

SAM Corporate Sustainability Assessment (CSA) 2019

Frequently Asked Questions
March 2019

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Disclaimer

SAM Corporate Sustainability Assessment 2019

Benefits of Participation

1. Why should I participate in the assessment and fill in the questionnaire?

Participating in the assessment and completing the Questionnaire have the following benefits:

- Benchmarking feedback: All companies participating in the CSA will receive a Company Benchmarking Scorecard and an Industry Overview Report. The scorecard covers all criteria assessed and shows your company's sustainability performance, both in absolute and relative terms, compared to the industry average and the industry's best-in-class company on a global basis. Many companies use it as a valuable internal management tool.
- Reputation and brand: Identification as a global sustainability leader in your industry can enhance your company's reputation in the eyes of stakeholders, financial analysts, and the public at large.
- Sustainability investing: Shares of DJSI members are recommended for sustainability investing. Your company may therefore directly benefit from the growing demand for sustainability-related investments.
- DJSI member logo: Companies that qualify for the DJSI will receive the DJSI member logo for internal and external marketing, and communication purposes.
- SAM Distinction: Companies that qualify will receive the SAM Distinction for internal and external marketing and communication purposes. These companies will be recognized in the Sustainability Yearbook, which assembles SAM's results from the CSA in a single document. The insights are based on the analysis of more than 2500 companies globally. Companies that qualify for a SAM Distinction (SAM Industry Mover, Gold Class, Silver Class, or Bronze Class) will receive the SAM Distinction logo for internal and external marketing and communication purposes. The latest Yearbook was published in February 2019.
- Percentile ranking available on Bloomberg: Since September 2016, percentile ranking of companies are available on Bloomberg. Companies can benefit from increased use of the results of the CSA, beyond RobecoSAM's own investment products and the DJSI. Companies can now demonstrate their leading sustainability performance to the global investment community, increasing the return on their investment for completing the CSA.
- Score integration with broad investment community: The CSA scores will be made available through web-based tools in partnership with leading financial data and analytics platforms, including S&P Dow Jones Indices. This will include a comprehensive combination of SAM, and S&P ESG scores, with index-specific financial market data. This increasing dissemination of CSA-related information to the investor community is led by the development of derivative scores based on the yearly CSA assessment. Such derivatives are created in order to appeal to the broader investment community. SAM has begun to explore the full potential of the CSA assessment through the development of these derivatives.
- Internal networking and building structures for sustainability strategies: Many companies participating in the CSA highlight the fact that the comprehensive assessment enables them to network internally and engage with other teams within the company. This in turn creates structures for data collection and interactions, which is a prerequisite for developing successful sustainability strategies.

You can download all the benefits of participation [here](#).

2. What does it cost to participate in the SAM Corporate Sustainability Assessment?

Participation is free of charge for all companies that have been invited to take part in the assessment. All that is required is that your company registers online, confirms participation and then submits the completed questionnaire and any additional and supporting information to SAM by May 30th, 2019.

3. How are the Dow Jones Sustainability Indices being used?

The results of the CSA are used to construct the Dow Jones Sustainability Indices (DJSI). Offered jointly by SAM and S&P Dow Jones Indices, the DJSI track the stock performance of the world's leading companies in terms of economic, environmental and social criteria. The indices serve as benchmarks for investors who believe sustainable business practices leads to long-term shareholder value and who wish to reflect their sustainability convictions in their portfolios.

Currently, more than 55 investment products in 14 countries are based on the DJSI and used from both institutional investors as well as asset managers. The range of investment products that are based on the CSA is continuously growing.

The range of indices developed and offered jointly by SAM and S&P Dow Jones Indices include, next to the flagship Dow Jones Sustainability Indices, the DJSI Diversified Indices, the S&P ESG Factor Weighted Indices and the S&P Fossil Fuel Free Indices. All index families include global and regional subsets. For more information about our indices please visit our [website](#).

4. Is the data gathered by the CSA used exclusively for the DJSI?

In addition to the CSA scores being used as inputs for the various sustainability indices (DJSI, DJSI Diversified), SAM uses the CSA findings as research support and as one of the inputs in the research process leading to the selection and weighting of portfolio constituents of its own asset management business and that of its sister company Robeco. Our Sustainability Yearbook is also based on scores from the CSA. Please be assured that SAM applies a Use of Information Policy and has in place a strict policy on the confidentiality of documents and comments provided in the assessment. Furthermore, since September 2016, the percentile ranking of companies is also available on Bloomberg, increasing the relevance and transparency of the CSA to the broader investment community.

Please refer to the [Use of Information & Confidentiality Policy](#) for further information on the use of CSA scores by RobecoSAM. The Use of Information & Confidentiality Policy shall govern the use of such CSA scores by RobecoSAM entirely. This and other documents are available in our [resource center](#) and provide details regarding the confidentiality of documents and comments provided in the assessment.

5. When will I be able to see the results for my company?

After the announcement of the new index members (Sept 13th, 2019), you will be informed about your relative performance. Individuals logged in with the "administrator" account will be able to download your Company Benchmarking Scorecard for the online assessment interface.

Frequently Asked Questions

How to start: registration and password

1. How do I start working on SAM's Corporate Sustainability Assessment?

My company **did not participate** in CSA 2018 and has not yet registered an account:

If this is your first time participating in our Sustainability Assessment, you have received an email containing a unique web link to complete the online one-off registration form. This email is sent out from the system on the 2nd of April 2019. When you register, you are also asked to enter a username and a password for both an *administrator* and a *user account*. Please make sure that your passwords ONLY contain letters and numbers.

You will then receive an email confirming your successful registration within 24 hours, after which you will be able to log in to the system and access the CSA. Please follow the instructions in this email. If you do not receive a confirmation email within 24 hours, please send an email to assessments@robecosam.com or contact the CSA Helpline at +41 44 653 10 30.

My company **did not participate** in DJSI 2018 but has already registered an account:

If this is your first time participating in our Sustainability Assessment, but you have already registered an account, you can log in using your account details and confirm your participation directly in the system. Please note that your *username* and *administrator* ID including passwords remain the same. If you no longer have your username or password, please contact the CSA Helpline: assessments@robecosam.com

My company **participated** in DJSI 2018:

You have received an email directing you to the [SAM online assessment portal](#). Upon logging in, you will see previous years' questionnaires. The 2019 questionnaire will not be released until April 2nd, 2019 when the assessment period opens. You can browse through the questionnaire and download a PDF copy. To begin filling out the questionnaire, you must confirm your participation by agreeing to the terms and conditions. Please note that your *username* and *administrator* ID including passwords remain the same as last year.

Please note that the questionnaire will only become available for editing once you have confirmed your participation in the 2019 assessment. If you no longer have the email with the confirmation link or did not receive it, please contact the CSA Helpline: assessments@robecosam.com.

2. When do I receive the passwords to access the online questionnaire?

If your company is participating for the first time and hasn't yet registered an account on the online assessment platform, you will not receive any passwords to access the online questionnaire, but you will receive a unique web link to the registration page. On this registration page, you can choose your own login and password for both, the *administrator* and the *user accounts* (please note that both of these only allow letters and numbers; spaces and special characters such as `_:@#~$` are not recognized).

3. What are the differences between an administrator account and a user account?

If this is your first time participating in the assessment you need to first register (See: [How to register](#))

An **administrator account** gives you the right to:

- Manage admins, users, contact and company details;
- Manage user access to individual parts of the questionnaire and selected tabs of the online interface (e.g. MSA or Reports tab);
- Define document types i.e. managing confidential documents that can be opened only by an administrator;

- Pre-fill data from a previous questionnaire: if your company completed the SAM Questionnaire last year, an *administrator account* will be able to retrieve the information that was updated by your company in 2018, by clicking the pre-fill function  (see [Question 21](#)); if your company didn't complete the SAM Questionnaire last year, but was assessed based on publicly available data, an administrator account will be able to retrieve the information that was collected by SAM from publicly available information 2018, by clicking the pre-fill function  (see [Question 21](#));
- Approve the answers once they are completed;
- Mark a question as uncompleted and make it available for editing again;
- Submit the questionnaire: this will lock the questionnaire from further editing and the whole questionnaire will automatically be sent to SAM for review;
- Overview the company's subscriptions and services;
- Access the "Reports" section of the questionnaire, where your results will be published in September.

A **user account** on the other hand, does not include the *administrator* privileges. The only limitation here is that only one person can edit a question at a time, and that other users will be blocked from editing that question if it is already being accessed by another person.

4. What happens if I forget my password?

You will be able to request a new password for *administrator and user accounts* by clicking on "Forgot your password?" on the [SAM online assessment portal](#). Note that the email address is case-sensitive when performing this action.

If you don't know who your company's admins are, please contact the CSA Helpline by email to assessments@robecosam.com or call +41 44 653 10 30.

5. Can I change the passwords?

The *administrators* and users have the right to change passwords by clicking on the "Change Password" option located under Options in the grey column on the right-hand side when logged in to the online assessment tool.

6. What should I do in case I cannot access the questionnaire?

Ensure that "Caps Lock" has not accidentally been enabled as both the username and passwords are case-sensitive. If you still are unable to access the questionnaire send an email to assessments@robecosam.com or contact our CSA Helpline at +41 44 653 10 30.

7. If I am unsure about my password, how many attempts can I make before my account is blocked?

You can make three attempts, after which your account will be locked for 5 minutes for security reasons. If you have forgotten your password, please refer to the instructions under [Question 5](#).

8. We have had an internal change of responsibilities regarding the DJSI, how can we change our contact details?

If you still have your company's *administrator account* details at hand, you can change your own contact details in the "Account" section when logged in on the [SAM online assessments portal](#). If you no longer have any account details available, send an email to the CSA helpline: assessments@robecosam.com. The Helpline will help you retrieve your company's login details.

9. What is the DJSI 2019 timeline?

Corporate Sustainability Assessment 2019 distributed	Tuesday, April 2 nd 2019
Deadline for submitting the questionnaire	Thursday, May 30 th 2019
Announcement of results and new index members	Friday, September 13 th 2019

10. When is the completed questionnaire due?

May 30th, 2019 is the deadline to submit the questionnaire, including all corresponding references and documents. A reminder email will be sent one week before the deadline. The system will automatically shut down on May 30th, after 11.59 pm Central European Summer Time (CEST). After this deadline companies will no longer be able to enter additional information, change their answers, or submit the questionnaire, but they will still be able to log in and look at their completed questionnaire. Extensions are only granted on an exceptional basis (e.g. reporting requirements, first time participants). In order to request a deadline extension to submit your company's questionnaire you should be logged in to the [SAM online assessment portal](#) as an *administrator*. Once logged in as an *administrator*, you will find the form under "Options" in the right-hand pane of the browser.

How to proceed: The Questionnaire

11. Where do I find the SAM Corporate Sustainability Questionnaire and how can I view and fill in the questionnaire for this year's assessment?

If your company has been invited by SAM to participate in the Corporate Sustainability Assessment and has received the registration/confirmation email you will be able to access the SAM Corporate Sustainability Assessment on the [SAM online assessment portal](#). Once on the webpage you will need to use your login details. In the password protected area you will have access to your company's industry-specific 2019 Questionnaire. Please carefully read the Questionnaire Interface Guide available on the Assessment web page, which will provide more background on how to use the web-based Assessment Interface and questionnaire.

Once registered, you can log in to see the questionnaire. In the Questionnaires window, you need to select the current DJSI campaign from the drop-down menu. Companies that were participating in the CSA in previous years can also access their answers to last year's questionnaire. First time participants can access last year's blank questionnaire.

12. What is the tab "Questionnaires" for in the top menu?

This is the default screen when you login. Other screens besides Questionnaires are Documents, MSA, Leading Practices, Benchmarking, Inbox, Account, and Help. To go back to the questionnaire screen, click on Questionnaires.

13. How can I navigate through the questionnaire?

The questionnaire appears in a tree structure in the Questionnaires window. In order to view the questions, you need to expand the questionnaire by clicking on the small arrow next to the dimension name and then the criteria name. If you wish to collapse a certain section of the questionnaire, please click on the arrow again. You can also switch between questions from within the question layout. This functionality will only allow you to go to the next or previous question. You can minimize certain windows within the questionnaire, for example the left-hand navigation pane, in order to gain more space for the question layout.

14. How can I see the whole question in one go?

If a question cannot be fully displayed on your screen (e.g. due to your screen resolution), you can either use the "Zoom In/Out function" in your browser or generate a PDF by clicking on the  icon. Please note that this might slightly change the layout of the question.

15. How can I see a whole section of the questionnaire in one go?

In the online interface, you can only access the answers one question at a time. If you wish to see more than one question, you can generate a PDF by clicking on the  icon. Please note that this might slightly change the layout of the question.

16. The text is too small; can I increase the font size?

If you are having trouble reading the question text, you can increase the font size by using the "Zoom In/Out function" available in your browser.

17. Can several people work on the questionnaire at the same time?

Yes, several people can work in the online tool on your company's submission at the same time. Please refer to [Question 3](#) for more information on using the same account simultaneously.

18. What are the main changes in the questionnaire compared to last year?

About 10-20% of the questions in the Corporate Sustainability Assessment have been changed from 2018. For details on methodology changes please consult our “New in 2019” tab on the right-hand side of the assessment portal and most recent webcasts available on the [SAM online assessment portal](#).

19. Is it possible to pre-fill answers from last year?

There is a function  for pre-filling specific question answers from last year’s questionnaire. For both the *administrator* and *users* the pre-fill function is located in the question window (right side) which will pre-fill any available answers from last year for that specific question. Additionally, *administrators* have another pre-fill function available on the questionnaire window  (right side). This function will cover the whole questionnaire and pre-fill answers where it is possible. The pre-fill function can be used for those questions that are the same as in the past year. New questions and questions where the underlying data structure has been changed will not be pre-filled. **Please note that the pre-fill function only serves as a tool to assist you in answering the questionnaire and that all answers should be checked before submitting your answers to SAM.**

20. I cannot enter any information or tick the option that I want. What should I do?

To enter any information, you need to activate the question by ticking the first radio button which will activate the options contained within the section. You will then be able to fill out the appropriate answers.

21. Do I have to answer all questions?

No, you can submit the questionnaire at any time. However, please try to answer as many questions as you can. Companies answering a larger proportion of our questionnaire tend to have better total scores than companies that do not.

If your company believes that a question or section is not applicable, please provide a clear explanation of why you believe the question/section is not applicable to your business model in the comment box provided. This does not guarantee that “not applicable” will be accepted, as SAM believes that some topics should be applicable to all companies. In case you have any doubts about whether a question is applicable to your business model, please consult the CSA Helpline (assessments@robecosam.com).

22. How precise should my answers be?

Be brief and to the point. Make sure that you provide the most relevant information for the question asked. Please note that questions, if not specified otherwise, should be answered for the whole company. Questions always refer to your company as defined by internationally accepted accounting practices (i.e. answers should include the holding company, subsidiaries of which your company owns a controlling interest, and any joint arrangement or operations that are proportionally consolidated).

- **Policies:** Corporate policies should apply to the entire company and its subsidiaries. If certain policies, measures, management systems etc. only apply to certain business units or subsidiaries, please specify in the comment field which business unit/subsidiaries the policies cover (in this case please also provide us with revenue figures for each business unit/subsidiary).
- **Performance data:** When figures are requested but your company is unable to provide exact values, please provide estimates to the best of your ability and explain this in the comment box provided. If information is unavailable for the entire organization, please adjust the “coverage” figure (where applicable) to reflect the correct scope of the information reported.
- **Supporting information:** The analysis of supporting information forms an important part of the assessment - where indicated, please provide the necessary information. However, please only add information that is relevant to support the specific answer.

23. Where can I add additional comments to the questionnaire?

Within the online questionnaire, additional comments or remarks can be included in the available comment fields. However, providing explanatory comments should be the exception rather than the rule.

Additional comments should only be used to explain changes in data, calculation methodologies, and/or why a question is not applicable.

24. Is there a character limit for the comment boxes?

The limit for the company comment boxes is 5000 characters. Please note that this limit also counts HTML formatting tags generated by applying formatting the text in the comment box. Other text boxes inside a question all have an indication below them indicating their specific character limit.

25. How can I add a URL in the comment box?

To add a link in the comment box, highlight the text in the comment box that you wish to add a link to. Once the text has been highlighted, you can add the relevant URL in the provided text box below.

26. If I cannot report a figure covering the entire perimeter of my company, while the question asks for it, can I report this figure?

You need to provide an estimate for the whole company, for instance using a weighted average based on the percentage of revenues contributed by the different entities for which you have data. You can use the comment box to explain how this one figure was calculated and report the multiple figures behind the estimate.

27. Can I provide my data in different units of analysis than requested in the questionnaire?

We have integrated a unit converter for some answer options within certain questions which allows you to provide the data in the units of analysis used for reporting within your company. For example, if we ask you to provide figures about your purchase of electricity in megawatt hours (MWh) but your company only reports electricity figures in gigajoule (GJ), you can provide the figures in this unit instead. The unit converter will automatically convert your data into MWh.

If you wish to provide your data in a different unit than the default one asked for, click on the calculator in the text box and choose your preferred unit in the drop-down list. Insert the figure and click 'ok' to validate the conversion. If you wish to learn more about the unit converter and the formulas that we use for conversion, please refer to the unit converter table in [Question 53](#). Please note that some of the unit conversion from the table are available in the unit converter calculator, but not all of them.

If your data is in different units of analysis than requested in the questionnaire and the question does not offer a unit converter, please contact the CSA Helpline (assessments@robecosam.com) for advice on how to proceed. In such case it might not be possible to report in a different unit.

28. How can I save the answers entered in the questionnaire?

At the end of each question there is a green "Save" button which should be used to save the answers while working on them. If you switch to another question, the system automatically saves your answers.

29. Do all questions need to be marked as "completed" in order to set them to "approved"?

No, an *administrator* can set them to "approved" on a per-question basis or submit the whole questionnaire at once, even if some questions are not marked as "completed".

30. Do all questions need to be marked as "approved" in order to set them to submit the Questionnaire?

No, an *administrator* can submit the questionnaire at any time, even if some questions are not marked as "approved". The question status is a feature to help the company keep track of progress easily.

31. Can I mark all the questions to "approved" in one go?

No, you must change the status of each question individually. The approval function enables the company administrator to quality check the answers internally, but they can always submit at any point.

32. Can I download the online questionnaire?

By selecting , you will be able to obtain the questionnaire in PDF format. A small window will open, and you will be able to provide an email address of your choice to which the PDF will be sent. By ticking the box in the window, you can choose to include the question rationale and definitions and/or your answers and additional comments in the questionnaire or generate a blank version of the questionnaire. All answers you have provided by the time you request the PDF will be included in the document. In addition, there is a functionality that allows you to add the question guidance to your PDF. The time it takes to receive the email will be indicated as soon as you send your request. In case you have not received the questionnaire within an hour, please send an email to assessments@robecosam.com or contact our CSA Helpline at +41 44 653 10 30.

Please note that it is not possible to download the questionnaire as a word document or excel file due to the proprietary nature of the information.

33. Can I fill in and return the questionnaire on paper?

No, all companies are required to fill in the web-based questionnaire and submit it to SAM electronically by using the [SAM online assessment portal](#).

Some companies may wish to fill in a paper version of the questionnaire first, before transferring the information to the online questionnaire and submitting it to SAM. You can download and print a blank copy of your questionnaire (PDF file) after logging in on the SAM online assessment portal for this purpose (see: [Question 33](#)).

34. How do I submit the questionnaire to SAM?

Once all questions are completed, you will need to log in as administrator to mark your questionnaire as submitted by clicking on the flag icon  located to the right when in the "Questionnaires" tab. After submission, you will be prompted to accept SAM's Use of Information & Confidentiality Policy and the Dow Jones Sustainability Index Member Logo Guidelines.

After having submitted the online Questionnaire you will be able to read your answers, but not to edit your answers.

35. How can I access past benchmarking scorecards?

Your company's benchmarking scorecards for the most recent and previous years can be retrieved by logging in on the [SAM online assessment portal](#). Please log in as an *administrator* and go to the Reports tab to download past benchmarking scorecards. If you no longer have your login details, please contact the Helpline at assessments@robecosam.com or by phone +41 44 653 10 30.

36. Can I see the answers I provided in last year's assessment?

If you wish to view the answers your company provided in last year's questionnaire, you can retrieve them on the [SAM online assessment portal](#). You can do this by choosing the relevant year in the drop-down menu once logged in. Furthermore, there is a function for pre-filling answers from last year's questionnaire. Please note that answers have been transferred only for questions and data queries that are the same as in previous year's assessment. If there has been any change to the question or the underlying question structure, the answer fields will either be partly pre-filled or empty, prompting you to submit the information again (see: [Question 20](#)).

Documents

37. Why do you ask for company documents in the questionnaire?

In some questions, we ask you to support your responses by providing references to company documents, policies or guidelines. These questions contain a paperclip icon . When selected it will enable you to upload the relevant document or provide the link to the relevant webpage. Additionally, documents can be uploaded from within the “Documents” tab found in the top row of the assessment tool. Please note that in all questions containing the paperclip icon, documents are used as part of the appraisal and scoring scheme.

Note:

In 2019, questions that require publicly available information or where more credit may be awarded for public availability have been clearly marked in the online interface. A banner at the top of these questions, indicating whether **public information is required** or **additional credit may be awarded**, will be displayed. You can read more details about these banners, by clicking on these banners directly on the interface. For questions where only publicly available information is accepted, you will no longer be able to attach documents: you will only be able to provide a web link.

38. Will the attached documents be looked at?

Yes, they are used by SAM analysts to assess the company and verify your answers. That means that whenever a document is requested, it is either directly or indirectly linked to the scoring of that question. For this reason, we ask your company to indicate which pages in the attached documents are relevant for your submission. Order your documents according to the relevance to the response you have provided, in order to make sure that the most relevant documents will be looked at first.

39. How many documents can I attach?

No more than five documents or web links can be attached per document clip and therefore we recommend that you only attach the most relevant documents to support your answers (e.g. where we ask for an example, a sample document to illustrate something specific is sufficient). In some questions (e.g. where SAM is looking for a policy etc.), the maximum number of references may be less than five. The size limit for individual documents is 50Mb.

40. How can I be sure that the documents I am attaching are treated as confidential?

All documents you submit are treated as confidential. SAM will only use them to verify your answers. They are stored in SAM’s database and used exclusively for the Corporate Sustainability Assessment.

In cases where documents are requested for information purposes, e.g. to demonstrate that a specific process is in place and the main interest is not the exact figures, the company has the possibility to blank out very sensitive information through e.g. removing numbers or the labeling of the graph axis.

For further information, please see our [Use of Information & Confidentiality Policy](#).

41. I cannot upload documents, what is the problem?

The problem may be that you are connected over a proxy server that disallows uploads. Please check this with your IT department in order to find a solution. If the problem persists, you can contact our CSA Helpline at assessments@robecosam.com or by phone +41 44 653 10 30.

42. Why is it not possible to upload documents to all questions?

SAM only requests documents if we require them to evaluate a particular answer. In these questions, it is always clearly indicated what we are looking for.

It is also possible to upload documents to the Document Library and refer to them in a question where SAM does not explicitly request supporting evidence. Please note that we will only consult these documents if they are considered necessary for the assessment.

43. What is XBRL and how does this impact my company?

SAM has developed a XBRL (eXtensible Business Reporting Language) Taxonomy, which is a digital representation of its CSA, including all 61 industry-specific questionnaires. Using an API (Application Programming Interface), SAM allows for companies to submit information in XBRL format to its online assessment tool. XBRL is the leading open international standard for digital business reporting and allows companies to transmit data from an external system into the SAM platform, populating the questionnaire with company data. Leading software vendors focusing on sustainability reporting and sustainability information management will be able to integrate the XBRL taxonomy into their systems, enabling companies to compile and report information in a single place.

For any questions regarding XBRL, please contact the CSA Helpline at assessments@robecosam.com or +41 44 653 10 30.

Technical Support

44. What Internet Browser should I use?

We advise you to use a recent version of Google Chrome when working on the questionnaire; recent versions of Mozilla Firefox and Internet Explorer are also supported. SAM cannot guarantee that the assessment tool will function optimally in Safari. If you are using one of the browsers mentioned above and still have issues, please contact the CSA Helpline at assessments@robecosam.com or by phone +41 44 653 10 30.

45. What happens if the question I was working in gets locked?

When the SAM CSA tool is not closed without first logging out, the question you were working on previously may be locked from editing when you log back in. This is to prevent any other user from making unwanted changes to the question you were working on in the event that you are unexpectedly logged out. If this happens, please wait 20 minutes before you continue working on that question. After this period, the question will be available for editing again. Other questions will remain editable during that time. To prevent this from occurring, we advise you to always log out of the assessment platform if you intend on being away from your computer for an extended period. If you are unable to edit the question after the specified time, please contact the CSA Helpline at assessments@robecosam.com or by phone +41 44 653 10 30.

Requirements, Security and Confidentiality

46. What is technically required to fill-in the online questionnaire?

As described under [Question 45](#), a current internet browser is required e.g. Chrome, Internet Explorer, or Firefox. A screen setting of at least a 1280 x 1024-pixel resolution is recommended to best view the online questionnaire.

47. How do you guarantee security of the online data transfer?

For encryption of the data transfer we use 128-bit SSL technology, the strongest commercially available level of encryption to guarantee that only you and SAM will see the provided information. Your data will be encrypted at all times during transit over the Internet.

48. Is the assessment process externally verified?

RobecoSAM AG annually receives external assurance on the application of its Corporate Sustainability Assessment and its methodology which is used for the DJSI. You can view last year's external assurance statement [here](#).

Help

49. Is there guidance available on how to best answer the CSA questions?

Additional information and question guidance

The button provides explanatory and background information within each question. Important terms and concepts are explained to facilitate your understanding of the questions. Please consult the “Additional information and question guidance” button before answering a question, to better understand the type of answers and supporting evidence we are looking for. If you have content related questions that are not sufficiently explained in the question’s information button, the CSA Helpline can provide additional clarifications. The Helpline is available via email at assessments@robecosam.com and phone +41 44 653 10 30.

50. Is a glossary of terms or key words available?

Additional information and question guidance

All key terms are explained and defined in the button in the respective question ([Question 50](#)).

51. I have further questions, how can I get them answered?

Please feel free to contact our dedicated CSA Helpline at assessments@robecosam.com or by phone +41 44 653 10 30.

Unit converter table

52. How does the unit converter convert the units of analysis I provide into the units requested?

I am converting from	I am converting to	Formula
BCF	BCF	x^*1
BCF	m ³	$x^*28316846.6$
BOE	GJ	$x^*6.118$
BOE	GWh	$x^*0.001699$
BOE	kWh	x^*1699
BOE	MWh	$x^*1.699$
BOE	toe	$x^*0.1462$
cubic feet	BCF	$x^*0.000000001$
cubic feet	Million BTU	$x^*0.001027$
cubic feet	m ³	$x^*0.02832$
cubic meters	BCF	$x^*35314.667$
cubic meters	Mio. m ³	$x/1000000$
g/PKT	g/PKT	x^*1
g/TKT	g/TKT	x^*1
gallons (Imperial)	m ³	$0.004546*x$
gallons (US)	m ³	$0.003785*x$
GJ	BOE	$x^*0.1635$
GJ	Million BTU	$x^*0.94781712031332$
GJ	GWh	$x^*0.0002778$
GJ	kWh	$x^*277.8$
GJ	MWh	$x^*0.2778$
GJ	toe	$x^*0.02388$
GWh	kWh	$x^*1000000$
kg	met. ton.	$0.001*x$
kg PFC / met. ton Al prod.	kg PFC / met. ton Al prod.	x^*1
kg/toe	kg/toe	x^*1
kWh	Million BTU	$x^*0.0034121416331279$
l/100 PK	l/100 PK	x^*1
l/TKT	l/TKT	x^*1
liters	m ³	$x^*0.001$
liters	Mio. m ³	$x/1000000000$
Local Currency	Local Currency	x
long tons (UK)	kg	$1016.05*x$
long tons (UK)	met. ton.	$x^*1.016$
met. ton CO2e / 1000 km	met. ton CO2e / 1000 km	x^*1
metric tonnes	kg	$1000*x$
metric tonnes carbon equivalent	met. ton. CO2e	$x^*3.67$
mg/L	mg/L	x^*1
miles	km	$x^*1.6093$
million liters	Mio. m ³	$x/1000$
Million USD	Million USD	x
Mio cubic meters	BCF	$x^*0.0353146667$
Mio cubic meters	m ³	$x^*1000000$
Mio gallons (Imperial)	BCF	$x^*0.000160543653$

Mio gallons (US)	BCF	x*0.000133680556
Mio liters	m ³	x*1000
Mio tons oil eq	Mio tons oil eq	x*1
months	months	x*1
MW	MW	x*1
MWh	BOE	x*0.5882
MWh	Million BTU	x*3.4121416331279
MWh	GJ	x*3.6
MWh	GWh	x*0.001
MWh	kWh	x*1000
MWh	toe	x*0.08598
MWh/ML	MWh/ML	x*1
pounds	kg	0.4536*x
pounds	met. ton.	x*0.0004536
ppm	ppm	x*1
short tons (US)	kg	907.18*x
short tons (US)	met. ton.	x*0.9072
thousands liters	Mio. m ³	x/1000000
toe	BOE	x*7.1429
toe	GJ	x*41.868
toe	GWh	x*0.01163
toe	kWh	x*11630
toe	MWh	x*11.63
USD	USD	x
USD/BOE	USD/BOE	x*1
W/kg	W/kg	x*1
years	years	x*1
bbbl	toe	x*0.136
bbbl	m ³	x*0.1589873
boe	f ³	x*5658.53
f ³	m ³	x*0.02831685
f ³	boe	x*0.0001767
gal	bbbl	x*0.0238095
UK gal	bbbl	x*0.02859521
boe	bbbl	x*1
mmboe	bcf	x*5.65853
lton	tonne	x*1.016
oz	tonne	x*0.000028
cm ³	Mio m ³	x*1E-12
in ³	Mio m ³	x*1.6E-11
ft ³	Mio m ³	x*2.8317E-08
US gal	Mio m ³	x*3.785E-09
Imp. gal	Mio m ³	x*4.545E-09
US brl	Mio m ³	x*1.5897E-07
in ²	m ²	x*0.000645
ft ²	m ²	x*0.092903
yd ²	m ²	x*0.836127

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