Feedback Report
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Benchmark your company’s sustainability performance against industry peers and receive insights on key improvement areas. The service provides benchmarking statistics and a qualitative gap analysis of your company’s sustainability performance on a question level for selected criteria of the S&P Global Corporate Sustainability Assessment (CSA).

What do you get?

A report in presentation format including:

**Benchmarking** of your company against industry peers
- 4-year trend analysis against industry peers on dimension and total score level
- Performance analysis of the material criteria in each sustainability dimension visualized with a spider chart against the industry best and median as well as a heat map of top performers and closest peers

**Analysis for up to 7 key questions**
- Aspect by aspect gap analysis
- Explanation of CSA’s approach, including assessment focus, expected practice and question rationale
- Score table and identification of top performers and closest competitors
- 4-year trend analysis against industry peers on criteria level
- Company and performance relative to best company for all questions in the selected criteria
- Peer practice examples for the identified gaps (where available)

A 1-hour over-the-phone debriefing session on the report with a CSA expert.

How does it work?

The Feedback Report can be ordered directly online. Simply log in to your company’s account by visiting https://portal.csa.spglobal.com/survey/.

Make sure you are logged in with your CSA administrator account. Go to the “Report” tab under the “Benchmarking” tab. In there, click on “Order Feedback Report”.

Once you place your order, the 7 questions with the highest weighted gap will be automatically pre-selected for inclusion in your report. However, you can manually change this pre-selection and instead select the 7 questions that you would like the report to focus on.

When will I receive my report?

The online order interface will indicate a delivery window. This will depend on the availability of analysts and the overall demand for this service. We target a delivery window of 4 to 6 weeks from receiving your order.

How much does it cost?

The Feedback Report and debriefing session are available at a service fee of EUR 4’750 (excl. VAT). Payments can be made by credit card or invoice.
Feedback Report

Key insights into your sustainability performance

Your Feedback Report will be provided in presentation format (approx. 30 pages). The following sample screenshots give you an idea of the sort of analysis you will receive. The actual information provided is for illustration purposes only.

Management summary section

Understand your company’s performance versus your industry peers

The management summary visualizes your performance against your industry peers to help your internal discussions. The first slides focus on your performance on total and dimension level as well as the most relevant criteria. It includes a table showing the top performers by S&P Global CSA Score and your closest competitors in your industry, and, if applicable, how their DJSI memberships changed year on year.

Most material aspects

The most material criteria in each sustainability dimension are selected by judging their likelihood and magnitude of impact on business value drivers.

Four-year trend analysis — company vs industry

You only truly understand your CSA performance if you look at your company’s performance against your peers over a multiyear trend. Are you developing in line with your peers? Are you on an outperforming trend? Or are they catching up on your leadership position? This chart plots your company’s S&P Global CSA Score against the distribution of industry scores, split into quartiles, as well as the industry average.

To learn more, visit https://www.spglobal.com/esg/csa/esg-benchmarking
Visualizations and analysis

The heatmap table provides a color coded view of the CSA Scores of individual companies. Top scores are green, lower scores turn orange. It includes leading companies and your closest competitors based on their CSA Scores. The table allows you to quickly analyze your relative performance compared to these companies.

Gap analysis provided for 7 questions

Criteria dashboard

This section of the report illustrates your performance in the selected criteria. Understand your relative ranking and your competitive landscape. The box plots illustrate the distribution of criteria scores in your industry and allow a 4-year trend analysis of your company’s performance. It highlights your performance on the questions that are part of the selected criteria.

Understand the rational of criteria

Each criterion included in the CSA has a rationale describing the relevance of the topic for the stakeholders and for the company itself. The rational translates into the CSA Approach that describes how the methodology addresses the topic, underlying the aspects considered to measure a company’s performance. The next step in the CSA methodology is the definition of appropriate key performance indicators used to measure how a company addresses a specific topic from the normative and operational perspective. These performance indicators are used in the CSA to determine the score of a company. Finally, the impact on enterprise value creation is described for each material topic as risk and opportunity factors. Risk exposure influences the cost of capital, while the opportunity side refers more to growth and profitability.
Understand the rational of question

The question synopsis includes a description of the question, its rationale and the referenced reporting frameworks for the aspects considered in the questions itself. In terms of performance measured by the CSA score, a histogram provides a visualization of the score frequencies within the company reference industry, considering only the companies that responded to the survey. Focusing then on the individual company performance, a table shows the company’s question score and a comparison the reference industry average and highest score. To complete the overview, the YoY change in terms of CSA score is displayed.

Gap analysis

Aspect by Aspect, item by item review of your assessment results in the selected questions. This analysis allows you to understand in detail how your CSA answers were assessed. Icons provide a quick visualization of strengths and areas for improvement. Areas where the information provided was not sufficient for full points are highlighted and the gap to expected practice is explained.
Important legal information

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