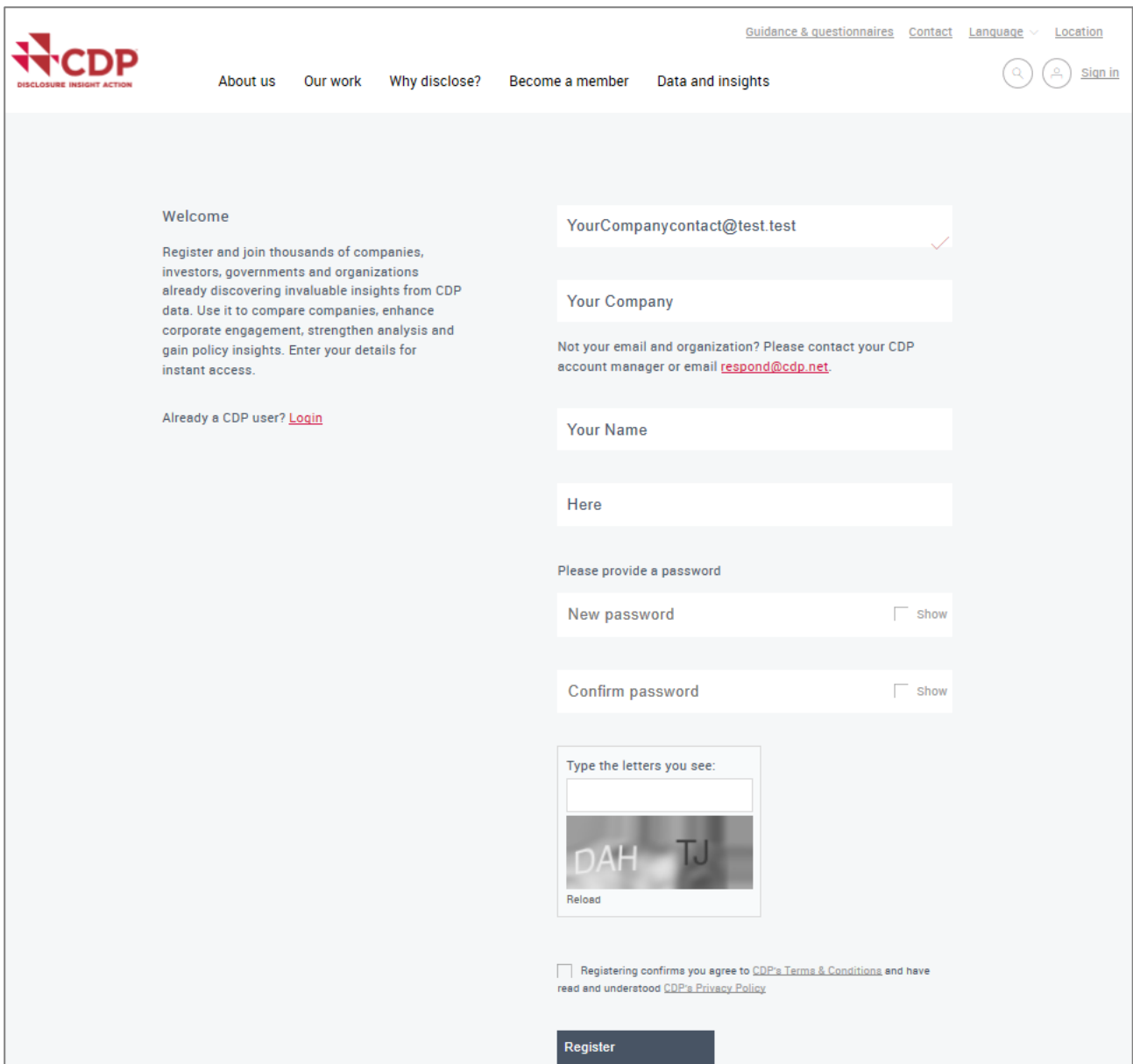
# The basics

## Register, confirm, and sign in

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

- ▶ If this is the first time you have used CDP, either because it is the first time your organization is participating, or the first time you are responsible for supplying information on behalf of your organization, the **activation link will take you to the [registration page](#)** (where you create your password).
- ▶ If you responded to a CDP program in a previous year, or you have [registered via the website](#) independently, you will be in our database and the **activation link will take you to the [sign in page](#)** (where you can sign in using your existing password).

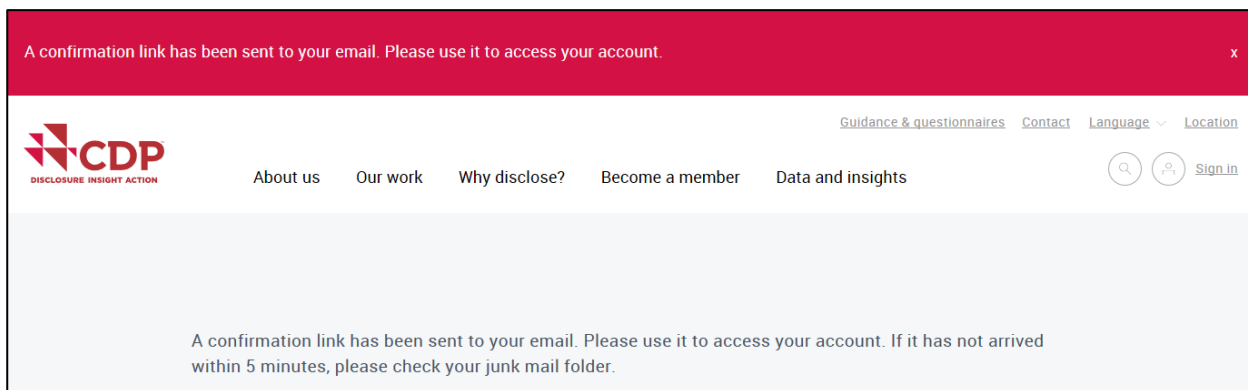
If you are using the activation link to register for the first time, create a password, complete the captcha, confirm you have read the terms & conditions/privacy policy and click 'Register'. Your email address, organization, and name will be prepopulated:



The screenshot shows the CDP registration page. At the top left is the CDP logo with the tagline 'DISCLOSURE INSIGHT ACTION'. The top navigation bar includes links for 'Guidance & questionnaires', 'Contact', 'Language', and 'Location'. Below this is a secondary navigation bar with 'About us', 'Our work', 'Why disclose?', 'Become a member', and 'Data and insights'. On the right side of the navigation bar are search and user profile icons, and a 'Sign in' link. The main content area is divided into two columns. The left column contains a 'Welcome' message and a 'Login' link for existing users. The right column contains a registration form with the following fields: 'YourCompanycontact@test.test' (with a checkmark), 'Your Company', 'Your Name', 'Here', 'New password' (with a 'Show' toggle), 'Confirm password' (with a 'Show' toggle), and a captcha challenge showing the letters 'DAH TJ'. Below the captcha is a 'Reload' button. At the bottom of the form is a checkbox for 'Registering confirms you agree to CDP's Terms & Conditions and have read and understood CDP's Privacy Policy' and a dark blue 'Register' button.

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 that was prepopulated. **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](https://www.cdp.net/en/users/sign_in), or [www.cdp.net](http://www.cdp.net) and click on 'Sign in' on the top right-hand corner of the screen.

**i** Please contact your Account Manager, local CDP office or [respond@cdp.net](mailto:respond@cdp.net) if you have any problems registering, if you have not received the invitation email, or would like your organisation to respond.

**i** 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 recognised.

## Your Response dashboard

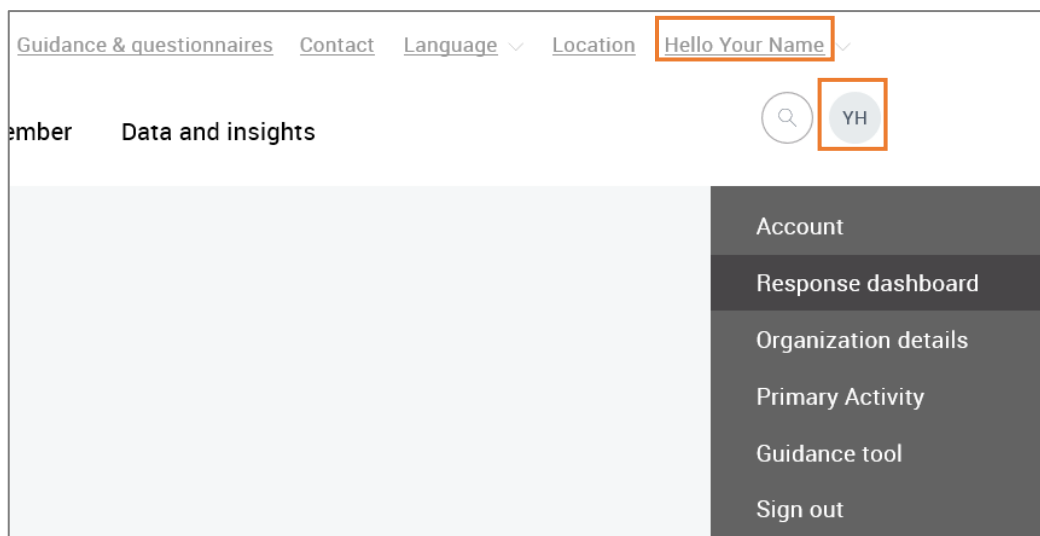
If you are a nominated contact for the current disclosure year, on signing in you will see your response dashboard, as shown below.

The main page, contains various features such as:

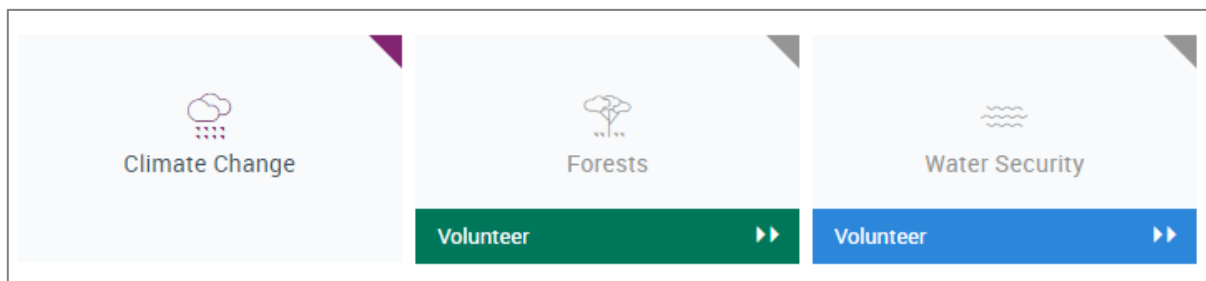
- 1. Need help icon and information:** Contact details of your account manager, or the regional office, that you should contact if you have any queries.
- 2. Language and location:** allows you to change your dashboard language and update your geographical location.
- 3. Initials icon and dashboard menu:** allows you to navigate between:
  - 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 program tiles:** indicate the programs that your organization is requested to complete:
  - ▼ If you are requested the tile is clear and the arrow is coloured.
  - ▼ 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 open an email you can send to request participation in that program.

6. **Users block:** 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 self-selected 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 to investors as detailed [here](#).

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

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

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.

CDP  
RESILIENT. SMART. ACTIVE.

Guidance & questionnaires | Contact | Language | Location | Hello, Your Name

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

Home > Corporate Dashboard

**Need help?**

We are pleased to announce that the 2019 scores are now available.

To view your score, please navigate to the Scores and Responses tab below.

To download your Score Report, click on the icon containing your score. You can also access your Score Report by navigating to the My Files tab at the bottom of the dashboard and open the relevant year/theme.

Main Users have been sent instructions on how to arrange a score feedback call. Please refer to the Users tab or get in touch with your local CDP contact to confirm your company's Main User.

**Jump to**

- Users
- Payments
- Questionnaires
- Announcements
- Access my data
- Search

**1a** **Need help?**

**5** Climate Change | Forests | Water Security

**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](#).

**8** **Climate Change 2020**

Are you intending to complete this questionnaire? Tell us now! **Confirm Participation**

Check organization details	Due ASAP	***
Submission to CDP's investor signatories ( <a href="#">panel of 525+</a> )	Due August 26 2020	***
Submission to your customers ( <a href="#">1 request(s)</a> )	Due August 26 2020	***

**9** **Forests 2020**

Are you intending to complete this questionnaire? Tell us now! **Confirm Participation**

Check organization details	Due ASAP	***
Submission to CDP's investor signatories ( <a href="#">panel of 525+</a> )	Due August 26 2020	***
Submission to your customers ( <a href="#">1 request(s)</a> )	Due August 26 2020	***

**10** **Water Security 2020**

Are you intending to complete this questionnaire? Tell us now! **Confirm Participation**

Check organization details	Due ASAP	***
Submission to CDP's investor signatories ( <a href="#">panel of 525+</a> )	Due August 26 2020	***
Submission to your customers ( <a href="#">1 request(s)</a> )	Due August 26 2020	***

**9** Scores and Responses

**10** Announcements

**11** My Files

**12** Search for Corporate Responses

Search for a city or company name

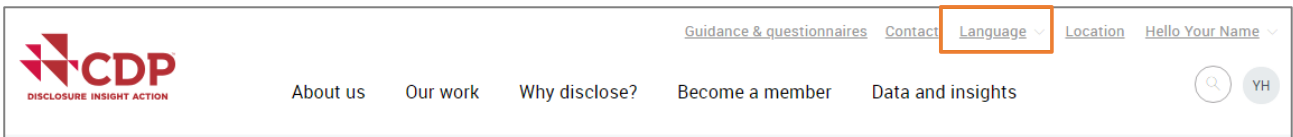
Search

**1b** **Need help?**  
Please contact your CDP account manager.

Ally Guest  
[Ally.Guest@cdp.net](mailto:Ally.Guest@cdp.net)

## Changing language

If you wish to change the language that you see in your dashboard and the ORS you can do this from your dashboard using the 'Language' drop-down. You may need to sign out of the ORS, and enter it again from the dashboard, for the change to occur.

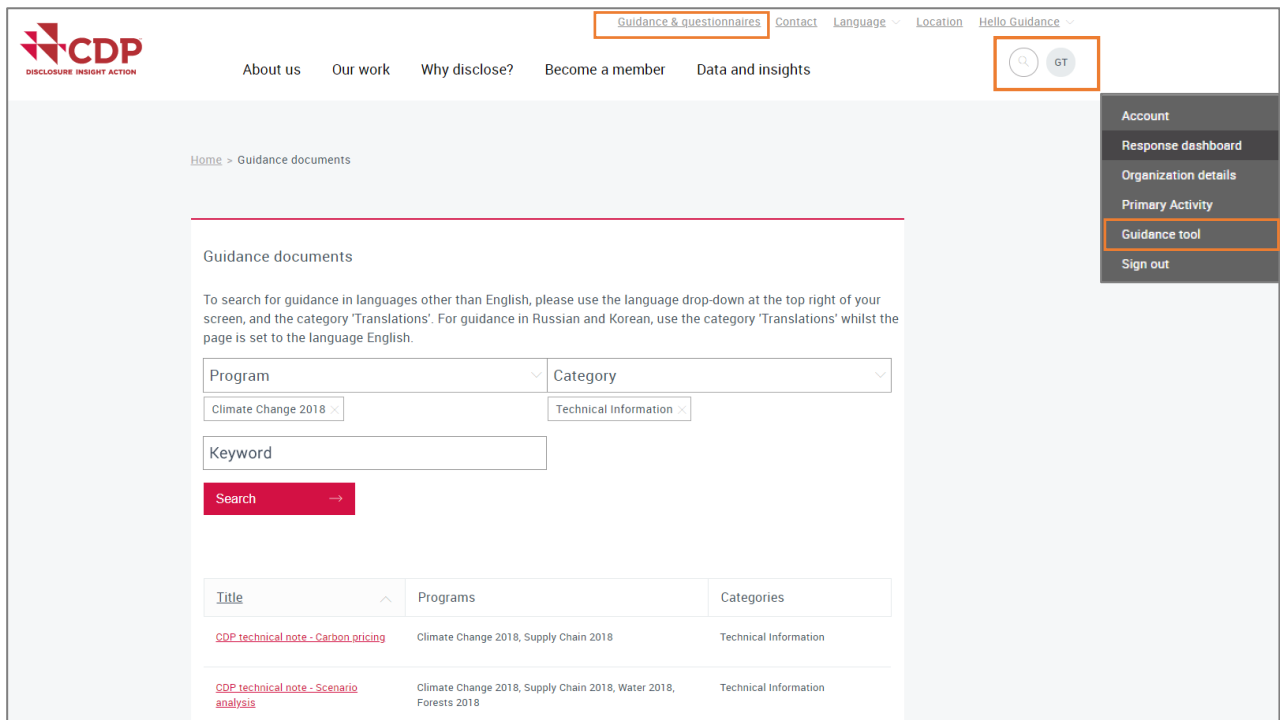


You can continue to answer your questionnaire(s) in English even if you are viewing the questionnaire in another language.

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

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

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

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

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

### Climate Change 2020

 **Are you intending to complete this questionnaire? Tell us now!** [Confirm Participation](#) >>

Check organization details	Due ASAP	***
Submission to CDP's investor signatories ( <a href="#">panel of 525+</a> )	Due August 26 2020	***
Submission to your customers ( <a href="#">1 request/s</a> )	Due August 26 2020	***

You have been requested by 1 customer to respond to this questionnaire.

**ABC**

#### Guidance tool

CDP climate change question changes and map 2020 <a href="#">Download</a>	RE100 reporting guidance 2020 <a href="#">Download</a>	RE100 reporting spreadsheet 2020 <a href="#">Download</a>
2020 climate change questionnaire <a href="#">Download</a>	2020 climate change reporting guidance <a href="#">Download</a>	

#### Events & Webinars

**Carbon360: A Comprehensive GHG Emissions Calculation Tool– a joint webinar presented by CDP and VitalMetrics 1PM PDT**

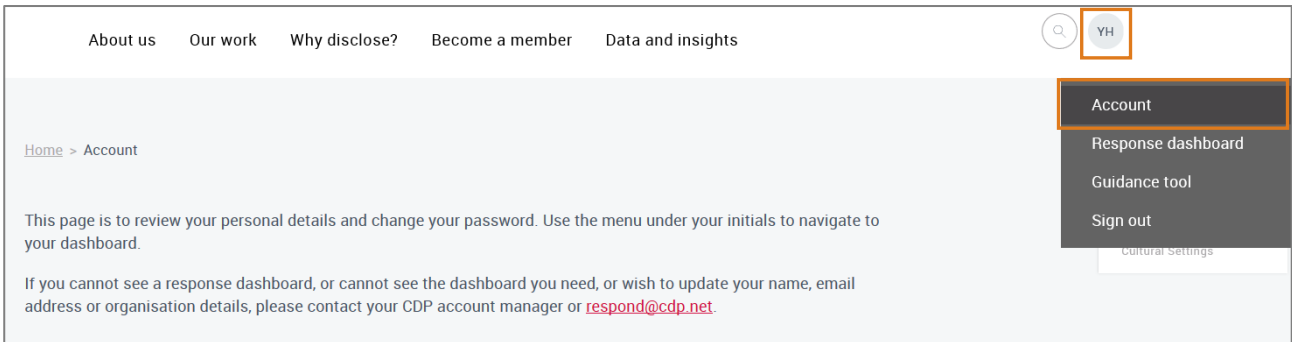
Join this webinar given by CDP Accredited Solutions Provider VitalMetrics to explore Carbon360; a one-stop shop for all your carbon accounting needs. In this webinar, VitalMetrics will present a deep dive into their unique Carbon360 Tool and how it can simplify your organization's carbon emissions disclosure. This efficient web-based tool covers scope 1, 2, and 3 emissions, saving time and resources while producing comprehensive and scientifically robust results that are ready for direct integration into the CDP Climate Change Questionnaire.

9 April 2020 [Event details](#)

## Changing your password

To change your password, navigate to your Account page from the drop-down menu shown when you click on either:

- ▼ Hello [your name]; or
- ▼ Your initials icon (both of which are in the top right corner of the page).



On your Account page, you can change your password in the bottom half of the 'Details' block:

The 'Details' block is a dark grey header with an upward arrow and the text 'Details'. Below it are three rows of user information: Name (Your Name Here), Email (yourcompanycontact@test.test), and Organization (Your Company). The bottom half of the block is highlighted with an orange border and contains three password fields: Current password (Current password), New password (New password), and Password Confirmation (Confirm password). Each field has a 'Show' button with a checkbox. At the bottom of this section is a red button labeled 'Update password' with a right-pointing arrow.

You will then receive a confirmation banner and are redirected to the CDP's main website page:



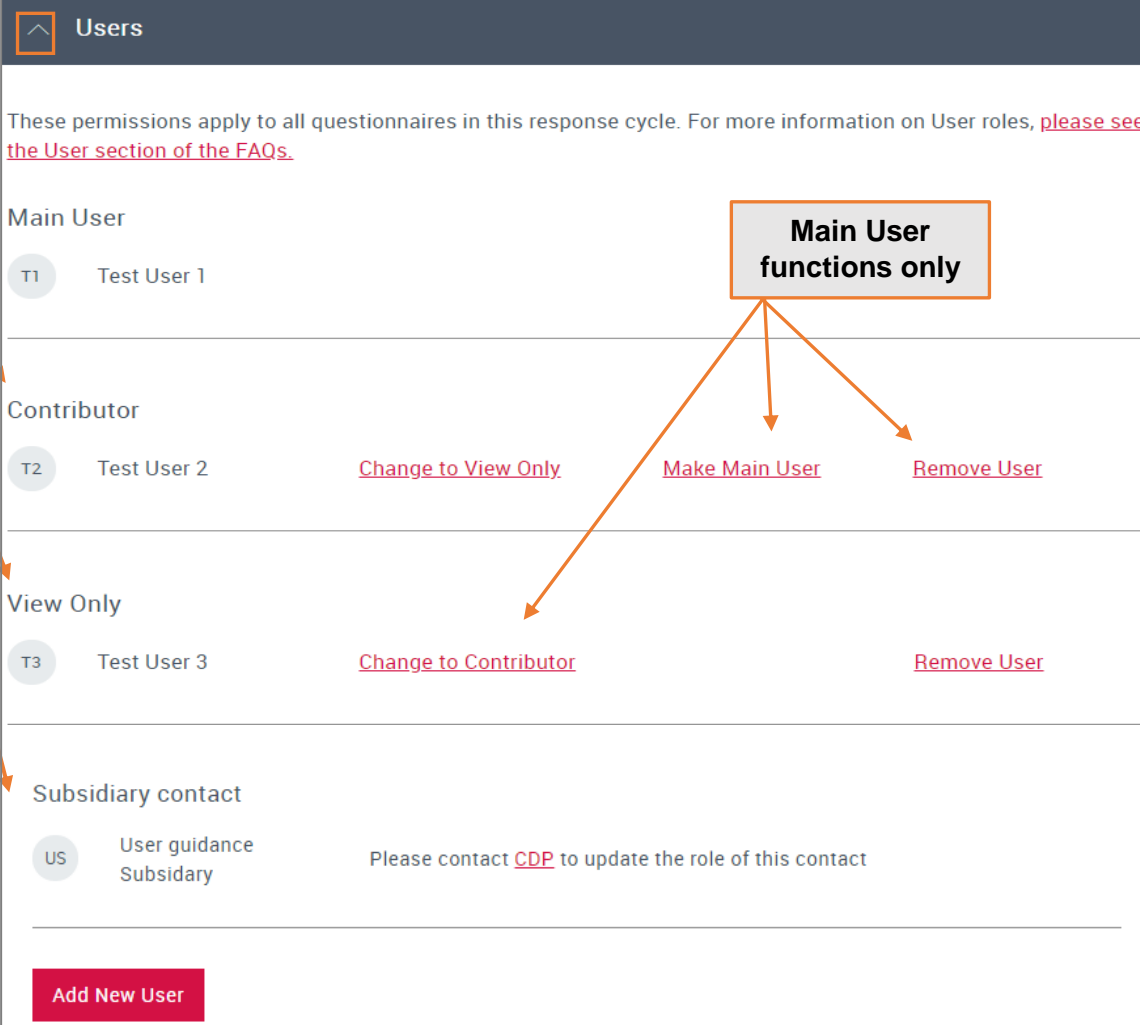
To return to your preferred page, e.g. response dashboard page (where you can access the questionnaire(s)), simply select 'Response dashboard' in the drop-down menu.

 There is also a '[Forgotten your password?](#)' link on the [sign in page](#).

## User types

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

You can check which contacts at your organization have which user types by expanding the 'Users' block on the response dashboard. **Please note** that only contacts who are registered on the CDP website will be showing, and that added contacts should be from your own organization.




The screenshot shows the 'Users' management interface. On the left, a box labeled 'Listed contacts' has arrows pointing to the user entries: 'Main User', 'Contributor', 'View Only', and 'Subsidiary contact'. On the right, a box labeled 'Main User functions only' has arrows pointing to the 'Change to View Only', 'Make Main User', and 'Remove User' links for the Contributor user, and the 'Change to Contributor' and 'Remove User' links for the View Only user. The interface includes a header 'Users', a note about permissions, a list of users with their IDs and names, and an 'Add New User' button at the bottom.

These are the permissions associated with each user type:

### ▼ Main User:

The Main User is responsible for the organization's response(s). **There can only be one Main User per organization and year.** The Main User can access the response in the ORS, enter and save data, and is the **only contact that can submit** the questionnaires and pay the administrative fee.

 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. As shown in the screenshot above, the Main User can [add](#) or remove contacts for the current year. They can also change the roles of registered users and nominate a new Main User.

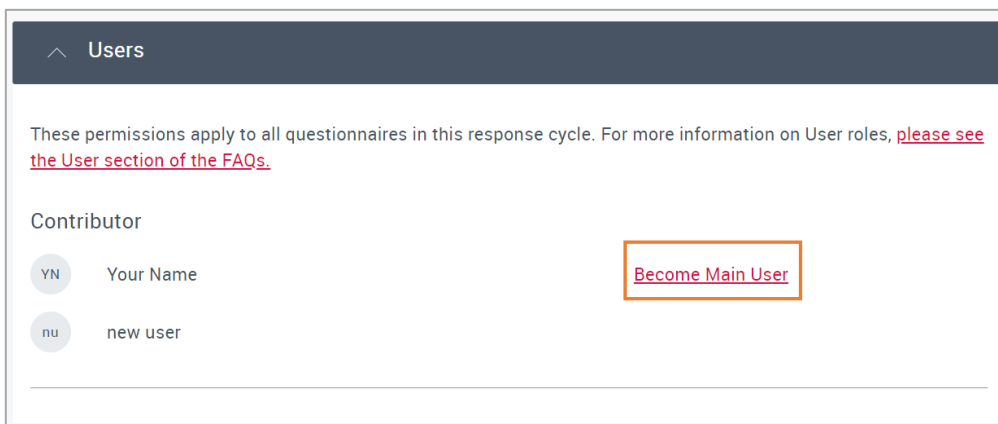
As the Main User, your contact details (name and email) may be stored in CDP's systems for record management.

**i** To become the Main User for your organization, please follow the steps outlined in step 3 of '[Activating your questionnaire](#)'.

### 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.



**i** If the original Main User has left the organization please your CDP Account Manager, local office or [respond@cdp.net](mailto:respond@cdp.net).

#### ▼ Contributor(s):

Contributors can edit and save data, export and import data in the ORS. Contributors cannot submit a response. Contributors can collaborate with multiple colleagues, who can all directly access the ORS.

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

#### ▼ View only user(s):

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

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

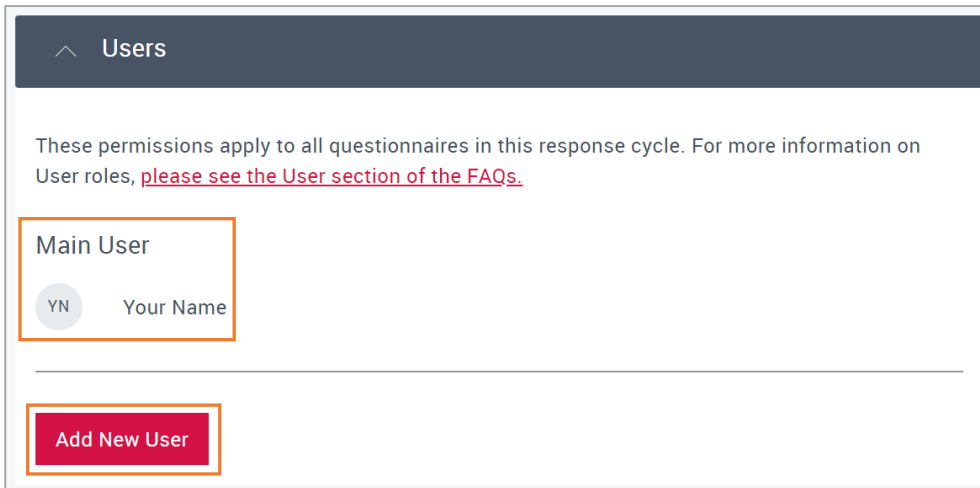
#### ▼ Subsidiary contact:

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

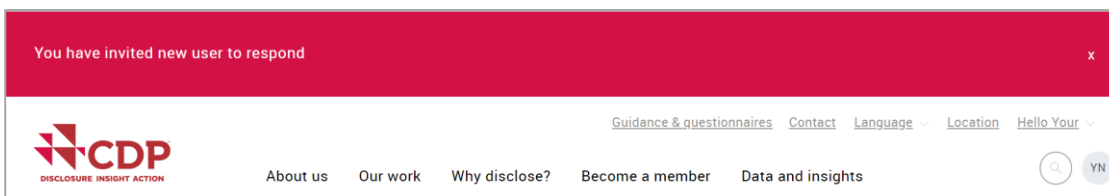
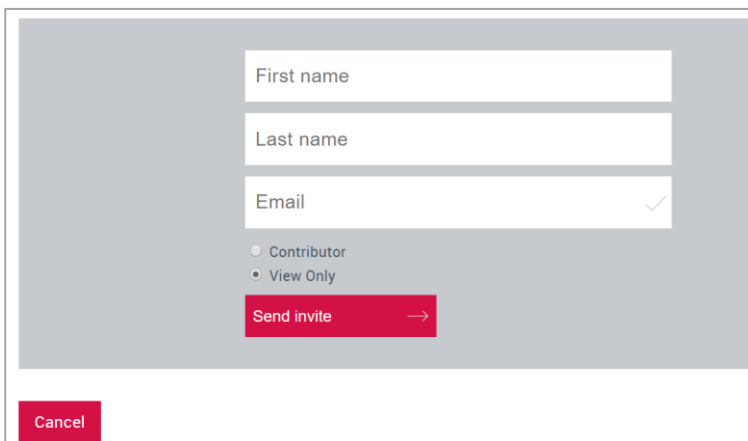
Please note that subsidiary contacts will see information in the 'Scores and Responses' section relating to their own company, not their parent company.

## 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:



When you select **Add New User** you will be shown a form to complete. Please complete all the fields and select whether you want the user to be able to be a contributor (with editing rights) or a view only contact. When you click 'send invite', 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 only appear on the user block once they have registered their account.



## Your request(s) – getting started

Organizations need to activate their questionnaire(s) each year and for each requested program. 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 programs you are requested to respond to via the program tiles. You will also only see program blocks for the questionnaires you are requested to complete.


### Who has requested your participation?

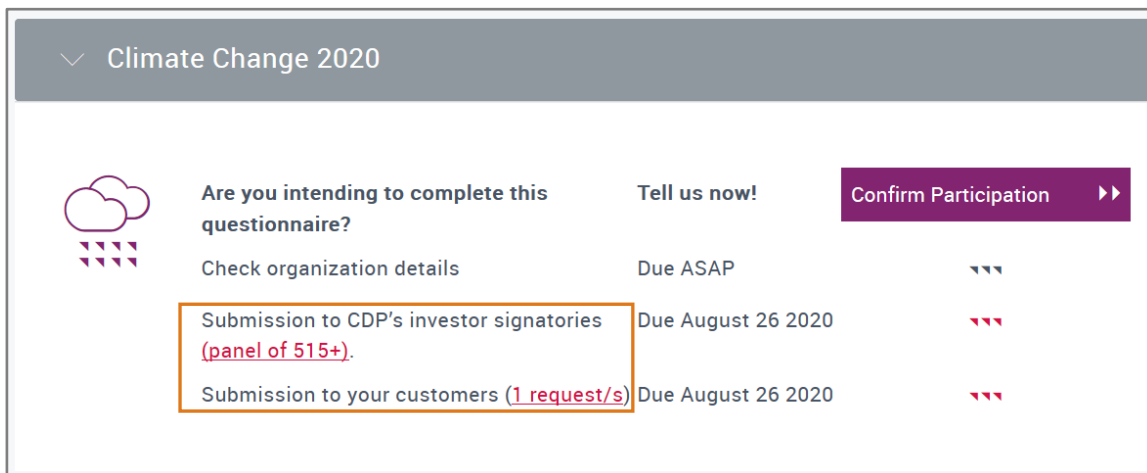
In the program block you can see who has requested you to provide environmental information for that program.

You may have been invited by:

- ▼ [CDP’s investor signatories](#); and/or
- ▼ [Customers](#): organizations are requested by their customer(s) – one or more of CDP’s Supply Chain Member(s).

Note: if you are responding as a Self-selected company, you will see the information relating to submission to CDP’s investor signatories.

 To see your requesting customer(s), click the ‘request/s’ link for more information (including an email address you can use to contact your customer).




### When is the deadline?

The deadlines are shown in the relevant program block:

The screenshot shows a program block titled 'Climate Change 2020'. It features a cloud and rain icon. The main heading is 'Are you intending to complete this questionnaire?'. Below this, there are three rows of information:

	Tell us now!	
Check organization details	Due ASAP	☰
Submission to CDP's investor signatories (panel of 515+).	Due August 26 2020	☰
Submission to your customers (1 request/s)	Due August 26 2020	☰

A purple button labeled 'Confirm Participation' with a right-pointing arrow is located in the top right corner of the block.

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

## Activating your questionnaire(s)

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


### Step 1: Confirm participation

1. Organizations need to confirm participation before they can access their questionnaire. To confirm your participation and to access the questionnaire, click 'Confirm participation' in the questionnaire block. Any user can confirm participation.

This screenshot is identical to the one above, but the 'Confirm Participation' button is highlighted with a red border.

2. Confirm to whom you will submit data and click 'Confirm' or click 'Skip' to choose this later via your dashboard.
  - ▼ You will see this pop-up if you are confirming participation to the climate change or water security questionnaire, or the forests questionnaire at the request of investors only:

✕
Confirm Participation



Please confirm to whom you will submit data. 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.

### Climate Change

We intend to submit to CDP's investor signatories ([panel of 525+](#)) on or before **August 26 2020** ?

We intend to submit to our customers on or before **August 26 2020** ?


Cancel

Skip
Confirm ▶▶

⚠ Once you have confirmed participation here it cannot be changed but does not impact your final submission options. If you do not wish to confirm participation and activate your questionnaire, please click 'Cancel'.

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

✕
Confirm Participation



Please confirm to whom you will submit data. 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.

### Forests

We intend to submit to CDP's investor signatories ([panel of 525+](#)) on or before **August 26 2020** ?

We intend to submit to our customers on or before **August 26 2020** ?

- 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

Skip
Confirm ▶▶

## Step 2: Confirm Main User

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

Climate Change 2020 ✕

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

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

For more information about the Main user role and implications, please review the relevant section in the [FAQ](#).

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


◀◀ I will not be the Main User
OK ▶▶

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

### Step 3: Check organization details

The next page is your 'Check organization details' page. Please confirm the information is correct, or add and edit any information you wish to provide and click 'Next':

Home > [Corporate Dashboard](#)

 **Check organization details**

Before getting started on the questionnaire, please check the information that we have about your organization. Please note that changes you make here will update the general information that CDP holds about you and your organization.

Country of your Operational Headquarters: United Kingdom [Change](#)

Organization Website Address (optional)

Organization Twitter name (optional)

[Return to dashboard](#)
Next ▶▶

**i** If you use the 'Return to dashboard' link, the program 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:
  - ▼ If you click 'Yes' OR you are responding for the first time for this program (Climate Change, Forests or Water Security) you will be given the option to choose between the full or minimum version of the questionnaire.

**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**

**i** 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.

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

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

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

If you are eligible to complete the minimum version, you will also have the option to change your selected tier at any stage prior to submission via your questionnaire block.

### Step 5: Select or review primary activity

The final page contains information on your organization's classification and questionnaire sector. Please click the [Full list of sector classifications](#) for more information about CDP's activity classification system (CDP-ACS).

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

- ▼ If CDP has already classified your organization, you will see a similar page to the screens below. The 'Why have I been allocated this sector?' link can be clicked to reveal a table with more detail. If your organization's primary activity under CDP-ACS maps to sector questions, as well as the general questions, you will see this information on this page. Your response will be scored based on your response to the general questions, plus sector questions indicated if relevant.

If you will only see general questions, you will see this screen:

You will receive a score based on your response to

## General

Not all responses will be scored in 2019, [click here](#) for further information.  
The minimum version of the questionnaire does not contain sector-specific questions.

To discuss changing your questionnaire sector, or Primary Activity under CDP's CDP-ACS classification system, please contact your local CDP office.


[Why have I been allocated this sector?](#)

CDP-ACS Industry	CDP-ACS Activity Group	CDP-ACS Activity
Services	Other services	Education services

[Full list of CDP-ACS Classifications](#)

[Return to dashboard](#)

If your sector requires you to complete an additional sector specific questions (as well as the general questions) you will see this indicated on this page, which will look similar to this:



**MATERIALS  
METALS AND MINING**

You will receive a score based on your response to the [following sector specific questionnaire:](#)

## Metals & mining

Not all responses will be scored in 2019, [click here](#) for further information.  
The minimum version of the questionnaire does not contain sector-specific questions.

To discuss changing your questionnaire sector, or Primary Activity under CDP's CDP-ACS classification system, please contact your local CDP office.

[Why have I been allocated this sector?](#)

CDP-ACS Industry	CDP-ACS Activity Group	CDP-ACS Activity
Fossil fuels	Coal Mining	Coal Extraction

[Full list of CDP-ACS Classifications](#)

[Return to dashboard](#)

- ▼ If you are responding to your customers only and your organization has not already been classified, you will be required to select your primary Industry, Activity Group and Activity on this page (you can only select one activity). You can see which sector specific questions you will be required to answer in the information below the table. Once you have completed the columns the 'Start Questionnaire' button will turn red and you can move forward.



**Select Primary Activity**

Please select your organization's Industry, Activity Group, and Primary Activity below.

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

CDP-ACS Industry	CDP-ACS Activity Group	CDP-ACS Activity
Biotech, Health Care & Pharma	Other services	Commercial services
Food, beverage & agriculture	Specialized professional services	Consumer services
Apparel	Media, telecommunications & data center services	Travel services
Fossil fuels	Industrial support services	
Hospitality	Financial services	
Infrastructure	Web & marketing services	
Manufacturing	Print & publishing services	
Materials	Commercial & consumer services	
Power generation	IT & software development	
Retail		
Services		
Transportation services		
International bodies		

You will need to answer questions on the following sector(s): General [Full list of CDP-ACS Classifications](#)

Previous
[Return to dashboard](#)
Start Questionnaire

The Main User can also change the primary activity via the 'primary activity' page which is accessed by the initials icon on the dashboard.

If you are responding to Investors, please contact your account manager (found via the 'Need help' bar on your response dashboard) to discuss changing your Primary Activity.

### Step 6: Start questionnaire

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

### Your dashboard after activating your questionnaire(s)

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

**Climate Change 2020**

**Click banner to expand**

**Date and tick when completed**

Participation Confirmed	Completed March 25 2020	✓
Organization details confirmed	Completed March 25 2020	✓
Submission to CDP's investor signatories ( <b>panel of 525+</b> )	Due August 26 2020	<b>Continue</b> >>
Submission to your customers ( <b>1 request/s</b> )	Due August 26 2020	⋮

**Click 'Continue' to access the ORS**

You have been requested by 1 customer to respond to this questionnaire.

**ABC**

---

**Participation Confirmed**

Completed March 25 2020

We intend to submit to CDP's investor signatories ( <b>panel of 525+</b> )	Yes
We intend to submit to our customers (1 request/s)	Yes

**Change Answers**

**If you haven't confirmed your participation you can here**

---

**Questionnaire Version**

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.


Please note that if you select minimum version and you are responding to investors then you will not be scored.

**Save**

**If eligible, change your questionnaire version**

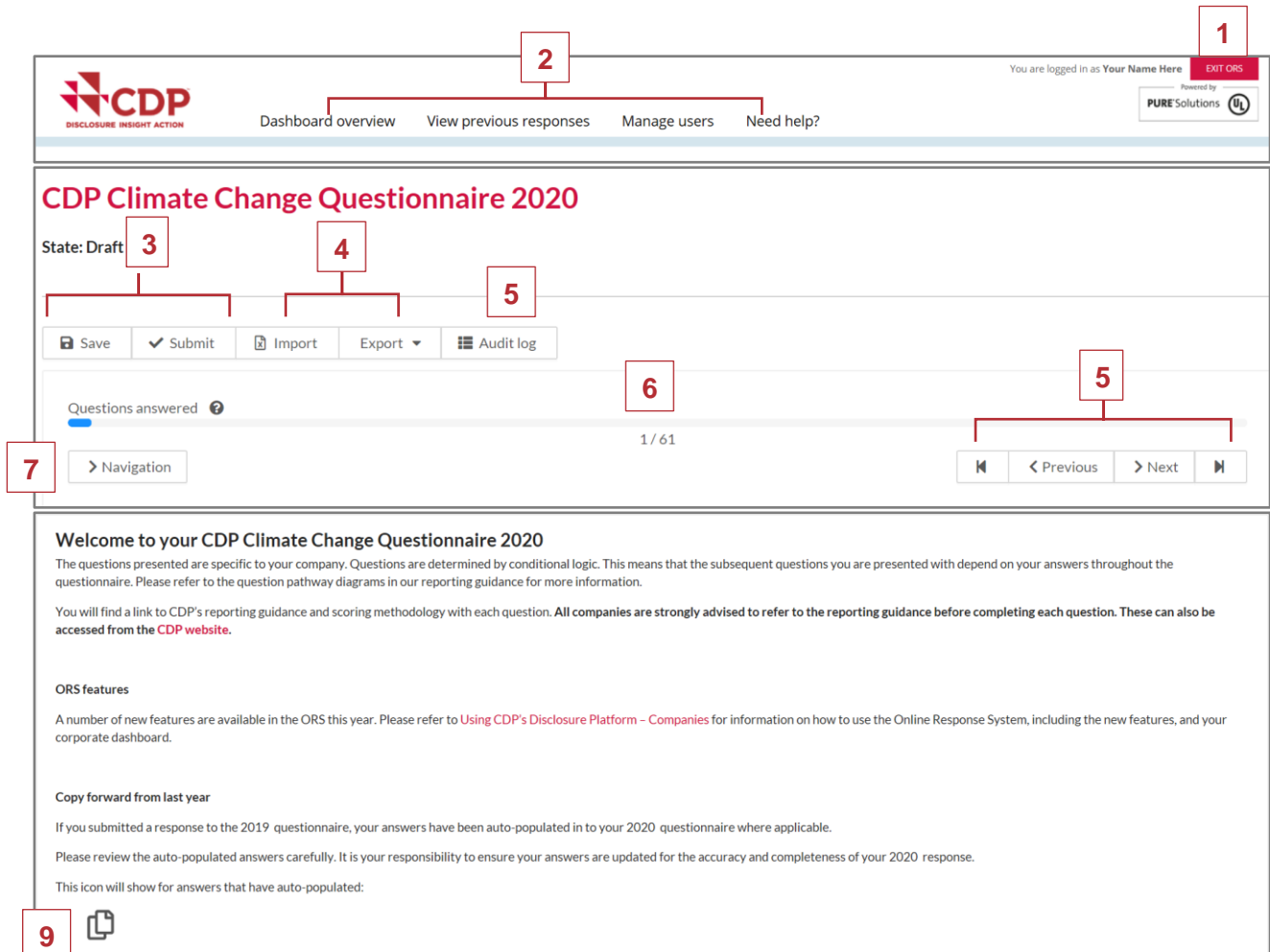
# Your Online Response System (ORS)

Clicking 'Continue' on the program 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 **\*NEW 2020 FEATURES\***

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




The screenshot shows the ORS homepage for the CDP Climate Change Questionnaire 2020. The page is divided into several sections:

- 1:** Logout button labeled "EXIT ORS" in the top right corner.
- 2:** Dashboard navigation links: "Dashboard overview", "View previous responses", "Manage users", and "Need help?".
- 3:** "State: Draft" indicator.
- 4:** "Save" button.
- 5:** "Submit" button.
- 6:** "Import" button.
- 7:** "Export" button.
- 8:** "Audit log" button.
- 9:** "Questions answered" progress bar showing 1/61.

The main content area includes a "Welcome to your CDP Climate Change Questionnaire 2020" message, followed by instructions on how to use the system and information about ORS features and auto-populated answers from the 2019 questionnaire.

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

- 1. Exit ORS:** where you sign 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:** These buttons link back to the relevant parts of your dashboard, where you can perform the action required.
- 3. Save and Submit:** depending on your user type you may see all, some, or none of these permissions. See the ['User types'](#) section for more on user permissions. Using 'Save' displays a warning for parts of questionnaire not yet completed, or that have an error.
- 4. Import/Export:** These buttons allow users to export and import the questionnaire, including all responses entered, as a Word or Excel document. Please see the [Exports and Imports section](#) below for more information.

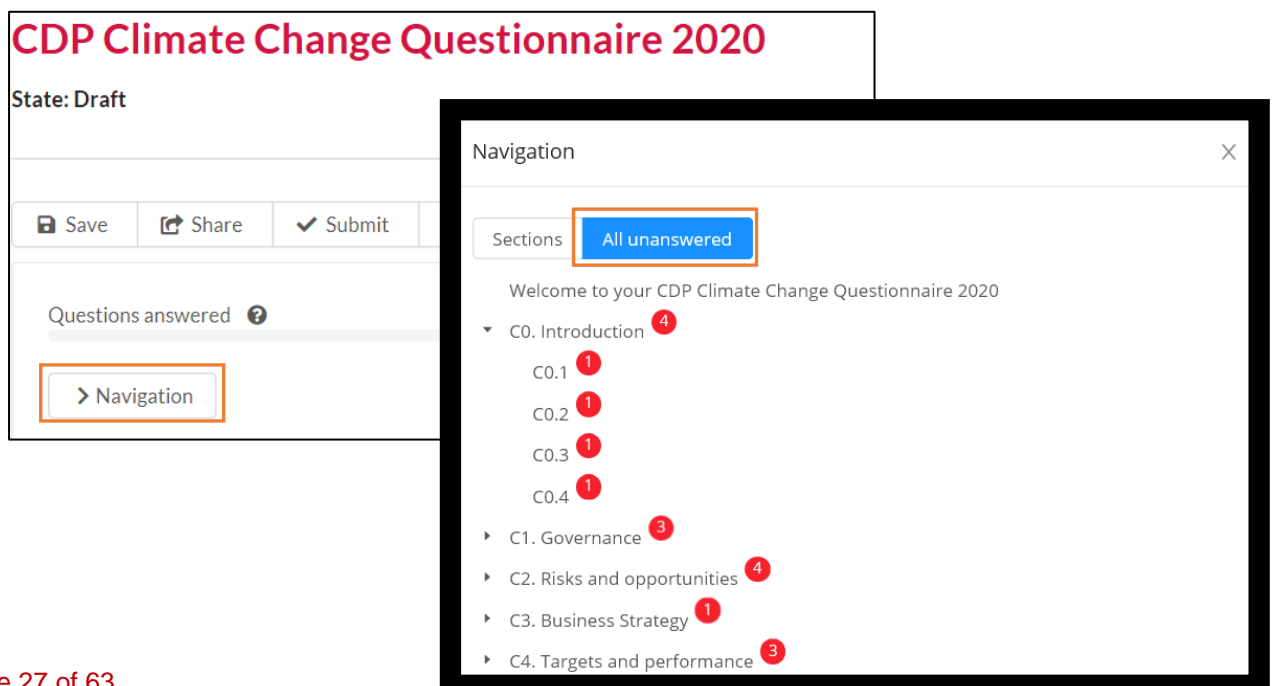
5. **Audit Log:** This button takes the user to the audit log. It allows users to track all changes made in the ORS by any user. Please see the [Audit Log section](#) below for more information.
6. **Floating blue progress bar \*NEW 2020 FEATURE\*:** This tracks questions completed by indicating the number of questions you have saved an answer for so that you can track your progress. Please note, depending on your answers, the total number of questions may fluctuate. This is for your **own tracking purposes only**, you can still submit your response even if the progress bar is not at 100%. Please note that some questions are not counted in the progress bar however questions on the 'Submit your response' page are counted.
7. **Navigation menu \*NEW 2020 FEATURE\*:** 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. Please also **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. **Copy Forward:** If you submitted a response to the 2019 or 2018 questionnaire, your answers have been auto-populated in to your 2020 questionnaire where applicable. Please review the auto-populated answers carefully. It is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2020 response. This icon will show for answers that have auto populated:  See the [copy forward section](#) below for more information.

## Navigating the ORS \*NEW 2020 FEATURE\*

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 also 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. By expanding the sections, you can see a more granular breakdown within subsections. Depending on your answers, the number of questions may fluctuate. This is for your **own tracking purposes only and you do not need to answer all questions in order to submit**.



The screenshot displays the 'CDP Climate Change Questionnaire 2020' interface. At the top, it shows 'State: Draft' and buttons for 'Save', 'Share', and 'Submit'. Below these is a 'Questions answered' section with a question mark icon and a 'Navigation' button. An inset window titled 'Navigation' is open, showing a list of sections with red circles indicating the number of unanswered questions. The 'All unanswered' tab is selected and highlighted with a blue box. The sections listed are:

- Sections: All unanswered
- Welcome to your CDP Climate Change Questionnaire 2020
- ▼ C0. Introduction 4
  - C0.1 1
  - C0.2 1
  - C0.3 1
  - C0.4 1
- ▶ C1. Governance 3
- ▶ C2. Risks and opportunities 4
- ▶ C3. Business Strategy 1
- ▶ C4. Targets and performance 3

**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.**

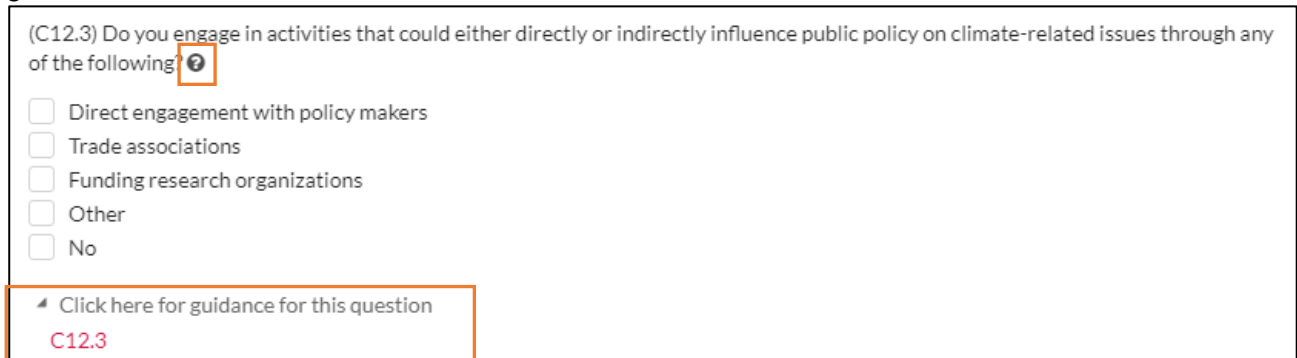
**Accessing guidance**

**Reporting guidance**

Throughout each program questionnaire, you can access that program'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.

**Information icon**

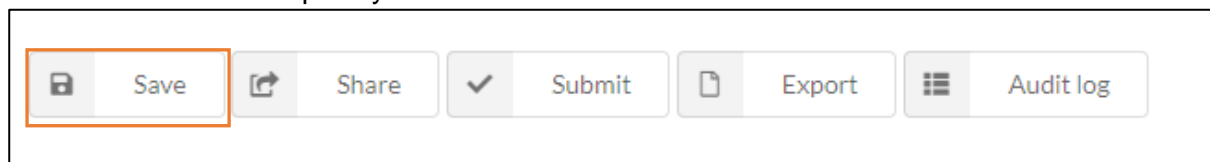
For questions which are 'Select all that apply', you can also click the information  icon for further guidance.



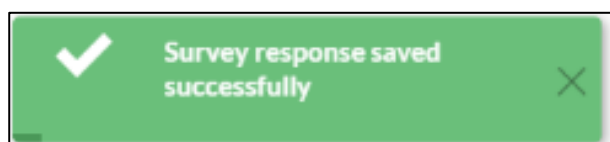
**Saving your response**


**'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.




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.



(3.12) Does your region have a breakdown by source of region-wide Scope 3 emissions? 


No

▶ Click here for question level guidance


(3.12b) Please explain why not and detail your plans to do so in the future, if any. 


▶ Click here for question level guidance

### 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.

Total number of fines 

4,667,766,66 (range: 0 - 999,999,999,999)

### Copy Forward

If you submitted a response to the questionnaire in 2019 or 2018, your most recent answers have been **auto-populated** into your 2020 questionnaire where applicable. A copy forward icon  will show for auto-populated answers.

Not all questions are suitable for copy forward and attachments will not be auto-populated. Comments are not auto-populated, however, if you click the copy forward icon, the comment from your previous response can be manually copied forward.

When you click the copy forward icon you will see an overlay of your previous answers. In the overlay you will see the answers you entered previously even if they are not suitable for copy forward. The red cross indicates where you entered information previously but do not copy forward this year.

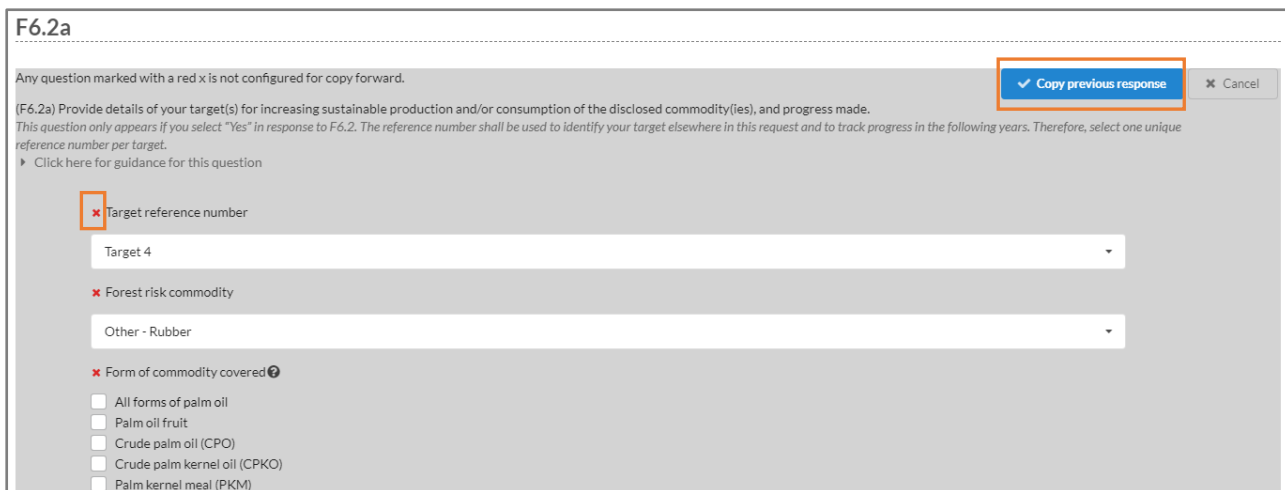
If you did not previously submit a response to a question or this is a new question no answers will copy forward. If you click the copy forward icon a message will appear outlining that no previous answers have been found.

**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.

Once the response has been copied into your questionnaire, you can add, edit and amend the data as necessary.

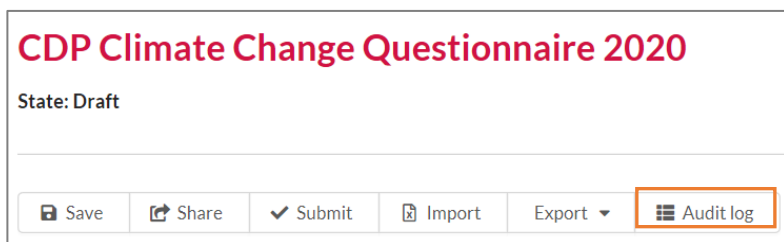


## Audit Log

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 matrix 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 2020 - Audit Log**

State: Draft

Back

Workflow Audit Log **Answer Audit Log**

Date	Time	User	Source	Question	Change Type	Previous Value	Change
26-Mar-2020	11:42:34	Your Name Here	UI	(C0.1) Give a general description and introduction to your organization.	Value	<p>hello</p>	<p>This is a test</p>
26-Mar-2020	11:42:00	Your Name Here	UI	(C0.2) State the start and end date of the year for which you are reporting data. > Reporting year > Select the number of past reporting years you will be providing emissions data for	Option removed		2 years
26-Mar-2020	11:41:46	Your Name Here	UI	(C0.2) State the start and end date of the year for which you are reporting data. > Reporting year > Select the number of past reporting years you will be providing emissions data for	Option changed		2 years
26-Mar-2020	11:41:41	Your Name Here	UI	(C0.2) State the start and end date of the year for which you are reporting data. > Reporting year > Select the number of past reporting years you will be providing emissions data for	Option added		1 year

The user is also able to view the Audit Log for a specific question. This allows the user to see all the changes made to one question. Select the Audit log icon next to a question to view this.



### Workflow Audit Log

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

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

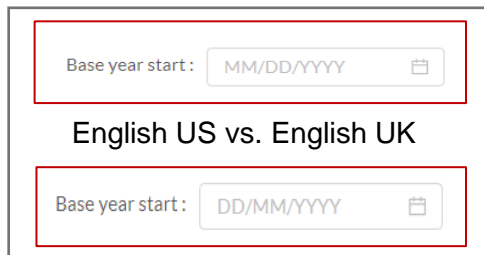
Workflow Audit Log **Answer Audit Log**

Date	Time	User	Type	Summary	Submission
27-Feb-2020	10:42:53	Cami Warren	Manual	CDP amendments > Submitted	<a href="#">View</a>
27-Feb-2020	10:40:13	API_User	Manual	Submitted > CDP amendments	
26-Feb-2020	10:54:05	TEST2 S&RTCC	Manual	Draft > Submitted	<a href="#">View</a>
25-Feb-2020	11:15:53	Builtin Administrator	Automated	Response created at state - Draft	

## Cultural settings **\*NEW 2020 FEATURE\***

Cultural settings are a selection personal to an individual user that dictates how data is formatted and displayed. Cultural settings are only applied in the ORS and affects how numbers and dates are displayed to the current user. In the ORS you will see the following questions 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.



The image shows two examples of date input fields. The top one is for 'English US vs. English UK' and shows a date format of 'MM/DD/YYYY' with a calendar icon. The bottom one is for 'English US vs. English UK' and shows a date format of 'DD/MM/YYYY' with a calendar icon.

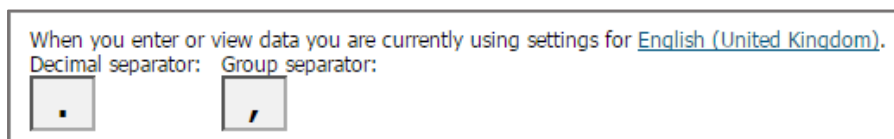
- ▼ **Numeric questions:** Numbers will be displayed in a format specific to the cultural setting selected. The cultural setting determines which decimal separator or group separator is used (i.e. a decimal point or other) and determines which group separator is used (i.e. a comma or other).

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



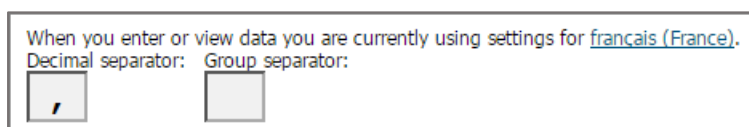
The image shows two examples of numeric input fields. The top one is for 'English (US) vs. French (France)' and shows a number format of '1,234.56'. The bottom one is for 'English (US) vs. French (France)' and shows a number format of '1234,56'.

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



The image shows a screenshot of the cultural settings for 'English (United Kingdom)'. It displays the 'Decimal separator' as a period (.) and the 'Group separator' as a comma (,).

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



The image shows a screenshot of the cultural settings for 'français (France)'. It displays the 'Decimal separator' as a comma (,) and the 'Group separator' as a space ( ).

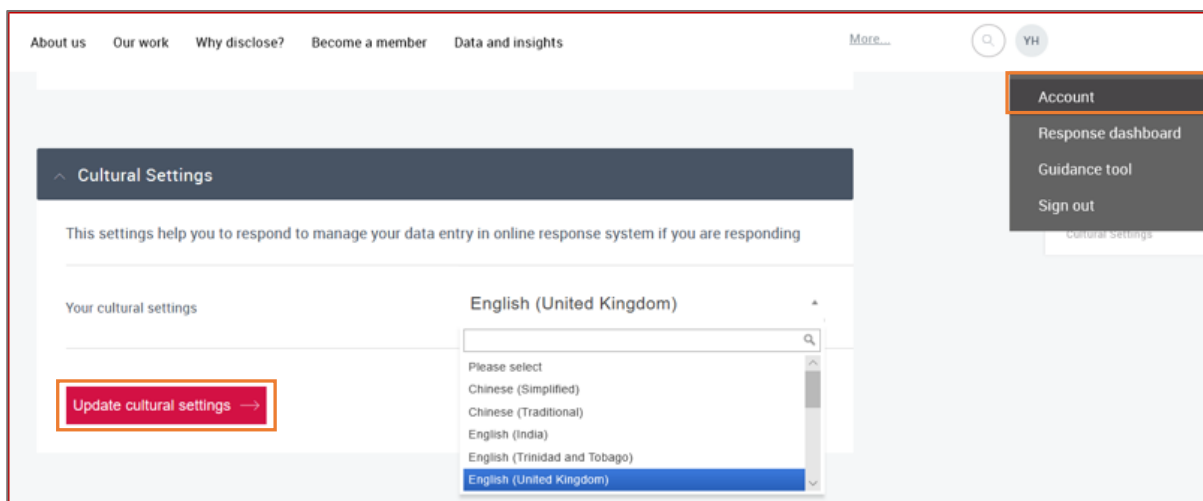
### Changing your cultural settings

A user can select their preferred setting via their Account page in the dashboard. Select the initials in the top right-hand corner and select Account. Scroll down to the 'Cultural Settings' section. By

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

clicking on the 'Please select' button you will get a dropdown of all the available cultural settings to choose from. After selecting the most suitable, please select 'Update cultural settings'. You will see a red banner message indicating you have been successful. This will now have changed your settings in the ORS.

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.



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.

**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.

## 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, 2015. The upper limit is July 31, 2020. 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 \*NEW 2020 FEATURES\*

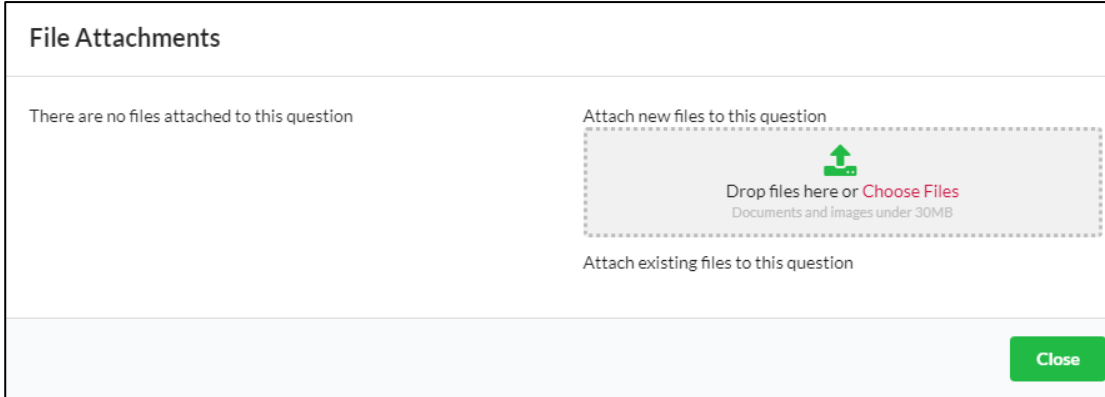
### Attachments

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

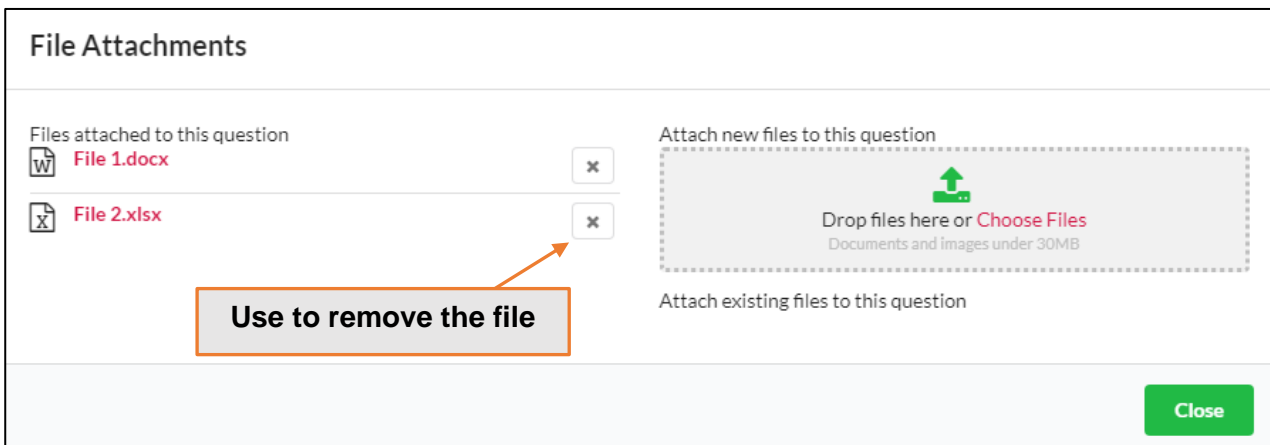
the number of [characters](#) added to the field, not how many files are attached.



To attach a file, click the paperclip icon and you will see the upload pop-up:

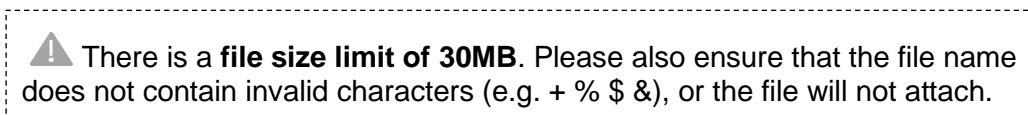


Add your file via the right of the pop-up, and when it has uploaded the left will change from 'there are no files attached to this question' to 'Files attached to this question' and you will see the file listed. You can add more than one file at a time.



Click 'Close'. The paperclip icon will now be blue.  You cannot see directly from the ORS which files are attached. Click the paperclip icon to see your files, or to remove files.

Please always use the 'Save' button for the page after attaching or removing documents to ensure you do not lose any data, and so you can access the contents of your attached file via the ORS.



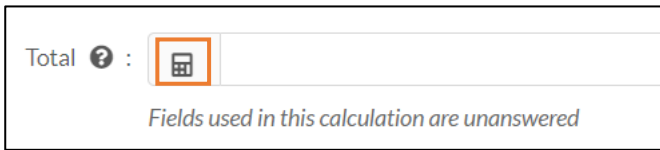
Please note we advise against importing attachments with characters in the file name. If the uploaded attachment has a character in the file name, the character will be lost when uploaded.

### Auto-calculation function **\*NEW 2020 FEATURE\***

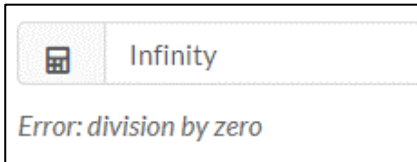
For some questions, there are numeric datapoints which the ORS will auto-calculate using applicable figures inputted in to other numeric datapoints of the same question. These may be additions, multiplications, or divisions. The auto-calculated datapoint has a calculator icon next to the field, and

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.

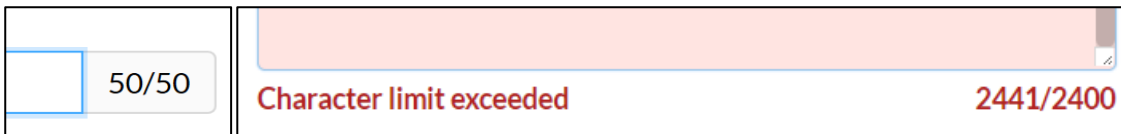


### Character limits **\*NEW 2020 FEATURE\***

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.

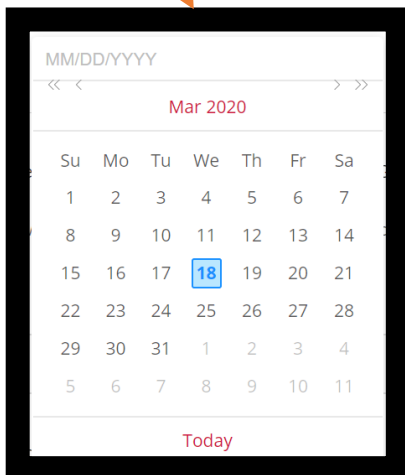
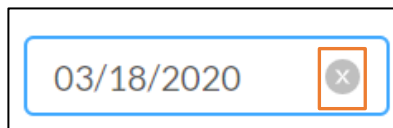




### Date fields

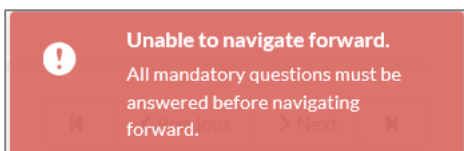
In date fields, only digits and / are accepted. You can either click the calendar icon in the field and select the date, or you can free type the date based on your cultural. To delete a date, hover over the box and click the small cross. ✕

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



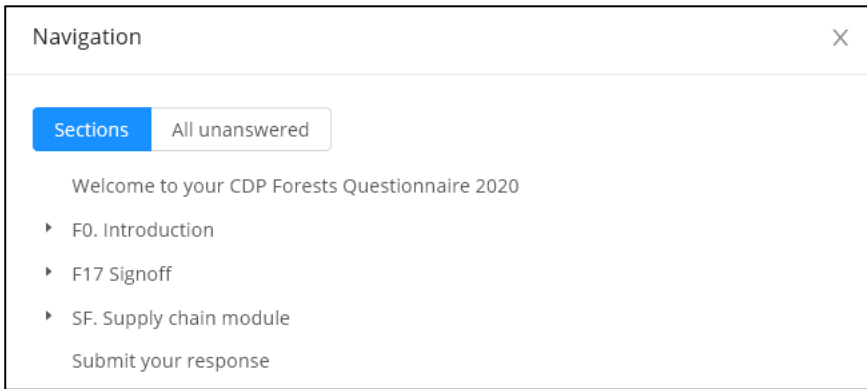
### Mandatory questions

There are some questions in the questionnaires that are mandatory and will need to be answered for you to proceed to the next page in the questionnaire and will get the error message:



If they are not completed, you will be blocked from submitting. Please see [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 fully complete both columns of the mandatory question **F0.4**.

### Numeric and percentage fields

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

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

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



### Pick lists **\*NEW 2020 FEATURE\***

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.

- Base year emissions target
- Base year intensity target
- Baseline scenario (business as usual) target
- Fixed level target
- No target in place for government operations

▼ *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. Selected options will resize once selected. If the option is not showing in full, when you select the option it will resize.

As a new feature for 2020, you can now 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.

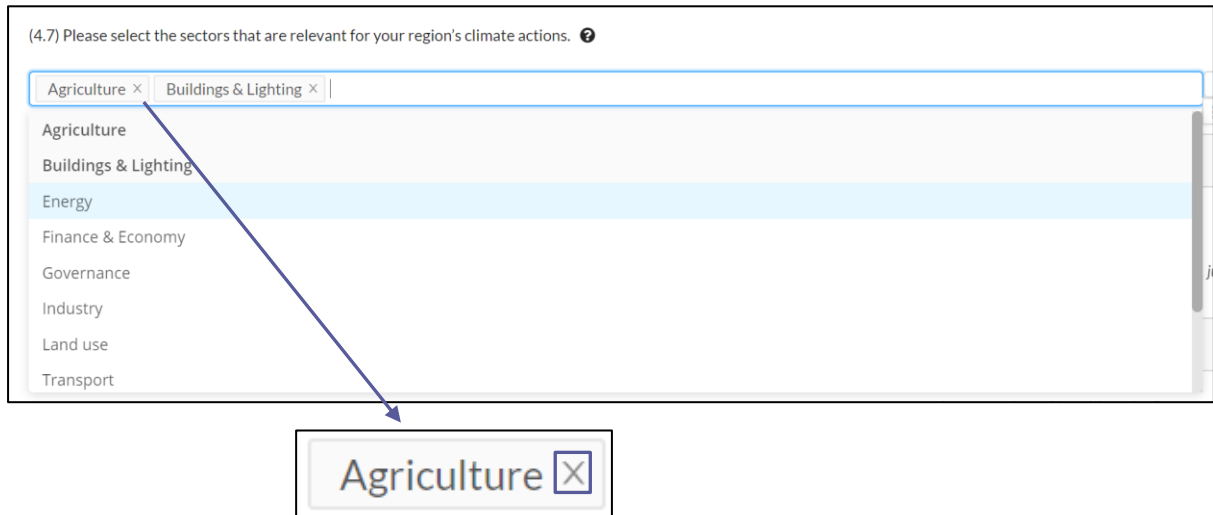
Organizations should select the option that best describes their situation. For a description of the meaning of each option in the list please consult the reporting guidance. Only select 'Other' when none of the listed options are appropriate as this greatly assists data analysis.

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.

As a new feature for 2020, you can now 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.



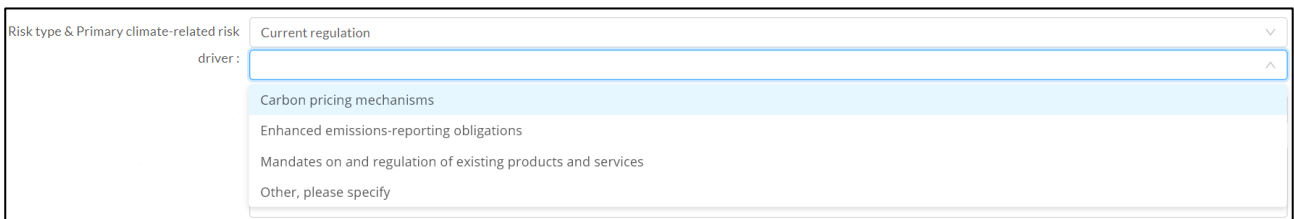
**Questions with grouped options \*NEW 2020 FEATURE\***

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 see [Appendix II: Grouped Dropdown Questions](#) for a list of applicable questions.



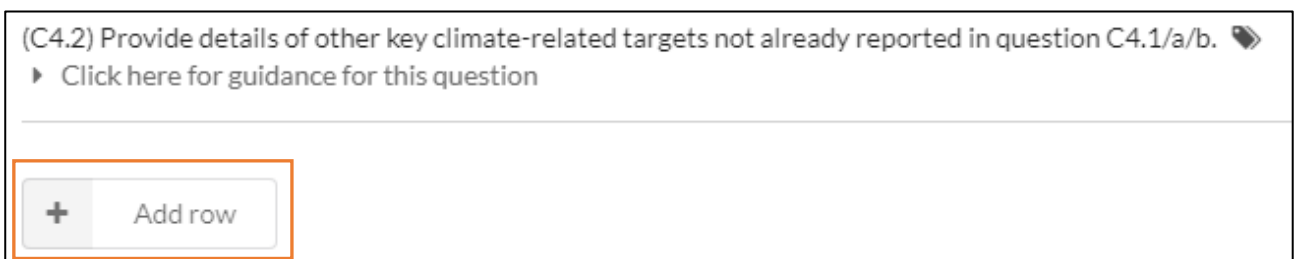
E.G. if the group 'current regulation' is selected, only the options that relate will appear in the dropdown below.



**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.

Some table questions have a fixed number of rows, and for others you can add additional rows. The 'Add row' function will be displayed where you can add extra rows.



Tables which allow you to add rows, also allow you to delete rows.



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	<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="radio"/> Yes <input type="radio"/> No <input type="button" value="Clear selection"/>

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

RE100

'Row' separator

---

▼ **Dynamic Tables** - In dynamic tables, where more than 25 rows have been added these responses will be paged. The following icon will appear at the bottom of the table so you can switch between the pages:

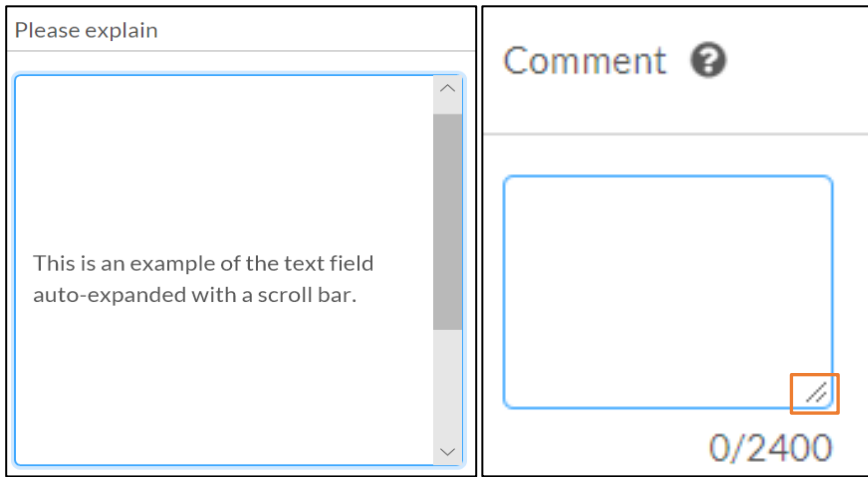


**Additional question features \*NEW 2020 FEATURES\***

- ▼ The current selected field will be blue-edged.
- ▼ Text boxes will automatically extend as users 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 (if applicable). You can also manually adjust the box by clicking and dragging the right bottom corner. If you make the text smaller a scrollbar will appear.



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



- ▼ When copying and pasting data, formatting will not be retained, except for rich text questions.

### 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

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

- ▼ [Word export](#)
- ▼ [Excel export](#)

If your colleague needs to be able to view the response at any time before submission, they can be [added as a View only user](#).

### Signing out

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



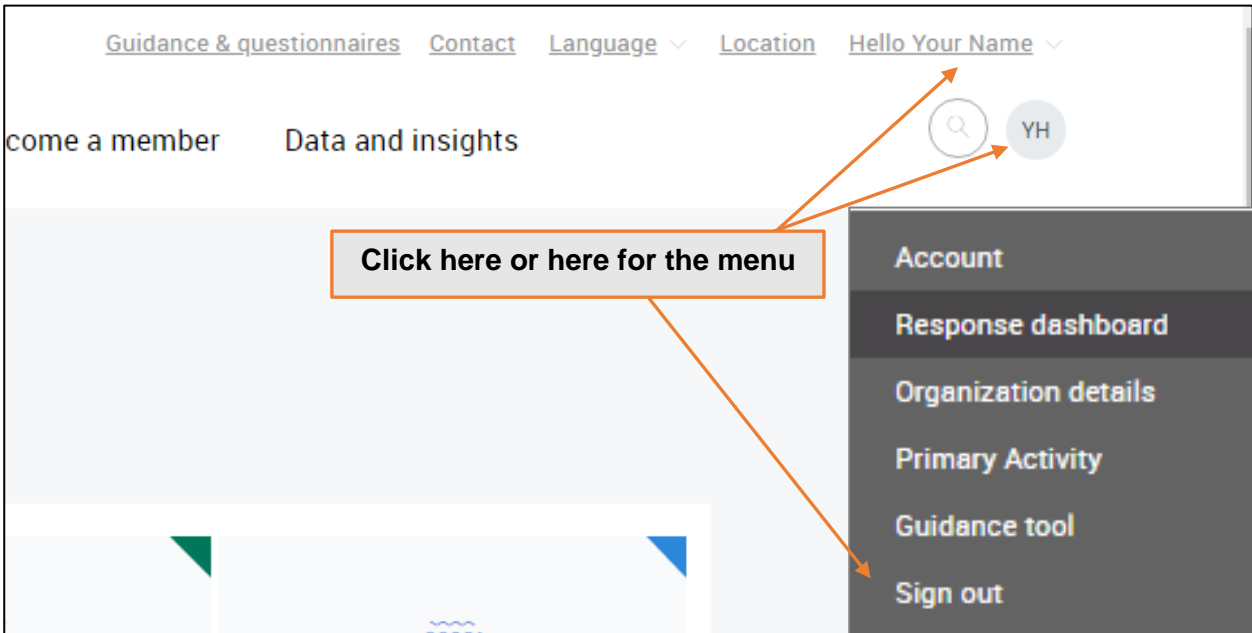
You will receive the following message and you can now close the tab/window in which it appears.

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 in to your dashboard at [https://www.cdp.net/en/users/sign\\_in](https://www.cdp.net/en/users/sign_in) and click 'Continue' in the relevant program block.

### Export your response(s) from the ORS

You can Export your questionnaire response to:

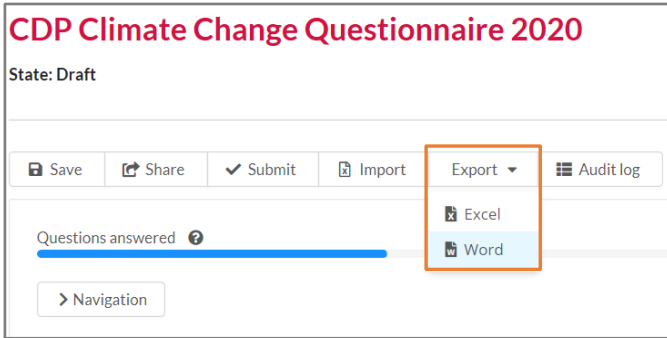
- Word
- Excel

#### Export to Word

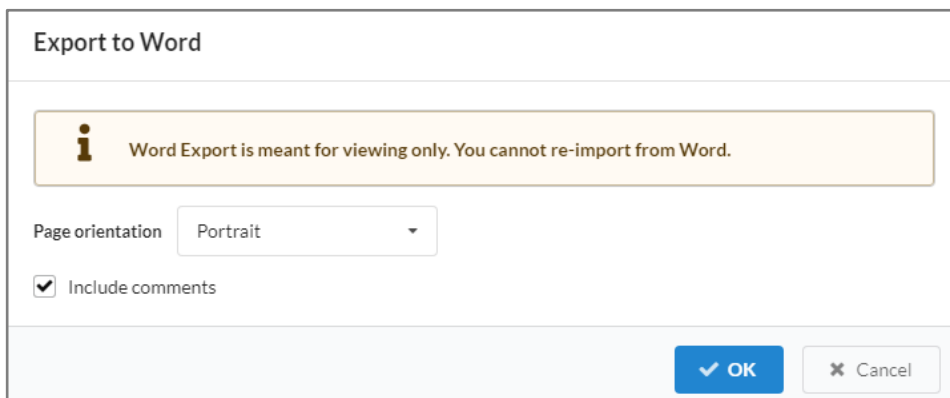
Users can download their response from the ORS into word. This function is for viewing and sign off purposes only, you will not be able to import any changes made in word back into the ORS. Please note the word export timestamp is GMT+1 (UK time).

#### How to export to Word

Click the Export dropdown and then select word.



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



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

## Export to Excel

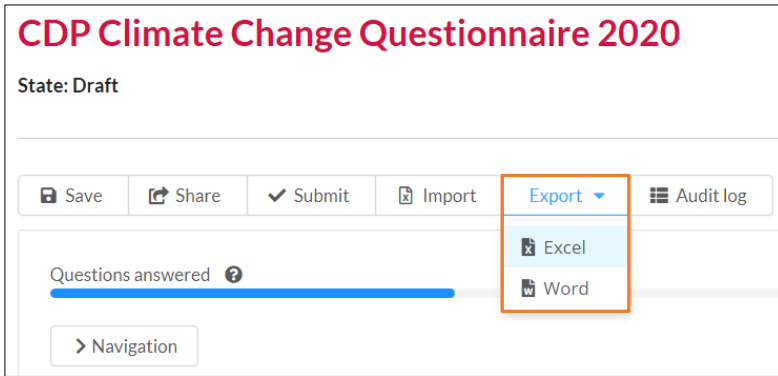
Users can download their response from the ORS to a specially formatted excel. This enables you to edit your response in Excel, save and reimport it into the ORS.

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

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

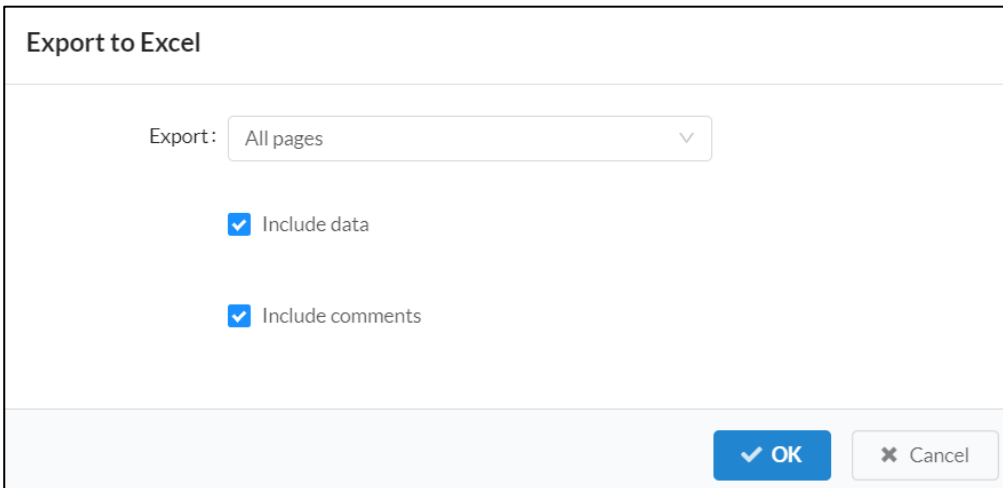
### *How to Export to excel*

To export the questionnaire into an excel format that can be used offline, select the 'Export' button.



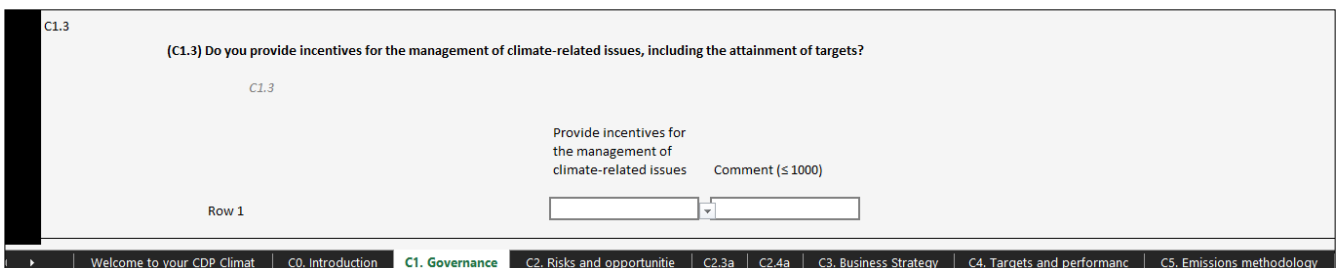
Once you click 'Export' you will see the options below. If you have already entered data and/or comments into the ORS and want to remove these from the export, then you can untick 'Include data' and/or 'Include comments'. However, if you want the data and/or comments to be exported into the excel spreadsheet,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

You should then click 'OK' and wait for the excel spreadsheet to download. The download speed will vary, and the download may take a while to complete.



## Reviewing questions in your Excel export

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



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

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

C2.2g

(C2.2g) Why does your organization not have a process in place for identifying, assessing, and responding to climate-related risks and opportunities, and do you plan to introduce such a process in the future?

This question only appears if you select "No" in response to C2.1.  
C2.2g

Primary reason Please explain (≤ 1500)

Row 1

## How to edit your Excel export

### Enter text

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

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

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

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.

The screenshot shows an Excel spreadsheet with the following content:

- Row 1: Governance and Data Management
- Row 2: Governance
- Row 3: (1.0) Please describe the impact of national and/or regional climate change activities on your city's own climate change activities.
- Row 4: The intent of this question is to understand the dynamic between the local government and the regional and/or national government; and how they influence your city's regulations and policies.
- Row 5: CDP Cities Guidance

A text input field is visible in row 3, column H. To the right of the field, the character limit "≤ 5000" is displayed and circled in red.

### 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.

(7.3a) Please provide a summary of emissions by sector and Scope as defined in the Global Protocol for Community Greenhouse Gas Emissions Inventories (GPC) in the table below.  
 Report your greenhouse gas emissions according to table 4.2 of the GPC.  
 If using the CIRIS tool, the breakdown can be found in the "Results" tab, at the top of the "Overview" page.

Emissions (metric)

Stationary Energy: energy use – Scope 1 (I.X.1)	<input type="text"/>	
		0 - 999999999
Stationary Energy: energy use – Scope 2 (I.X.2)	<input type="text"/>	
		0 - 999999999
Stationary Energy: energy use – Scope 3 (I.X.3)	<input type="text"/>	
		0 - 999999999

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	<input type="text"/>	0 - 999999999999
Level of confidence	<input type="text"/>	
Scope 1 emissions from grid-supplied energy generation within the city boundary	<input type="text"/>	0 - 999999999999
Level of confidence	<input type="text"/>	
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	<input type="text" value="Emissions reduction"/>	
	How are these goals/targets addressed in the master plan? (≤ 2400)	<input type="text" value="Goals addressed through identification and integration"/>	≤ 2400
New Row 1	Goal type	<input type="text" value="Other"/>	
	How are these goals/targets addressed in the master plan? (≤ 2400)	<input type="text" value="Energy efficiency goals"/>	≤ 2400

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

(7.4a) Which gases are included in your emissions inventory? Select all that apply.

CO2	CH4	N2O	HFCs	PFCs	SF6	NF3
No	Yes	No	No	No	No	No

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

### Add-row table questions

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

### Questions with grouped options

[Questions with grouped options](#) will display in your excel export with the group field and related options field side-by-side. If you select an option within the group field, the related options field will go orange, and only the applicable options will display in the dropdown. Once you select a valid option, the box will go white.

Target type: category & Metric (target numerator if reporting an intensity target)

Renewable fuel consumption

[Orange dropdown menu]

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


### Attachments

Please note attachments 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.



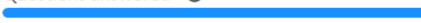
## Import your response (s) to the ORS

To reimport your response from excel into the ORS, select import at the top of the screen. Once selected, use the file finder to upload your file and click ok. Please ensure your excel document you are re-importing is saved to.xlsx.

# CDP Climate Change Questionnaire 2020

State: Draft


Save Share Submit **Import** Export Audit log

Questions answered 

> Navigation

## Import Excel File

Please upload a file





Drop files here or **Choose Files**  
Documents under 30MB

OK Cancel

Select 'all pages' or the page you wish to import, ensure that the Import map is set to Standard.

## Import Excel File

 Response CDP Climate Change Questionnaire 2019 2019-04-01.xlsx 

Import  
C1. Governance

Import map  
Standard

Overwrite existing data / comments when import cell / comment is empty

OK Cancel

Click 'OK', 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.

### Import Excel File

Importing C1. Governance of Response CDP Climate Change Questionnaire 2019 2019-04-01.xlsx  
allowing empty cells and comments to overwrite existing data

---


Success!

195 data points examined as follows

Imported: 21 completed data points, 0 completed comments

Ignored: 174 empty or read-only data points, 1 empty comment

Imported: 0 empty data points, 0 empty comments



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 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 then hidden in the ORS. In the excel it is possible to enter invalid dropdown answers based on the conditional logic. Please check through answers carefully once imported.

Your imported answers will now be displayed in the ORS. Your imported answers will be reflected in the [Answer Audit Log](#).

#### **Excel import best practice:**

- ▼ Only use the excel import sheet once to avoid duplicate rows being created in the ORS. If you need to import more data, please take a new excel export first and edit this version before importing.
- ▼ Only use the excel import sheet for the response you exported it from. Sheets cannot be shared between responses.
- ▼ If it has been a long time since you took your excel export and your import fails, then you may need to take a new export.
- ▼ 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 programs (climate change, forests, water security), the associated questionnaires must be submitted separately.

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

#### **Administrative fee**

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

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

## Pre-submission checklist

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

- ❑ **Spelling, grammar, and figures** (if applicable, e.g. emissions figures) are correct.
- ❑ Your answers adhere to the relevant reporting guidance document.
- ❑ Answers to questions are **not** provided in the 'Further Information' field, or as attachments, unless specifically requested.
- ❑ Web links and cross references are **not** used to answer questions.
- ❑ The value 'Other' is selected in the drop-down list **only if no other option fits** your required value.

**i** 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, [respond@cdp.net](mailto:respond@cdp.net) or your local contact.

## Making your submission choices

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

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

## How to submit your response (Main User only)

1. Navigate to the 'Submit your response' page at the end of the online questionnaire:

The screenshot displays the 'CDP Climate Change Questionnaire 2020' interface. On the left, a navigation menu lists sections from 'Welcome to your CDP Climate C...' to 'SC. Supply chain module', with 'Submit your response' highlighted at the bottom. The main content area shows 'State: Draft' and a toolbar with 'Save', 'Share', 'Submit', 'Import', 'Export', and 'Audit log'. A progress bar indicates 'Questions answered 8 / 39'. Below the progress bar, there is a 'Navigation' button and 'Previous'/'Next' navigation buttons. At the bottom of the main content area, the text 'Submit your response' is displayed.

2. Select the **language** you are submitting your response in:

\* In which language are you submitting your response?

English

Clear selection

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

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

Please confirm how your response should be handled by CDP

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

---

I am submitting my response

**\* I am submitting to**

Investors

Customers

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

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

I am submitting my response

Investors

Customers

---

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

Request not received directly from Investors

Company policy not to respond to Investors

Do not want to pay the admin fee

Clear selection

- ▼ If you haven't yet paid your administrative fee you will not be able to submit to investors until you have [paid your administrative fee](#):

\* Your administrative fee is still outstanding. In order to submit information to investors, please follow the link in the Help and arrange payment. you will not be able to share your response with Investors.

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

▼ Administrative Fee Payment and Information

[Pay your administrative fee now](#)

[Administrative fee FAQ](#)

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

Please confirm how your response should be handled by CDP

Your choice of public and non-public submissions impacts how CDP can handle your response and where it will be shared.

\* I am submitting to

I am submitting my response

Investors

Customers


\* Public or Non-Public Submission

Public

Non-public

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

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

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

Please confirm how your response should be handled by CDP

Your choice of public and non-public submissions impacts how CDP can handle your response and where it will be shared. Please refer to the Terms for full details. The Terms also include information on how to submit your supply chain questions.

\* I am submitting to

I am submitting my response

Investors

Customers

\* Public or Non-Public Submission

Public

Non-public

\* Are you ready to submit the additional Supply Chain Questions?

Yes, submit Supply Chain Questions now

No, Submit Supply Chain Questions Later

6. Confirm you have read and accept the terms:

\* Please confirm below

I have read and accept the applicable Terms

7. The **final step** is to scroll to the top of the page and click '**Submit**':

## CDP Climate Change Questionnaire 2020

State: Draft

Save Share **Submit** Import Export Audit log

### 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.

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.

## CDP Climate Change Questionnaire 2020

### 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 2020 Questionnaire.

You will receive an email confirming your submission within 24-48 hours. If you do not, please contact us at [respond@cdp.net](mailto:respond@cdp.net).

#### We would love to hear from you

CDP is keen to hear from corporations on their experience of using our disclosure platform, and the questionnaires. You can provide feedback via this [short form](#), or via our [Feedback](#) page.

#### Amending your response

Your response will now be "view only". If you need to amend your submitted response, you will need to complete an amendment form. Please [click here](#) to view CDP's [Amendment Form](#).

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

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

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

Climate Change 2020

	Participation Confirmed	Completed March 25 2020	✓
	Organization details confirmed	Completed March 25 2020	✓
	Submission to CDP's investor signatories ( <a href="#">panel of 515+</a> ).	Completed March 26 2020	✓
	Submission to your customers ( <a href="#">1 request/s</a> )	Due August 26, 2020	<b>Continue</b> >>

- ⚠️ Once you have completed finalising your supply chain questions navigate to the 'Submit your response' page and change your selection to '**Yes, submit Supply Chain Questions now**'.

Please confirm how your response should be handled by CDP  
 Your choice of public and non-public submissions impacts how CDP can handle your response and where it will be shared. Please refer to the Terms for full details. The Terms also include inform

	* I am submitting to	* Public or Non-Public Submission	* Are you ready to submit the additional Supply Chain Questions?
I am submitting my response	<input checked="" type="checkbox"/> Investors <input checked="" type="checkbox"/> Customers	<input checked="" type="radio"/> Public <input type="radio"/> Non-public	<input checked="" type="radio"/> Yes, submit Supply Chain Questions now <input type="radio"/> No, Submit Supply Chain Questions Later <input type="button" value="Clear selection"/>

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

**CDP Climate Change Questionnaire 2020**  
 State: Authorities pending

Questions answered ?  
 10 / 40

- After submitting you will receive an additional 'Thank you for your submission...' email and you will no longer see the continue button on your dashboard. Instead a tick will be displaying on the 'Submission to your customers' line. See [Your dashboard after submitting your response](#) for an example.

## Submission troubleshooting

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

Please note that you can still submit your response even if the progress bar is not at 100%.

If you are required to pay the disclosure administrative fee, please note that this must be handled 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.

The screenshot shows the CDP Forests Questionnaire 2020 interface. At the top right, a red notification box states: "Submit failed! There are questions with errors that need to be addressed before submitting." Below the navigation bar, the "Errors and warnings" button is highlighted with an orange box. The interface also shows a progress bar for "Questions answered" at 17/38 and a "Submit your response" section with instructions.

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.

The "Errors and warnings" pop-out box contains the following information:

- Instructions: "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."
- Question (F0.2): "State the start and end date of the year for which you are reporting data." A red error message states: "Start date must be 365-366 days before the end date."
- Question: "% of total production/consumption volume traceable". A red error message states: "The entered value is out of range."
- Question: "In which language are you submitting your response?". A red error message states: "The others limit has been exceeded." A yellow warning message states: "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."
- Question: "I am submitting to". A red error message states: "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 program block you can see that you have successfully submitted your response by the ticks as shown below. Please note this can take a few minutes to update after your submission and you will see circles instead of ticks. If you do not see ticks within 1 hour of submitting please email your account manager or [respond@cdp.net](mailto:respond@cdp.net).

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

The screenshot shows a dashboard for 'Climate Change 2020'. It features a list of four items, each with a cloud icon and a checkmark indicating completion. A callout box labeled 'Successfully submitted' points to the checkmarks. Below the list, a message states 'You have been requested by 1 customer to respond to this questionnaire.' A callout box labeled 'Submission details section' points to the 'Latest Submission Details' table.

Date	Submitted To	Submitted by	Public/Non-public
March 26 2020	Investors, Customers	Your Name Here	Public <a href="#">View Submission</a>

## 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'.

Climate Change 2020

- Participation Confirmed Completed March 3 2020 ✓
- Organization details confirmed Completed March 10 2020 ✓
- Submission to your customers (1 request/s) Completed March 10 2020 ✓
- Submission to CDP's investor signatories (panel of 515+) Completed March 10 2020 ✓

You have been requested by 1 customer to respond to this questionnaire.

ABC

Email ?

**Latest Submission Details**

Date	Submitted To	Submitted by	Public/Non-public
March 10 2020	Customers, Investors	Your Name Here	Public <a href="#">View Submission</a>

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

CDP DISCLOSURE INSIGHT ACTION

Dashboard overview [View previous responses](#)

### CDP Climate Change Questionnaire 2020

State: Submitted

[Share](#) [Export](#) [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.

**2<sup>nd</sup> submission**

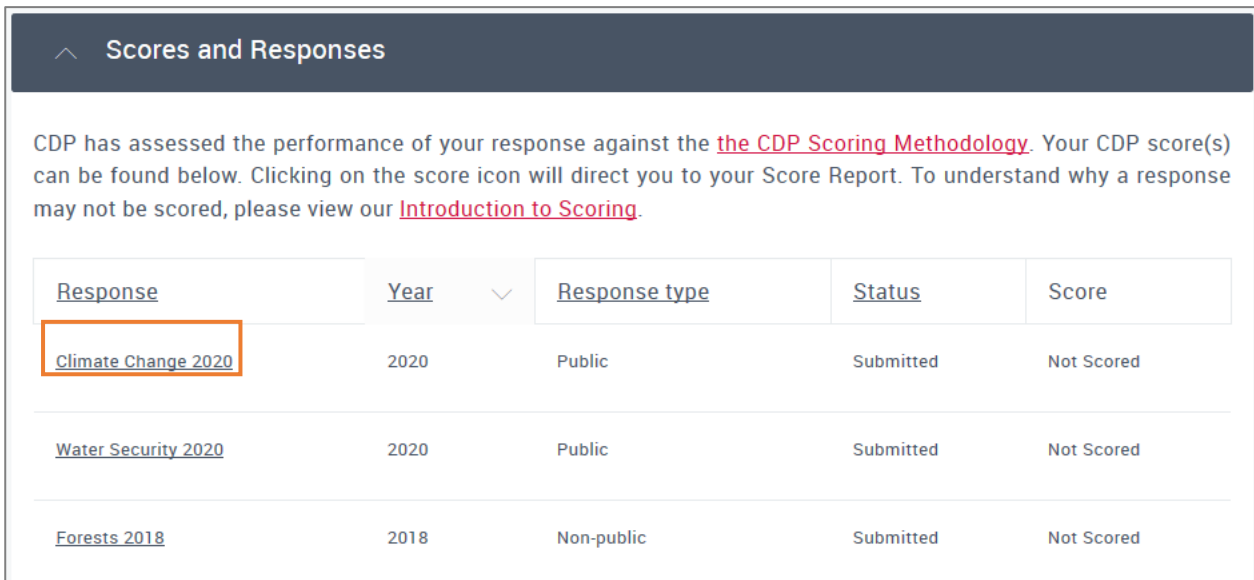
Workflow Audit Log		Answer Audit Log			
Date	Time	User	Type	Summary	Submission
11-Mar-2020	16:39:49	Your Name	Manual	Discloser amendments > Submitted	<a href="#">View</a>
11-Mar-2020	16:21:30	API_User	Manual	Submitted > Discloser amendments	
11-Mar-2020	16:02:26	Your Name	Manual	Draft > Submitted	<a href="#">View</a>
5-Mar-2020	12:20:55	Builtin Administrator	Automated	Response created at state - Draft	

**1<sup>st</sup> submission**

## 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 the 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.



The screenshot shows a dashboard titled 'Scores and Responses'. Below the title, there is a paragraph explaining that CDP has assessed the performance of the response against the CDP Scoring Methodology. A table below lists three responses: 'Climate Change 2020', 'Water Security 2020', and 'Forests 2018'. The 'Climate Change 2020' response is highlighted with an orange box. The table columns are 'Response', 'Year', 'Response type', 'Status', and 'Score'.

<a href="#">Response</a>	<a href="#">Year</a>	<a href="#">Response type</a>	<a href="#">Status</a>	<a href="#">Score</a>
<a href="#">Climate Change 2020</a>	2020	Public	Submitted	Not Scored
<a href="#">Water Security 2020</a>	2020	Public	Submitted	Not Scored
<a href="#">Forests 2018</a>	2018	Non-public	Submitted	Not Scored

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

- ▼ The submission page will always be hidden to any users viewing your response who are not within your organization, including requesting investors or customers.
- ▼ The Supply Chain module will be viewable to your requesting customers (Supply Chain Members) only. Please note that for certain questions, data will only be shared with the relevant customer. For more information on the difference between public and non-public responses, and for how the Supply Chain module is shared with customers, please see the Terms for responding.

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

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

The screenshot shows the CDP reporting interface. On the left is a navigation menu with sections C0 through SC. The main content area is titled 'Your Company Ltd. - Climate Change 2020' and includes an 'Export to PDF' button. Below the title, there are sections for 'C0. Introduction' and 'C0.1' with a description. A table is present for 'C0.2' with the following data:

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	March 5 2019	March 4 2020	Please select	<Not Applicable>

## Amending your response

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

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

## Further help

For more information on responding through CDP please see the guidance tool in the program blocks of your dashboard and the [corporate guidance page](#) of our website.

If you have any problems in accessing or using the ORS, you can check our [FAQs](#), or email your local CDP contact or [respond@cdp.net](mailto:respond@cdp.net) with full details (and screenshots) of your issue.

Information on [CDP's Reporter Services program](#) can be obtained by contacting the team at [reporter.services@cdp.net](mailto:reporter.services@cdp.net). This 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 also has a number of [accredited solutions providers](#) who can assist you in your response. We work with leading service and software providers that can support organizations in the collection, measurement, assurance, reporting and management of their climate and sustainability data. They can also support organizations in developing and implementing an appropriate climate change strategy to reduce their environmental impact and exposure.

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

## Appendix I: Cultural Settings

For more information on how cultural settings work, please see the section [here](#).

Default cultural settings based on language/location:

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

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)	.	,	1,000.00	YYYY/MM/DD
Chinese (Traditional)	.	,	1,001.00	YYYY/MM/DD
English (India)	.	,	1,002.00	DD/MM/YYYY
English (Trinidad and Tobago)	.	,	1,003.00	DD/MM/YYYY
English (United Kingdom)	.	,	1,004.00	DD/MM/YYYY
English (United States)	.	,	1,005.00	MM/DD/YYYY
French (France)	,		1 006,00	DD/MM/YYYY
German (Germany)	,		1 007,00	DD/MM/YYYY
Indonesian (Indonesia)	,	.	1.008,00	DD/MM/YYYY
Italian (Italy)	,	.	1.009,00	DD/MM/YYYY
Japanese (Japan)	.	,	1,010.00	YYYY/MM/DD

<b>Korean (Korea)</b>	.	,	1,011.00	YYYY/MM/DD
<b>Portuguese (Brazil)</b>	,	.	1.012,00	DD/MM/YYYY
<b>Portuguese (Portugal)</b>	,	.	1 013,00	DD/MM/YYYY
<b>Spanish (Latin America)</b>	,	.	1.014,00	DD/MM/YYYY
<b>Spanish (Spain)</b>	,	.	1.015,00	DD/MM/YYYY

## Appendix II: Questions with grouped options

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

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

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