

ISS QualityScore | Data Verification Instructions

1. Log into your Governance Analytics account at login.isscorporatesolutions.com
2. At the top right side of the page, hover over the **My Company** menu.



Governance



Compensation



Sustainability



Alert Center



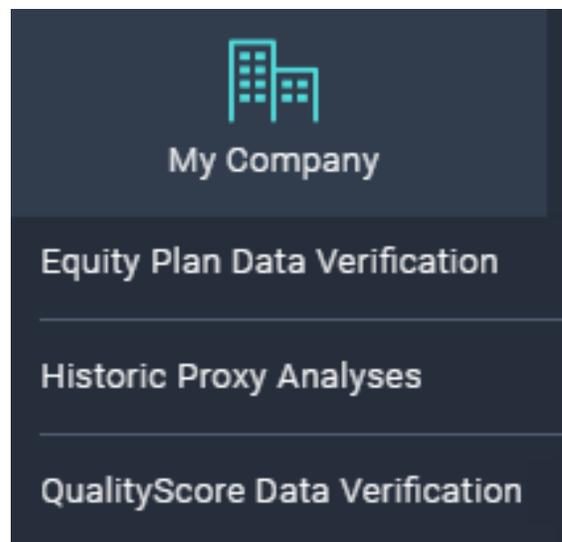
My Company

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3. At the bottom of the My Company menu, click on **QualityScore Data Verification**.



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Governance **4** **Environment & Social**

Primary Governance Contact **5**

Name:

Email:

Phone:

Verify My Governance Data » **6**

4. Click on the appropriate QualityScore tab.
Note: There are separate verifications for Governance and E&S.
5. Fill out the **Primary Contact Details** form on the landing page.
 - The primary company contact will receive QualityScore Data Verification responses from ISS in addition to the user that submitted the response. The primary company contact listed here will be contacted with any questions on submitted changes.
6. Click **Verify My Data** to start the verification process.
7. Review the questions in each pillar (Governance, Environment, Social) by clicking into the tabs and selecting the category buttons.
8. (Optional) Click on the **checkbox** next to a question to keep track of questions you have reviewed.
 - The overall progress is tracked in the progress bar at the top of the screen based on the factor filter. Changing the factor filter from “Scored Factors” (default) to “Unscored Factors” or “Third Party Factors” will change the number of factors driving the progress bar.
 - The “Reviewed By” icon to the left of the question ID number will display Date and user who reviewed the factor. Note that for Governance questions this will only record the most recent user to review the factor.

1%

Scored Factors | All | Factor search. Click categories to see results. Q

Submit Governance

Governance (75) **7** **Environment (102)** **Social (106)**

Board Structure (27) Compensation (32) Shareholder Rights (10) Audit (6)

✓	ID	Question	Answer
<input checked="" type="checkbox"/>	9	How many directors serve on the board? ⓘ	6 members serve on the board of directors. (Q9)

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<input checked="" type="checkbox"/>	9	How many directors serve on the board? ⓘ	 6 members serve on the board of directors. (Q9)

- If the answer to a question is inaccurate, then click on the **pencil icon** next to a question to propose a new answer.
 - Some Environment and Social questions have a parent/child relationship. If the parent question is answered "No", the child questions defaults to "Not Applicable" and is hidden from display. Click the + sign to view the child questions.
- Click on the **Proposed Change** field in the edit box.
 - Type the response that more accurately describes your company's answer to the selected question.
- Click and select in the **Source** dropdown the publicly available source that verifies your proposed change.
- (Optional) Click on the **Type** field
Enter the type or name of source entered above (e.g. 2017 DEF14).

- Click on the **Pages** fields
Enter the page numbers in the source document that demonstrates the proposed change.
- Click on the **Date** field.
Enter the date that the source document was published.
- Click on the **http://** field
Copy and paste the URL to the publicly available source document.
- Use the **Other** field to describe the Source if "Other" Source is selected.

17. (Optional) By default the questions are filtered to **Scored Factors**. Users also have the option to view **Unscored Factors**, **Third Party Factors** or **All Factors**.
 - Unscored Factors do not affect your company's scores, but are collected by ISS; third party factors may be scored or unscored, but ISS does not collect the data directly. Please contact the appropriate source (e.g, GRI) to change the answer for that factor. *(See appendix for list of sources)*
 - The Governance third party questions, 228, 229, and 329, come from proprietary ISS methodology and use third party financial data.
18. (Optional) To view only the questions that you have reviewed or have proposed changes to, click on the **All** dropdown and select **Reviewed** or **Changed** respectively.
19. (Optional) To search for questions, click on **Factor Search**, type any keywords, and click on the categories to view the results. The number of questions with the keywords will appear to the right of the category name.

The screenshot displays the top navigation area of the ISS QualityScore application. It features three main interactive elements: a dropdown menu for 'Scored Factors' (labeled 17), a dropdown menu for 'All' (labeled 18), and a search bar for 'Factor search. Click categories to see results.' (labeled 19). Below these are four category buttons: 'Governance (75)' with a classical building icon, 'Environment (102)' with a leaf icon, 'Board Structure (27)' with a teal background and a building icon, and 'Compensation (32)' with a grey background and a leaf icon. Other visible buttons include 'Shareholder Rights (10)' and 'Audit (6)'.

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The screenshot shows the top navigation bar with a '1%' progress indicator. Below it, there are dropdown menus for 'Scored Factors' and 'All', and a search box labeled 'Factor search. Click categories to see results.' A 'Submit Governance' button is visible in the top right. Below the navigation bar, there are several category buttons: 'Governance (75)' with a building icon, 'Environment (102)' with a leaf icon and a '21' badge, 'Social (106)' with a circular icon and a '22' badge, 'Board Structure (27)', 'Compensation (32)' with a '20' badge, 'Shareholder Rights (10)', and 'Audit (6)'.

20. Click on the next category (e.g, Compensation)
21. Repeat steps 4 – 11 for each category in the pillar.
22. Click on **Submit** to submit your updated answers for either Governance or E&S.
 - *Once submitted for review, no users from your company will be able to submit further answer changes until the ISS Research team has responded to this submission. You will still be able to review your submission until then.*
 - *The ISS Governance QualityScore profile for your company will be accessible one business day after the changes are finalized and emailed to you.*
 - *The Data Verification tool is not available between the time of your company’s definitive proxy filing and the date of publication of your company’s ISS proxy analysis. All data updates are under review as part of the proxy statement procurement process at which time, your company’s Governance QualityScore profile is reviewed in its entirety.*
 - **Note: Governance is a separate submission than E&S so a user would have to submit these questions separately.**

23. Click on **Yes** to confirm your submission.
 - After submitting, you and the primary company contact (as specified in Step 1.) will receive a confirmation email.

The dialog box is titled 'Submit Confirmation' and has a 'close' button in the top right corner. The main text asks: 'Are you sure you want to submit your changes? You will not be able to request additional changes until ISS has responded to your submission'. At the bottom, there are two buttons: 'No' and 'Yes'. A '23' badge is visible in the bottom right corner of the dialog box.

The following E&S questions come from third party sources. For more information, review the organization’s website. For questions, please contact the respective organization.

Question	Organization	Contact
Is the company a signatory to the Bangladesh Accord? (Q464)	Accord on Fire and Building Safety In Bangladesh	http://bangladeshaccord.org/contact/
Does the company report GHG emissions data to the CDP? (Q45)	CDP	https://www.cdp.net/en/info/contact
Which is the most recent year the company has submitted GHG emissions data for to the CDP? (Q46)	CDP	https://www.cdp.net/en/info/contact
If the company reports GHG emissions data to the CDP, what is its recent-year CDP score? (Q48)	CDP	https://www.cdp.net/en/info/contact
Has the company, for the last three consecutive years, received lower than a C grade in any of CDP’s scoring methodologies? (Q49)	CDP	https://www.cdp.net/en/info/contact
In the company's most recent CDP disclosure, which CDP option has been selected as best describing its risk management procedures with regard to climate change risks and opportunities? (Q102)	CDP	https://www.cdp.net/en/info/contact
What frequency of monitoring does the company disclose for their risk management procedures in their most recent CDP disclosure? (Q108)	CDP	https://www.cdp.net/en/info/contact
In the company's most recent CDP disclosure, to whom within the company's organizational structure are the results of risk management procedures with regard to climate change risks and opportunities reported? (Q109)	CDP	https://www.cdp.net/en/info/contact
How far into the future does the company monitor risk management procedures according to its most recent CDP disclosure? (Q111)	CDP	https://www.cdp.net/en/info/contact
Does the company disclose quantitative and qualitative environmental information through CDP’s water questionnaire? (Q197)	CDP	https://www.cdp.net/en/info/contact
Does the company disclose quantitative and qualitative environmental information through CDP’s forests questionnaire? (Q222)	CDP	https://www.cdp.net/en/info/contact
Does the company endorse the UN Global Compact CEO Water Mandate? (Q198)	CEO Water Mandate	ceowatermandate@unglobalcompact.org
Is the company a member of the Extractive Industries Transparency Initiative? (Q491)	Extractive Industries Transparency Initiative	lkrogsund@eti.org

E&S QualityScore | Third Party Factors (2)

Question	Organization	Contact
Has the company obtained Forest Stewardship Council (FSC) or similar certification for sustainable forestry or plantation operations? (Q223)	Forest Stewardship Council	info@fsc.org
Is the company a participant in the Global Network Initiative? (Q388)	Global Network Initiative	http://globalnetworkinitiative.org/contact
Does the company report sustainability metrics in accordance with the Global Reporting Initiative (GRI)? (Q241)	Global Reporting Initiative	http://database.globalreporting.org/register-report
Which is the most recent year the company has reported sustainability metrics in accordance with the GRI? (Q242)	Global Reporting Initiative	http://database.globalreporting.org/register-report
If the company suffered a major environmental controversy, has it failed to provide an adequate response? (Q295)	ISS – Ethix	ESGHelpdesk@issethix.com
If the company suffered a major controversy linked to human rights or corruption, has it failed to provide an adequate response? (Q302)	ISS – Ethix	ESGHelpdesk@issethix.com
If the company suffered a controversy linked to labor standards, has it failed to provide an adequate response? (Q300)	ISS – Ethix	ESGHelpdesk@issethix.com
If the company suffered a controversy linked to "living wage", has it failed to provide an adequate response? (Q297)	ISS – Ethix	ESGHelpdesk@issethix.com
Has the company obtained RSPO (Roundtable on Sustainable Palm Oil) certification? (Q231)	Roundtable on Sustainable Palm Oil	rspo@rspo.org
If the company is an RSPO (Roundtable on Sustainable Palm Oil) member, has it been subject to complaints during the past two years? (Q232)	Roundtable on Sustainable Palm Oil	rspo@rspo.org
Does the company indicate that GHG emissions reduction targets have been approved by The Science Based Targets initiative? (Q42)	Science Based Targets	info@sciencebasedtargets.org
Are the company's GHG emissions reduction targets clearly aligned with the 2°C scenario? (Q40)	Science Based Targets	info@sciencebasedtargets.org
Is the company a participant to the UN Global Compact? (Q239)	United Nations Global Compact	https://www.unglobalcompact.org/about/contact
When did the company become a participant to the UN Global Compact? (Q240)	United Nations Global Compact	https://www.unglobalcompact.org/about/contact
Is the company a Corporate Participant to the Voluntary Principles on Security and Human Rights (VPSHR)? (Q390)	Voluntary Principles on Security and Human Rights	http://www.voluntaryprinciples.org/contact/

For more information on ISS Environmental and Social QualityScore, email us or check out our websites:



Questions:
<https://issgovernance.servicenow.com/csp>



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